

# UPDATES FROM EPCOR

## DECEMBER 2022



### HAPPY HOLIDAYS FROM EPCOR

The entire EPCOR team wishes you and your loved ones a bright, joyous holiday season and a new year that's full of promise and hope. As 2022 comes to a close we want to say THANK YOU to you — our valued customer — for another successful year. We remain committed to providing safe natural gas you can rely on, and we are looking forward to making more strides in our dedication to environmental sustainability and help for those in need in our communities.

Thank you for trusting us to serve you and we hope you enjoy this special season.

### HOUSEHOLD USAGE DURING THE HOLIDAYS

The holiday season not only brings cooler weather, it often brings loved ones to your home! With wintry weather and more people potentially in your home taking showers and cooking for larger groups, it's normal to see your monthly natural gas bill increase slightly.

Remember that your bill is largely based on usage. You can learn easy ways to conserve all around your house at [epcor.com](http://epcor.com).



### WINTER WEATHER SAFETY

Winter weather is unpredictable and natural disasters can happen anytime. Take these steps to stay safe before, during and after a storm.

- If a storm is in the forecast, clear the area around your natural gas meter of anything that could fall or blow on it.
- In the unlikely event that your natural gas service is disconnected or your meter is turned off, please don't try to turn it back on. Call us and we'll have a trained field service representative reconnect it safely.
- Natural gas is invisible and not easily detected without the "rotten egg" odor added. If you smell this at any time, call 9-1-1 immediately, then call us at 1-800-383-0834. We're here 24/7/365.

### WEATHER NORMALIZATION ADJUSTMENT

Like many natural gas utilities, we use a Weather Normalization Adjustment, or WNA, during the winter to reduce the impact of extreme weather on customer bills. The WNA credits customers when the weather is colder than normal and adds a surcharge above the base rate when temperatures are higher than normal.

If you still have questions about your bill, give us a call at 1-800-383-0834. We're happy to help.



#### SIGN UP FOR AUTOPAY

Paying your bill is easy with AutoPay, which links your bank account with your EPCOR customer account.

Sign up online, or call us at 1-800-383-0834 and we'll help you get started.



#### CALL BEFORE YOU DIG

Need to get underground? Call 8-1-1 before you touch the dirt so that underground utilities can be safety marked and avoided. You can also visit [www.texas811.org](http://www.texas811.org) for more information.



### SMELL A LEAK?

Is there a rotten smell somewhere in your home? You could have a natural gas leak. If this happens to you, leave the area right away, call 9-1-1 and then call EPCOR.

### LET'S CONNECT



[epcorusa](https://www.epcorusa.com)



[@epcorusa](https://www.instagram.com/epcorusa)



[@epcorusa](https://twitter.com/epcorusa)



### QUESTIONS?

We're Here for You.

**Emergencies**  
1-800-383-0834

**Customer Service – Billing  
and Service Questions**  
1-800-383-0834

**Email:**  
[myepcorgas@epcor.com](mailto:myepcorgas@epcor.com)