

UPDATES FROM EPCOR

MARCH 2022

NEW CUSTOMER SERVICE TOOLS ARE LIVE NOW



Have you checked out the helpful new resources on your customer account? We've added a roundup of tools to help you conserve natural gas and save money on your bill, sign up to pay your bill via text, and take advantage of more ways to get value from your account. Find them online and the EPCOR mobile app.

LET'S CONNECT



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YOUR BILL PAYMENT ADDRESS HAS CHANGED

For customers who pay by regular US mail, please use the new, recently updated mailing address below. Questions? Just give us a call.

EPCOR
PO Box 37786
Boone, IA 50037-0786



PEACE OF MIND WHEN YOU'RE TRAVELING

Paying your bill while you're away from home – or just don't want to worry about it – is easy with AutoPay, which links your bank account or card with your EPCOR customer account. Sign up online or call us and we'll help you get started.

And while you're at it, consider adding the name of a trusted friend or relative to your account so someone else can manage it in case of an emergency.

GIVE YOUR WATER HEATER THE FLUSH

Your natural gas-powered water heater is a workhorse that's easy to take for granted. Most manufacturers recommend flushing your heater at least once a year to clear out sediment that can build up and make it run less efficiently. When that happens, it takes more energy to run the heater – and you could eventually see it on your monthly gas bill.

Keeping the heater cleaned out also makes it last longer to protect your investment. And it's easy to do. Look for DIY steps from a reputable plumber or home maintenance site online, or call a plumber to do it for you.

SPRING CLEANING AND SAFETY

Natural gas has a safety record that's second to none, and well-maintained equipment can operate safely for many years. Consider building the following recommended annual safety "checkups" into your spring-cleaning routine.* And check out the tips above about flushing your water heater, too.

- Check the batteries in your CO (carbon monoxide) detector alarms every year. If you don't have alarms yet, install one on every floor.
- Have fuel-burning equipment, such as natural gas fireplaces, inspected by a qualified heating contractor.
- Take a look at outdoor exhaust outlets for all appliances and your furnace, and clear out leaves, dryer lint and any other obstructions.
- Remember never to use outdoor natural gas appliances indoors.
- If you have a chimney, check it regularly to make sure it's clear and the clean-out pit at the base is empty.



Lastly, if your CO detector alarm sounds, have all people and pets leave the building, then call 911 for assistance.

*For a list of natural gas safety recommendations, visit [epcor.com](#).



QUESTIONS?

We're Here for You.

For emergencies, customer service, billing and all other questions, please call our 24/7 phone line:
1-800-383-0834

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