



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



Stay Safe and Warm This Winter

Though it seems like autumn has just begun, winter will be here before we know it. But just because the temperature is dropping outside, your thermostat doesn't have to drop inside. Here are some tips to keep you safe, warm and energy efficient this winter.

SAFETY FIRST

- Have a qualified contractor inspect your heating system each year. A professional inspection can ensure that your furnace is operating at peak efficiency and fix any potential safety problems.
- Clean or replace your air filters regularly. A dirty furnace filter can cause the system to run less efficiently and can increase the risk of carbon monoxide.
- Daylight Saving Time ends at 2 a.m. on Sunday, November 6. As you "fall back," remember to check or replace the batteries on your smoke and carbon monoxide detectors.



STAY WARM

- Weather-stripping and caulking windows and doors can prevent cold air from entering – and warm air from escaping – your residence.
- Remember to always close your damper when the fireplace is not in use, and reduce the use of ventilation fans – such as in the kitchen or bath – to prevent warm air from escaping the home.
- Close your curtains or shades at night, but leave them open during sunny days. The sun will help keep your home warm during the day, while the drapes will help keep the cold out during the night.

SAVE ENERGY

- Seal and insulate your ductwork. Air can often escape through leaks in ductwork, making your system run less efficiently. Apply foil tape to seal leaks, and insulate exposed ductwork in unheated areas of the home.
- Consider adjusting the humidity setting, if applicable. At 68 degrees Fahrenheit, a humidified home can feel as comfortable as a dry home at 72 degrees, reducing your energy costs without sacrificing comfort.
- Use a programmable thermostat or turn down the temperature when you are away from home to reduce energy consumption. Try our online Setback Heating Calculator to see how much you can save by using a programmable thermostat. Visit www.oklahomanaturalgas.com > Save Energy & Money > Energy Calculators for Your Home.



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.

If you have questions or concerns, contact Oklahoma Natural Gas first. If you are not satisfied, you may then contact the Consumer Services Division, Oklahoma Corporation Commission, 2101 N. Lincoln Blvd., Ste. 580-W, Oklahoma City, OK 73105, or call 405-521-2331 or 1-800-522-8154 for final determination.

Spiced Pumpkin Waffles

Ingredients:

1 ½ cups all-purpose flour
 3 teaspoons baking powder
 ½ teaspoon baking soda
 1 teaspoon cinnamon
 1 teaspoon nutmeg
 1 teaspoon ground ginger
 1 pinch salt
 2 eggs
 ¼ cup firmly packed brown sugar
 1 can pumpkin puree
 1 ⅔ cups milk
 4 tablespoons melted butter

Directions:

1. In a large bowl, mix flour, baking powder, baking soda, cinnamon, nutmeg, ginger and salt.
2. In a second large bowl, add eggs, sugar, pumpkin, milk and butter; beat well.
3. Gently fold in the flour mixture to the liquid mixture.
4. Cook according to your waffle iron directions until a deep, golden brown.

Recipe adapted from www.food.com.

