

SourceGas Distribution LLC (SourceGas), which serves Imperial, announced the implementation of a new billing system and customer call 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 7 a.m. to 6:30 p.m. (MT), Monday through Friday, and 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."