



WELCOME TO EPCOR

EPCOR is dedicated to providing the highest levels of customer service and helping to provide customers with gas services.

Since we're getting to know each other, here's a little bit about us:

- EPCOR provides natural gas service to people throughout the greater Northwest Houston area.
- We're committed to delivering safe, clean and reliable gas. We report on our environment and sustainability measures and voluntarily disclosed our greenhouse gas emissions.
- We're your neighbors, too. We live in the communities where we work, and we have a big stake in giving back.

WE'RE HERE FOR YOU – HOW TO CONTACT US



1-800-383-0834

We're here to handle everything from billing questions to service emergencies.



EPCOR.COM

Learn about your gas system, manage your account and much more.



MOBILE APP

Download the EPCOR USA mobile app from the Apple App or Google Play stores.



SOCIAL MEDIA

Facebook, Twitter and Instagram: @EPCORUSA



EMAIL

Email us anytime at myepcorgas@epcor.com.

Customer care team members are available by phone Monday through Friday, 8 am to 7 pm and Saturdays 8 am to 4:30 pm. Emergencies can be reported by phone 24/7.

IN YOUR NEIGHBORHOOD

From time to time, our Field Service Representatives may be working in your neighborhood. Our employees always wear EPCOR uniforms and carry badges with them. Our team:

- **Can** inspect your meter, show you how to read your meter and offer helpful tips.
- **Cannot** enter your home or backyard, repair your gas line or recommend contractors such as landscapers.



CONVENIENT BILL PAYMENT

Online: Register your account through epcor.com.

AutoPay: Sign up at epcor.com or email us at myepcorgas@epcor.com to have your payment deducted automatically from your bank account.

Bank Bill Pay: Set up payments with your bank's Bill Pay system.

Phone: Call us at 1-800-383-0834*

Text to Pay: Sign up for Text to Pay in the customer portal.

Mail: Send a check payment to:

EPCOR
PO Box 37786
Boone, IA 50037-0786

*If you make a one-time credit card payment, a \$1.80 service fee will be applied. To avoid this, pay online or set up AutoPay.

AT YOUR FINGERTIPS

We're dedicated to providing the highest levels of customer service, including easy access to your account.

Create a secure online account at epcor.com or download EPCOR USA's mobile app in the Apple App and Google Play stores to find even more ways to manage your bill.



MAINTAINING NATURAL GAS LINES: WHO DOES WHAT?

Curious about who repairs or services natural gas lines near your home or business?

Here's an easy way to remember: **Everything between the natural gas meter and your home (or business) is legally your property and is up to you to maintain.**

Everything beyond the meter is part of our system and our responsibility to keep in good working order. For more information, please call us at 1-800-383-0834 or email myepcorgas@epcor.com.




SAFE AND RELIABLE SERVICE

EPCOR's first priority is providing safe, reliable services, and we invest in keeping your natural gas delivery system in top working condition. In the occasional instances when there's an unexpected service outage, we take immediate action to restore service as quickly and safely as possible.

Check for service outages at www.epcor.com/outages, or sign up to get outage alerts delivered directly to you by text or email.




WHATS IN OUR ESG REPORT?

 EPCOR's Environmental, Social and Governance (ESG) Report lays out our record and goals for environmental stewardship and much more. As just one example, EPCOR has a companywide Integrated Health, Safety & Environment Management System that meets the requirements of important, internationally-recognized safety standards.


The full ESG Report is available at www.epcor.com.

READING YOUR METER

 Your gas meter can help you understand your gas usage patterns and increase energy efficiency in your home or business. Your gas reading determines the amount you are charged every month on your bill. You can read the meter yourself to verify your bill and monitor your gas use.

Most gas meters in our system have indexes with digital counters and some have analog displays. You can find tips and a video tutorial for reading your meter at epcor.com.

AFFORDABLE NATURAL GAS

 Natural gas has many qualities that make it an efficient, relatively clean burning, and economical energy source. Burning natural gas for energy results in fewer emissions of nearly all types of air pollutants and carbon dioxide (CO₂) than burning coal or petroleum products to produce an equal amount of energy.

According to the Natural Gas Association customers who use natural gas for heating, cooking and clothes drying save an average of \$879 annually over those who use electricity. That's good news for you and for your wallet.

QUESTIONS? WE'RE HERE FOR YOU

For emergencies, customer service, billing and all other questions, please call our phone line: 1-800-383-0834.

You can also reach us by email at myepcorgas@epcor.com.



CHECK OUT CUSTOMER RESOURCES AND TOOLS ON YOUR ACCOUNT

We've rolled out new customer account features to help you get more from your account and your natural gas service. We designed these upgrades with you in mind. You can find tips for saving gas (and money on your bill), sign up to pay your bill by text, get outage alerts by text or email, and a whole lot more. The updates are live now on your online account and EPCOR's mobile app.

RATES AND REGULATIONS

EPCOR is a regulated utility, and it's our responsibility to protect our customers and their natural gas service. Check with your state's regulatory agency to learn more about rates and approvals.

Railroad Commission of Texas
Gas Services Department, Market Oversight Section
PO Box 12967
Austin, TX 78711-2967
512-463-7164 1-877-228-7962
gascomplaints@rrc.texas.gov