



Good afternoon!

Thank you for your patience as we work to implement your new billing system and account transfer. Payment services through Pines Gas will be unavailable until the July bill due date, 08/01/2025. Your last EPCOR statement included estimated usage. Your new Pines Gas statements in the coming months will cover any unbilled usage or credit your account for overbilling, if necessary. If you have a past due balance, your services will not be disconnected during this transition period.

Here are some important updates:

- 1. Payment Services:** Payment services will be unavailable until the July bill due date, 08/01/2025. We apologize for the delay, however, we will update the customer web portal as soon as it is available or if there is an updated timeline. **You may continue to make payments through EPCOR until our payment services are available. We will credit all payments received by EPCOR to your Pines Gas account once able.**
- 2. Due Dates:** Pines Gas will issue your bill and due date around the same time period as your normal billing. Your last EPCOR bill was issued earlier as part of the transition, due June 16, 2025. Once your bill is issued directly from Pines Gas, your due dates will appear on your Pines Statements and the web portal. **Your services will not be disconnected during this transition period.**
- 3. Bill Statements:** Your last EPCOR statement (issued May 30, due June 16) included an estimated meter reading. We will verify new consumption in the coming months to ensure accurate billing. While estimates may be used periodically, we will verify the reading within the next 2 billing cycles and provide credits and adjustments if necessary. Your new statements will cover any unbilled usage or credit your account for overbilling if necessary. Pines Gas bills are based on actual readings, and we will only use estimates when it is not possible to read the meter in time for the bill to be issued.
- 4. Past Due Accounts:** If your account was past due with EPCOR, disconnection will be delayed until Pines Gas issues a new delinquent notice. Pines will always offer payment plans or payment extensions, if your account is eligible. To remain eligible, prior payment plans or payment extensions must be honored and paid by the due date or extended due date if provided. Once your first Pines Gas bill statement is issued in July, we will send more information if your account is past due.

Thank you very much for your patience during this time! Transitioning accounts, data, and implementations is typically challenging. We will get your account updated as quickly as possible. Regardless of your account status, we are committed to providing continuous service as our top priority. Thank you for being the best part of Pines! We are excited to serve you as your new gas provider! We will send out more information with next steps for your account once you are able to make payments online.

Thank you,

Pines Gas