

EPCOR ESSENTIALS

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Understanding Your Gas Bill

Your bill includes charges for your natural gas usage, costs to deliver gas to your home or business and natural gas rates determined by local regulations, the Railroad Commission of Texas and market factors. Reading your gas meter can help you understand your usage and identify ways to save. Delivery charges on your bill are related to natural gas transmission and distribution through the natural gas pipeline system. Depending on your location, natural gas rates may appear in one of four categories on your bill:

- Environs – Residential or Commercial
- Environs – Public Authority
- Incorporated – Residential or Commercial
- Incorporated – Public Authority

For more information about your bill, visit your online account at www.epcor.com.



New Meter System in Your Area

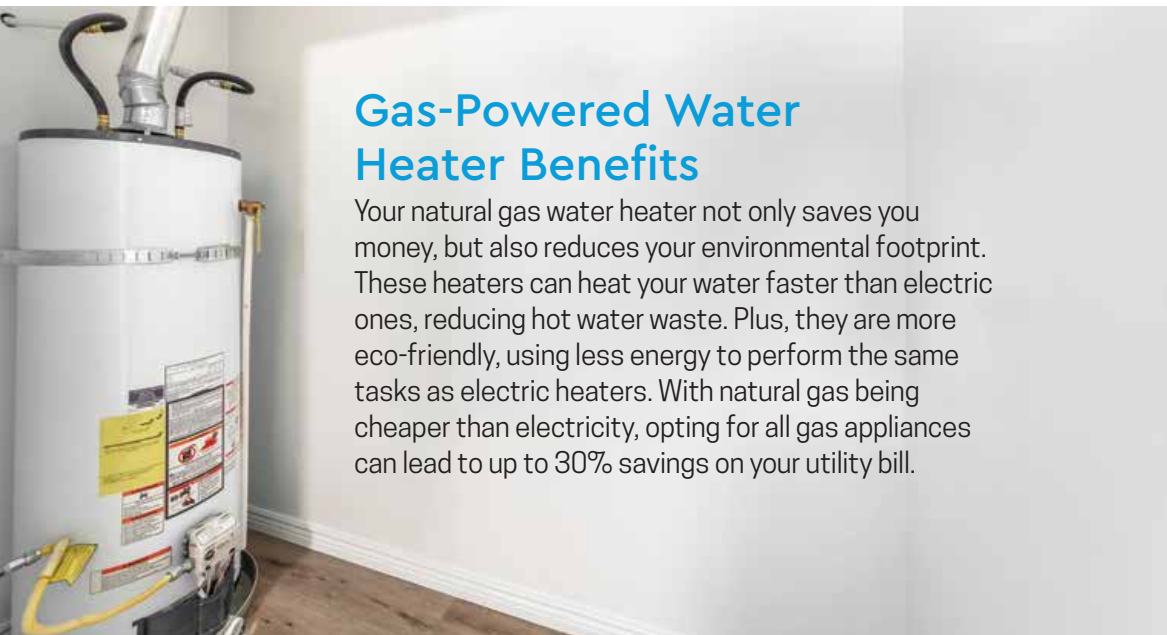
As a valued EPCOR customer, you may soon receive an upgraded meter system with helpful new technology. Here are a few things to know:

- Swapping old meters for new and improved ones takes about 30 minutes, during which your service will be interrupted.
- After replacement, you'll need to re-light any pilot lights on appliances, such as water heaters.
- The new meters can be read and shut off remotely.



Gas-Powered Water Heater Benefits

Your natural gas water heater not only saves you money, but also reduces your environmental footprint. These heaters can heat your water faster than electric ones, reducing hot water waste. Plus, they are more eco-friendly, using less energy to perform the same tasks as electric heaters. With natural gas being cheaper than electricity, opting for all gas appliances can lead to up to 30% savings on your utility bill.



Debunking Natural Gas Myths

There are common misconceptions about using natural gas. Let's dive into these myths to learn more.

- **Clean Fuel:** Natural gas emits less carbon dioxide and pollutants than coal or oil.
- **Cost Efficiency:** Customers who use natural gas for heating, cooking and clothes drying save an average of \$879 annually over those who use electricity.
- **Sustainability:** EPCOR crews are constantly making improvements to natural gas infrastructure. By replacing outdated pipelines and infrastructure we can nearly double the equipment's serviceable lifespan.

Source: American Gas Association and Natural Gas Association



DID YOU KNOW?

According to the American Gas Association, CO2 emissions from homes using natural gas for heating, cooking and clothes drying are about 28% lower compared to homes that are reliant on other energy sources.



Customer Service – Billing and Service Questions
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