

EPCOR ESSENTIALS

JULY 2024

Annual Safety Information

Natural gas has a superior safety record, but small gas leaks can still occur. Here's your annual reminder on ways to detect leaks:



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, air from holes in the ground, or bubbles from standing water.



HEAR

A hissing or roaring noise along the location of 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.

Beat the Heat and Save on Gas

Natural gas use can rise during hot summer months. Here are ways to keep your cool and your wallet happy:

- Lower your water heater temperature to 120°F (49°C). This slight adjustment can significantly reduce gas consumption.
- Consider replacing old, inefficient appliances with energy-efficient models. Look for the Energy Star label to get started.
- Proper insulation in your attic, walls, and around windows keeps cool air in and hot air out, reducing reliance on gas-powered cooling systems.

Taking these steps will make you enjoy a comfortable summer while keeping your gas bill down.

Preparing for Hurricane Season

Strong winds and heavy rain can disrupt gas service, especially during hurricane season in Texas. Here are some tips to prepare for potential storms and instructions in case your service is disrupted.

- Leave your natural gas service and meter on and operational during a hurricane or severe storm. Most modern gas appliances have safety valves that automatically shut off natural gas flow. Contact a professional if you need assistance.
- Know the location of your gas meter.
- Remove any debris and overhanging branches near your gas meter.
- If you smell rotten eggs, evacuate the area immediately and call 911 from a safe location.
- If service is interrupted, don't attempt to turn on gas appliances yourself. Call 1-800-383-0834 and wait for a qualified technician to restore service.

For more safety tips and resources, visit www.epcor.com.



**Customer Service – Billing
and Service Questions**
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and more information

Using Your Gas Grill During National Grilling Month

If you have a gas grill, you can control heat levels and cook top-notch BBQ fare all summer long. Before throwing your favorite foods on the grill for delicious meals, brush up on the nuances of cooking on a natural gas grill. Follow these pro grilling guidelines when cooking with natural gas:

- Clean your grill grates before each use.
- Always ignite the burners with the grill lid open.
- Preheat your grill for 10-15 minutes before cooking.
- Don't spray flare-ups, flames or small grease fires with water.
- If a flare-up does not diminish quickly, remove everything off the grill, turn off the burners, and leave the lid open until the flame burns out.
- Use a thermometer to ensure you're cooking food to the right temperature.
- Close the gas valve after you've turned the burners off.
- Keep grill components covered when not in use.



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