



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



Feel at Home With Natural Gas

Natural gas keeps you and your family comfortable by supplying the energy you need for a warm home, hot water, dry clothes and home-cooked meals. And on top of comfort, natural gas can bring you savings as well. Find out how natural gas is the most cost-effective and energy-efficient way to meet your home's energy needs:



- **In the Kitchen:** When it's time to gather around the dinner table, natural gas can help you make a tasty meal for the family. Plus, it's the smarter choice for energy savings; a natural gas range can operate at about half the cost of an electric range.
- **In the Bathroom:** No one wants to worry about energy costs while they're enjoying a hot shower. With a natural gas water heater, you won't have to! The average household can save approximately \$300 a year on its energy bills by replacing an electric water heater with a gas water heater.
- **In the Laundry Room:** There's nothing quite like the feeling of warm clothes straight out of the dryer. With a gas clothes dryer, your clothes will dry faster and fluffier at half the cost! Natural gas dryers have faster cycle times than electric dryers, and they handle two loads of laundry for the same cost as drying one load in an electric dryer.
- **In the Living Room:** When it's chilly outside, what's better than snuggling up in front of a warm fireplace? Natural gas fireplaces are efficient and easy to use, and they provide all the warmth, comfort and ambiance of a wood-burning fireplace. Plus, natural gas fireplaces light quickly, so you can start enjoying the comfort of your fireplace sooner.
- **Throughout Your Entire Home:** Air from a natural gas furnace is up to 25 degrees warmer when it comes through the vent compared with an electric heat pump. This means your home will feel warmer – and more comfortable – faster and more efficiently.

From room to room, natural gas is the best choice for your everyday energy needs. You can find more ways natural gas can be used in your home by visiting www.naturalgashome.aga.org.

Source: American Gas Association

Introducing New Online Options — We're excited to offer more convenience to our customers with new website improvements, including expanded options for payment arrangements and automatic bank draft. Learn more at www.oklahomanaturalgas.com.

Your Rights As an Oklahoma Natural Gas Customer

Oklahoma Natural Gas conducts business under rules established by the Oklahoma Corporation Commission. Under those rules, if you have been notified that your service will be discontinued for nonpayment, you have specific rights. They include:

DEFERRED PAYMENT AGREEMENT – If you can't pay your bill in full, a Deferred Payment Agreement allows you to pay over an extended period of time, as long as the payments are made as agreed.

FINANCIAL AID ASSISTANCE DELAY – If you notify us that you have applied for and are awaiting financial assistance from a federal, state or local social service agency, you may qualify for a 20-day delay before service is disconnected. Verification from the involved agency is required.

FINANCIAL ASSISTANCE AGENCIES – Upon request, we will provide a list of government or social service agencies that may be able to assist eligible customers with paying utility bills.

LIFE-THREATENING SITUATION – If you or another permanent member of your household is dependent upon natural gas-operated equipment that is prescribed by a physician and needed to sustain life, you may request a 30-day medical certificate. This certificate must be issued by a licensed medical or osteopathic doctor. This is intended to provide additional time to pay the bill, enter into a deferred payment agreement or make other arrangements for the person named in the certificate.

SENIOR CITIZENS AND CONSUMERS WITH DISABILITIES – Senior citizens and consumers with disabilities who have notified Oklahoma Natural Gas and completed and returned an authorization form will be eligible for the Commission Notification Procedure before their service may be disconnected.

LIMITATIONS – Oklahoma Natural Gas may not disconnect service if the temperature is below freezing or the low temperature is forecast to be 20 degrees Fahrenheit or below. Service may not be disconnected within the last two hours of the business day, after noon on Fridays or on weekends or holidays.

PAYMENT LOCATIONS – We can provide a list of locations in your area where you may pay your bill. You may also access the list at www.oklahomanaturalgas.com.

AVERAGE PAYMENT PLAN – This plan is based on a 12-month rolling average of your bills, which makes the amount you pay more predictable.

OKLAHOMA CORPORATION COMMISSION – If, after contacting Oklahoma Natural Gas, your issues have not been resolved, you may contact the Consumer Services Division of the Oklahoma Corporation Commission for further assistance.

Oklahoma Corporation Commission Consumer Services Division:

2101 N. Lincoln Blvd., Suite 580-W
Oklahoma City, OK 73105
1-800-522-8154
(Oklahoma City residents may
call 1-405-521-2331)

440 S. Houston, Suite 114
Tulsa, OK 74127
1-866-814-7617
(Tulsa residents may
call 1-918-581-2869)

Quick and Simple Pumpkin Soup

Ingredients:

2 1/2 cups pumpkin puree
1 tbsp. olive oil
2 shallots, diced
3 garlic cloves, minced
2 cups vegetable stock
1 cup light coconut milk
2 tbsp. maple syrup or honey
1/4 tsp. salt
1/4 tsp. black pepper
1/4 tsp. cinnamon
1/4 tsp. nutmeg

Directions:

1. Heat a large saucepan over medium natural gas flame and add olive oil, shallots and garlic. Cook for 2-3 minutes, or until slightly browned and translucent. Turn down heat if cooking too quickly.
2. Add remaining ingredients, including the pumpkin puree, and bring to a simmer.
3. Transfer soup mixture to a blender to puree the soup. Pour mixture into pot.
4. Continue cooking over medium-low heat for 5-10 minutes. Serve with roasted pumpkin seeds if desired.

