



Bi-Annual Customer Notice June 2026

Alpine Natural Gas strives to improve our service to you, our customer and operate a safe, reliable natural gas distribution company for the public, customers and its employees.

This time of year when planting, home repairs and/or improvements are taking place, it increases the possibility of striking buried gas lines on your property. Please utilize **USA North** (Underground Service Alert) **Reminder:** Call 2 working days before you dig. **Dial 811.** This is a free service that allows Utilities to identify the location of underground services on your property before you excavate, dig postholes or plant trees. We aim to stop all accidental dig-ins to our pipeline facilities. While every April is considered National Safe Digging Month, at Alpine Natural Gas we recognize every month as awareness month. Please call before you dig.

Below is some helpful information as well as answers to frequently asked questions.

General

- **Office Hours** are 9am-4pm Mon.-Thurs. & 9am-2pm Fri. for billing and service calls. For general information, visit website at **www.alpinenaturalgas.com**.
- **Smell gas leak? Call us we will investigate all potential gas leaks.** 24-hour answering service for all **emergency calls and gas leaks**. For fires, explosions and blowing gas please also call **911**. We can help identify origin of even the smallest leak. If it is at the meter we will repair promptly. Leaks inside your home and at appliances we cannot repair but we may be of assistance in expediting any necessary repairs.
- Inspection and Maintenance of Customer-Owned, Buried Natural Gas Piping (*See Reverse side*).
- Alpine reads meters approximately the 20th of the month, **bills are due on receipt** and past due the 10th of the month.
- Courtesy return envelopes are available upon request.
- **Leak Surveys – Ongoing, you may notice us monitoring our pipelines along streets and right of way onto your property up to the meter.**

Services

- **ACH (Automated Clearing House):** After, receiving your monthly billing statement, the amount of your current bill will be deducted from your bank account automatically on the 5th of the month.
We highly encourage your participation in this free program.
- **CARE & ESA (Low Income assistance programs):** Please call to request an application to see if you are eligible for these program benefits and discounts.
- **LIFELINE:** Standard medical allowance of 6.8/therms for units occupied by paraplegic/quadruplegic and hemiplegic persons or those afflicted with multiple sclerosis or scleroderma. Allowance will be made available on receipt of certification, which may be by physician letter.
- **EPP (Equal Payment Plan):** This is a good way to pay your annual gas bills in 12 equal monthly payments. 2025 EPP will begin in June, call for consent form.

If, you have any questions or we can be of any assistance please call our office at **1-209-772-3006**.

ALPINE NATURAL GAS

Energy-Saving Tips

ALPINE NATURAL GAS tries to minimize the impact that high gas prices will have on your utility bill, we also want to provide you with some tips to help you lower your gas usage.

- *During the winter, you can save as much as 2-3% of the energy your furnace uses simply by lowering your thermostat by 1° F (if it's set between 65° and 72° F). Health permitting, consider lowering your thermostat to 55° at night.*
- *In winter, open window coverings on sunny days to help warm the rooms. In summer, close them to help keep rooms cool during the day.*
- *Close the damper when not using the fireplace. Turn your furnace down when using your fireplace.*
- *Operating your cooling and heating system accounts for almost half the average family's energy bill. Inspect, clean or change the system's air filters once a month to keep costs down.*
- *Install an ENERGY STAR® programmable thermostat to prevent unnecessary heating or cooling. Consult the manufacturer's manual for proper operating instructions.*
- *Add weather stripping around windows and doors to reduce drafts. To reduce air leaks, use caulking to seal around ducts, bypasses in plumbing openings and any other openings in the walls, floors or ceilings. Save up to 10% on heating and cooling costs.*

For Your Safety

(Customer Notification: Dept. of Transportation regulation 49 CFR Part 192.16)

All Alpine Natural Gas customers should be aware of this important gas safety information. **Alpine Natural Gas is committed to providing safe, reliable natural gas service. We maintain all our gas lines in accordance with U.S. Department of Transportation and California Public Utilities Commission pipeline safety regulations. As a natural gas pipeline operator, Alpine Natural Gas is required by federal law to periodically notify all customers of the following:**

Alpine Natural Gas is not responsible for maintaining gas service lines or piping downstream of the gas meter placed at your home.

Customer-owned, buried natural gas piping should be inspected periodically for leaks and if, metallic pipe, signs of corrosion. Examples of this piping are any buried piping from the gas service delivery location to your house or appliances or from the house to a swimming pool heater or spa. Any gas leaks or evidence of corrosion to metallic piping re found, you should take immediate steps to correct.

Damage Prevention



Know what's below.
Call before you dig.

811/800-642-2444

When digging near buried gas piping, locate the piping in advance, and dig by hand. Contact a certified plumbing contractor in your area to help you locate and inspect your **BURIED** gas piping. Call **811** to locate underground utility-owned facilities. If you have questions about this notice, call Alpine Natural Gas at **1-209-772-3006**.