

Subject: Important Notice – Gas Meter Upgrade, What to Expect
Date: August 12, 2025



Dear Valued Customer,

West Texas Gas will soon be upgrading your natural gas meter as part of a system-wide initiative to strengthen our infrastructure, support continued compliance with regulatory standards, and help maintain reliable service.

What You Need to Know:

- **When:** Meter replacements will begin in July and continue for 14 months through August 2026, and you will receive a separate notice providing details to our online scheduling portal or call center. **An adult must be present during the installation appointment**
- **Who:** The work will be performed by a certified 3rd party contractor from Bermex or a qualified West Texas Gas technician
- **Service Impact:** The upgrade typically takes less than 60 minutes and may cause a short interruption to your gas service. The technician will relight your appliances and restore gas usage before leaving the premises.
- **No Cost to You:** There is no charge for this meter exchange

What to Expect Next:

- Keep an eye out for further details on our website, in the mail, or a call to set up an appointment, if needed. We appreciate your cooperation and understanding as we complete this important work.

Thank You

At WTG, we are honored to serve such an amazing customer base. We thank you for your trust and loyalty as we work to make these improvements for you so we can deliver the highest levels of service, safety, and convenience.

If you have any questions in the meantime, please don't hesitate to contact our customer support team at (833) 889-0729

You can also find more information regarding the project on our company website:
<https://www.westtexasgas.com/meter-upgrade-program/>

Warm regards,
The West Texas Gas Team