

EPCOR ESSENTIALS

DECEMBER 2023



Happy Holidays

We want to express our sincere gratitude to you — our valued customer — as 2023 comes to a close. As always, we remain committed to providing natural gas you can rely on. We are proud to be your natural gas utility provider. Thank you for trusting us to serve you. Enjoy this special holiday season.

Gas Usage Tips for the Holidays

Family, friends and food are some of the best things about this season. With cooler weather and more people potentially in your home taking showers and doing laundry, it's normal to see your monthly natural gas bill increase slightly. Remember that your bill is based on usage, so encourage guests to help conserve by closing blinds and drapes at night and avoiding blocking vents.

You can learn easier ways to conserve energy all around your home at epcor.com.



Stay Safe During Winter Storms

Winter weather is unpredictable, and natural disasters affecting your utilities 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.

If 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 send a trained field service representative to reconnect it safely.

Natural gas is odorless and invisible with a "rotten egg" odor added. If you smell this anytime, call us immediately at 1-800-383-0834.

Weather Normalization Adjustment Explained

Like many natural gas utilities, we use a Weather Normalization Adjustment, or WNA, during the winter to reduce the impact of extreme weather costs 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 usual.

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



QUESTIONS?

We're here for you.

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

Email:
myepcorgas@epcor.com

Visit epcor.com for updates and more information



Smell a Leak?

Is there a rotten egg smell somewhere in your home? You could have a natural gas leak. If this happens, leave the area right away, call 9-1-1 and then call EPCOR at 1-800-383-0834.

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