

4003 Pinehurst Meadow  
 Magnolia TX 77355  
 Non-Emergency Phone:  
 1-800-383-0834  
 Website: www.epcor.com



**ABOUT EPCOR**

EPCOR is a natural gas distribution that operates in seven southeast Texas counties. The majority of our customers are in northwest Harris and southwest Montgomery Counties.

EPCOR is committed to providing natural gas to its customers in a safe and reliable manner in addition to providing a safe work place for our employees and third parties that are working on or around our gas mains. In order to accomplish this, EPCOR has invested in digital mapping and advanced line locating technologies to help minimize the most common source of damage and leaks on our system: excavation.

EPCOR participates in One-Call Centers and strongly encourages use of the One-Call system to those who are excavating in our area, whether they are homeowners working on a “do it yourself” project or contractors installing other utilities. We promptly respond to requests for line locates in order to protect workers and the integrity of our system.

We patrol our system routinely to watch for unauthorized excavation and to look for signs of a natural gas leak. We

advise our customers and the general public in the area of our system to be aware of the signs of a natural gas leak:

- Dead or discolored vegetation in an otherwise green space.
- A “rotten egg” or hydrocarbon odor in the vicinity of gas lines or facilities.
- A blowing or hissing sound around gas lines or gas fixtures.

We also advise our customers how to respond to a suspected gas leak:

- Leave the area immediately and call 911 and the EPCOR emergency line.
- Avoid driving near escaping gas.
- Avoid direct contact with the escaping gas.
- Avoid anything that could create a spark or source of ignition such as:
  - Turning light switches on or off.
  - Placing a telephone call from within the area of the leak.
  - Starting an engine.
  - Smoking.
  - Striking a match.
- Dust blowing from a hole in the ground.
- Continuous bubbling in a wet or flooded area.
- A fire over or around gas lines or related facilities.

**EMERGENCY CONTACT:**  
1-800-383-0834

| <b>PRODUCTS / DOT GUIDEBOOK ID# / GUIDE#:</b> |      |     |
|---|------|-----|
| Natural Gas                                   | 1971 | 115 |

**TEXAS  
COUNTIES OF OPERATION:**

|          |            |
|----------|------------|
| Austin   | Montgomery |
| Colorado | Waller     |
| Grimes   | Washington |
| Harris   |            |

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*



**PRODUCTS TRANSPORTED AND COUNTIES INVOLVED**

| Product     | Description   | Health and Fire Hazards Counties  | Counties Involved  |
|-------------|---|---|--|
| Natural Gas | <b>Leak Type:</b> Gas<br><b>Vapor:</b> Lighter than Air<br>Very flammable and a white vapor cloud may be visible near the site of a leak. | <b>Health:</b> Extremely high concentrations may cause irritation or asphyxiation. Possible presence of H2S, a toxic gas.<br><b>Fire Hazards:</b> Extremely flammable and easily ignited by heat, sparks or flames. | Austin      Montgomery<br>Colorado      Waller<br>Grimes      Washington<br>Harris |