

EPCOR ESSENTIALS

JUNE 2024

National Safety Month

June is National Safety Month, an important reminder to prioritize safety, especially as we approach the 4th of July holiday. With more time spent outdoors, consider these tips to keep you, your family and your community safe from natural gas incidents.

- Decrease the risk of carbon monoxide in your home by keeping your natural gas appliance exhaust clear of vegetation and debris by trimming grass, weeds and shrubs.
- Teach kids to be safe around your natural gas meter. Never tie or wrap anything around the unit; don't let children play on the meter.
- Making yard improvements? Always call 811 at least two business days before any digging projects to have your underground utility lines clearly marked.
- Have you started using your gas grill or fire pit? Ensure they are a safe distance from your home and clear of debris that could catch fire.
- If you smell a gas leak, immediately leave the area and call EPCOR Customer Care at 1-800-383-0834.



Energy-Saving Tips for Summer

Lower your natural gas bill this summer and conserve energy by following these smart tips:

- Improve your home's insulation by monitoring for drafts from windows and doors. Caulking, weather-stripping and upgrading insulation can help.
- Consider upgrading to energy-efficient appliances if it's time to replace a stove or dryer.

Preparing Your Home for Hurricane Season

June marks the beginning of hurricane season in Texas, so be sure to remember these safety tips for your natural gas system.

- Leave your natural gas service and meter on and operational during a hurricane or severe storm. Most modern gas appliances have safety valves that shut off the flow of natural gas automatically. Contact a professional if you need assistance.
- Know the location of your gas meter and ensure it is free from debris.
- Outdoor grills can be disconnected from their natural gas hoses with shut-off valves. Be sure to secure your outdoor grill in a protected location.
- Find more tips and resources at www.epcor.com



WHAT'S IN A HURRICANE EMERGENCY KIT?

Here's a basic list to get you started: Water, food, battery-powered radio, flashlight, first aid kit, extra batteries, whistle, map, mask, cellphone with battery bank, garbage bags, duct tape and moist towelettes. See more supply recommendations at ready.gov/kit.

Checking for Leaks

Here are three ways to check for leaks after a severe storm or hurricane:

- **Smell:** Natural gas is odorless, but utilities add a strong odor for safety. You might have a leak if you smell something like rotten eggs or sulfur.
- **See:** Natural gas is also clear and colorless, but leaks can leave visible signs. You might have a leak if you see patches of dead vegetation.
- **Hear:** A hissing or roaring noise near an underground pipeline can indicate a natural gas leak.

It's always better to be safe even if you're not sure what you're seeing or smelling. If you think you might have a leak based on these tips, please give us a call at 1-800-383-0834.



Customer Service – Billing and Service Questions
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