SourceGas Distribution LLC (SourceGas) recently announced the implementation of a new billing system and customer care (call center) center.

The new call center is operated and managed by SourceGas employees from its location in Fayetteville, Ark., and builds on the pre-existing in-house call center expertise of SourceGas's affiliate, Arkansas Western Gas Company.

SourceGas's current toll-free customer service number, 1–800–563–0012, for Colorado, Nebraska, and Wyoming service areas will remain the same.

The customer care center will offer standard business hours for customers from 8 a.m. to 7:30 p.m. Central Time, 7 a.m. to 6:30 p.m. Mountain Time, Monday through Friday. SourceGas will continue to provide emergency call service, including leak calls and priority calls, 24 hours a day, seven days a week.

"SourceGas employees have a commitment to provide customers with reliable, courteous and efficient service and these changes will allow us to fulfill that promise," said Dan Watson, President and CEO, SourceGas.

Customers will receive a new account number on their September billing statements and are encouraged to note the new number on their checks and update their online banking information. The new account number will also require customers to set up new online access accounts and passwords as outlined on their September bills. September bills will also include the guide "How to Read Your New Bill."

Convenient payment methods will be available after Sept. 8, such as pay by phone, internet, electronic/paperless bill, and no-fee credit card payments.

Customers may also establish recurring automatic payments with their bank or credit card. For assistance in setting up these convenient services please contact the customer care center at 1-800-563-0012 or visit the website for additional details at www.sourcegas.com

SourceGas is a natural gas local distribution utility headquartered in Lakewood, Colorado, with operations in Arkansas, Colorado, Nebraska, Wyoming and Hermosillo, Mexico. SourceGas serves nearly 420,000 customers and operates 17,700 miles of distribution, gathering and transmission pipeline, as well as storage facilities. SourceGas and its subsidiaries also provide gas transportation, in home HVAC and appliance service and sales, as well as gas commodity sales services to its natural gas customers.