

Epcor Utilities - Aylmer

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Epcor Utilities - Aylmer

EPCOR Utilities in Aylmer, Ontario: A Comprehensive Overview

EPCOR Utilities is a well-known gas company operating in Aylmer, Ontario. Although it provides essential services, customer experiences have varied significantly. It's crucial to understand both the positive aspects and the common grievances associated with this utility provider.

Customer Service Concerns

Many customers have voiced their frustrations regarding EPCOR's service. One customer described their experience as "the absolute worst service" they

had encountered in years. After moving into a new home, they faced an unexpected disconnection of gas service due to what was claimed to be a missed application. The lack of a mailbox led to complications, leaving the customer without essential utilities such as hot water and heat while having a baby at home.

Positive Experiences

While some reviews are unfavorable, there are also instances where customers praised the responsiveness of the service team. For example, after a lightning strike caused low gas pressure, a technician named Daryl was able to arrive within an hour to replace the meter, restoring heat and hot water quickly. This highlights that not all experiences with EPCOR are negative, as swift action can lead to satisfactory resolutions.

Billing and Delivery Fees

Another significant concern for customers revolves around billing practices. Many have reported that the delivery fees charged by EPCOR are disproportionately high compared to the cost of gas itself. For instance, one customer highlighted a scenario where delivery rates reached \$177.86 alongside a monthly charge of \$13.50, exceeding even the cost of the gas consumed. Such pricing has led to widespread dissatisfaction among residents.

Installation Issues

New installations and reconnections appear to be a major pain point for many customers. Complaints about long wait times and ineffective communication have become quite common. Some individuals have reported waiting several months for natural gas services to be connected, often with little to no feedback from the company. This has prompted some to recommend avoiding EPCOR for new installations altogether.

Accessibility Features

For those needing wheelchair accessibility, EPCOR Utilities offers a ****wheelchair-accessible car park**** at their facilities. This commitment to accessibility aims to provide a more inclusive environment for all customers, ensuring that everyone can access essential services without barriers.

Conclusion

In conclusion, EPCOR Utilities in Aylmer, Ontario, presents a mixed bag of customer experiences. While there are praise-worthy aspects, particularly relating to quick responses during emergencies, the overall sentiment points towards significant room for improvement, especially in customer service, billing clarity, and installation timelines. Potential customers should weigh these factors carefully when considering EPCOR for gas services.

You can reach us at

39 Beech St E, N5H 3J6 Aylmer, Ontario - Canada (CA)

The phone of said **Gas company** is +1519-773-5321

And if you want to send a WhatsApp, you can do so at +1519-773-5321

We look forward to seeing you at:

Day	Hours
Monday	8?AM–4?PM
Tuesday	8?AM–4?PM
Wednesday	Closed
Thursday	Closed
Friday	8?AM–4?PM
Saturday	8?AM–4?PM
Sunday	8?AM–4?PM

The website is EPCOR Utilities

If you need to modify any data that you consider is not accurate about this page, we kindly request forward a message so that we will adjust it quickly. Thanks beforehand we appreciate it.

Images



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