

EPCOR ESSENTIALS

FEBRUARY 2024

Update from Last Month's Outage

Last month we saw the first major cold front of the season that presented significant challenges across the state. Here in the Magnolia area, our natural gas delivery system was presented with one such challenge and we'd like to keep you updated with what happened and how it was resolved.

During the first morning of the extreme cold on January 15, a section of our pipeline experienced low-pressure condition when our demand was at its highest. As soon as the low-pressure situation moved down line, service to customers in the Indigo Ranch and High Meadows Ranch communities was disrupted. We immediately began fielding calls and dispatched our crews to identify the area that was causing the issue. After conducting pressure surveys in and around the impacted area, our crews narrowed the location down to a section near a railroad and highway crossing.

By 1:45 p.m. on January 16, we were able to identify the location causing the loss of pressure and immediately began restoring service to the impacted customers.

Fortunately this event did not require major excavations or repairs. Once we identified the issue, it was a quick fix and the pressure in the pipeline responded immediately allowing normal service to resume by that afternoon. We will continue our routine safety checks and infrastructure inspections as it is our goal to minimize the impacts of extreme weather events whenever possible.

We certainly appreciated the customers who notified our Customer Care team immediately so that we could have crews out and restoring service as quickly as possible.

We are proud to provide an abundant and affordable utility service to the region and it is our goal to deliver this resource with the highest safety and reliability standards. Please don't hesitate to reach out to our team should you suspect an outage or have any questions regarding your service. We are available 24/7 at 1-800-383-0834 and myepcorgas@epcor.com.

How to Read Your Meter

Reading your gas meter can help you understand your gas usage patterns and increase energy efficiency in your home or business. Reading your meter is one way to verify your bill, check for leaks and monitor your gas use. Most of the 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.

Carbon Monoxide Awareness

Natural gas has a safety record that's second to none, and well-maintained equipment can operate safely for many years. When you own gas appliances, it's important to be aware of carbon monoxide in your home.

- 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.
- 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 ensure 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 complete list of natural gas safety recommendations, visit epcor.com.

Understanding Your Natural Gas Bill

Natural gas service rates are determined through a combination of rules in our consumers' cities, the Railroad Commission of Texas (RRC) and market factors. Rate schedules are also subject to the cost of gas, Weather Normalization Adjustment Clause, Pipeline Safety and Regulatory Program, Rate Case Expense and tax adjustments. Learn more about rates and rate changes at epcor.com.

Call Before You Dig

Remember, having your utility lines located and marked for free is important before any digging or other action disturbs the ground. Did you know you're technically legally required to have all buried utility lines located first? Otherwise, sinking a shovel into the ground could result in serious injury, widespread service disruptions or costly repairs you're responsible for. To avoid problems, call Texas 811 at least 48 business hours before digging to have utility lines located and marked for free. Visit www.texas811.org for more information.

Suspect a Leak

If you suspect a gas leak, leave the area immediately and call 911 for assistance. Here are signs there could be a natural gas leak:

- You smell something rotten. A scent called butyl mercaptan, which smells like rotten eggs or sulfur, is added to natural gas to detect leaks.
- You see bubbling puddles or air blowing from the ground. Though the gas will be clear and colorless, it leaves patches of dead vegetation.
- You hear a hissing noise from underground. You may hear a roaring sound if there's a leak near an underground pipeline.

It's always better to be safe even if you're unsure what you smell, see or hear. Don't delay in calling emergency responders if you suspect a leak!

MAILING PAYMENTS

EPCOR customers can pay their bill via traditional mail by sending payment to:

EPCOR TX GAS
P.O. Box 37786
Boone, IA 50037-0786

CUSTOMER SERVICE

1-800-383-0834
myepcorgas@epcor.com
epcor.com



Money-Saving Tips

Want a simple way to save? Lower your thermostat for about eight hours, when everyone is out of the house for the day, by 10-15 degrees and cut your heating costs by as much as 10% per year. Many thermostats can be programmed to automatically lower and raise throughout the day and evening, helping you save money and conserve energy.

LET'S CONNECT



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