

OCTOBER 2020

PROTECT YOURSELF – AVOID IMPOSTERS AND UTILITY SCAMS

Keeping our customers safe is important to Oklahoma Natural Gas. However, there are people out there who don't have your best interest at heart. They may call, email or come to your door and falsely claim to work for Oklahoma Natural Gas in an attempt to steal your private information or get you to pay them to avoid disconnection. By learning how to recognize these imposters, you can help prevent this from happening to you.

SAFEGUARD YOUR PERSONAL INFORMATION. Don't provide your Social Security number, credit card number or banking information to anyone requesting it over the phone, by email or at your home unless you initiated the contact and feel confident with whom you are speaking.

DO YOUR RESEARCH. If you receive a call from someone claiming to be from Oklahoma Natural Gas and you feel pressured for immediate payment or personal information, hang up and call the customer service number on your utility bill. When you call us, we can accept payments over the phone, but you will always have the option to pay online or through the app. Customers with delinquent accounts will be notified before disconnect orders are assigned and advised of their balance.

BEWARE OF THE DOOR-TO-DOOR APPROACH. Never allow anyone into your home to check natural gas pipes or appliances unless you scheduled an appointment or reported a service problem. Oklahoma Natural Gas employees will enter your home only if you have contacted us for service, if we are responding to an emergency or if we are re-establishing service after it has been interrupted.

ASK FOR IDENTIFICATION. Oklahoma Natural Gas employees and contractors always carry company IDs, which they will show you upon request. If you have any concern about the legitimacy of someone claiming to work on behalf of Oklahoma Natural Gas, please call us at 800-664-5463. Consider reporting any suspicious activity to local law enforcement.

BE PROACTIVE. If you believe you may have already provided information to someone claiming to represent Oklahoma Natural Gas but may not be, contact your bank immediately. Also contact the three national credit bureaus – [Equifax](#), [Experian](#) and [TransUnion](#) – and request a notation be made on your account so that it doesn't impact your credit rating.

If you are having issues paying your natural gas bill, we have a variety of options available, including setting up alternative payment plans. Visit OklahomaNaturalGas.com/CARES for information.



NATURAL GAS

Newsletter

Save Money by Preparing Your Home for the Heating Season



Cold weather is right around the corner, and soon those heating systems will be sending warmth throughout your home. Before the temperatures drop, it's a good idea to make sure your house is prepared for the heating season. Here are some tips to keep you safe and help you save some money on your energy bills.

By making sure your heating system is operating properly, you can help decrease the risk of carbon monoxide poisoning.

- Make sure nothing is obstructing your heater's air intake.
- Check that your vents and flues are intact and clear of any blockages.
- Have a qualified contractor inspect your heating and cooling equipment annually.
- Check or install a carbon monoxide detector according to the manufacturer's instructions.

In spite of the cold, you can help reduce the impact of the weather on your utility bills.

- Replace or clean your heater's air filters.
- Seal off unused rooms to prevent unnecessary heating.
- Add weather-stripping to seal any drafty doors or windows.

If you're looking for an additional way to avoid seasonal fluctuations in your bill, consider enrolling in our Average Payment Plan, which spreads your natural gas expenses throughout the year. Log in to your account to sign up online or call us at 800-664-5463 to talk to one of our customer service representatives.

What Does That Mean – Understanding Our Terms

Have you ever looked through your natural gas bill and wondered what some of those charges or terms mean? Below are explanations of a few of the terms found on your statement:

Cost of Gas reflects the amount of gas you use each month. We calculate what we paid to purchase, store and transport natural gas and pass it on to you. **We do not mark up the cost of gas you use. We simply pass that cost through to you.**

Customer Service Charge covers some, but not all, of the fixed costs of providing natural gas service to our customers.

Delivery Charge reflects the cost of maintaining and operating the company's natural gas delivery system.

For more information about how to read your bill, visit OklahomaNaturalGas.com/CustomerAwareness/Understanding-Your-Bill.

#CookingWithGas
Recipe of the Month



CHOCOLATE CHIP PUMPKIN COOKIES



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|----------------------------|-----------------------------|------------------------------------|
| • 1 cup canned pumpkin | • 2 teaspoons baking powder | • 1 tablespoon vanilla extract |
| • 1 cup white sugar | • 2 teaspoons cinnamon | • 2 cups semisweet chocolate chips |
| • ½ cup vegetable oil | • ½ teaspoon salt | • ½ cup chopped walnuts |
| • 1 egg | • 1 teaspoon baking soda | |
| • 2 cups all-purpose flour | • 1 teaspoon milk | |

1. Heat your natural gas oven to 350 F.
2. Combine pumpkin, sugar, vegetable oil and egg. In a separate bowl, stir together flour, baking powder, cinnamon and salt. Dissolve the baking soda with milk.
3. Add flour mixture and baking soda to the pumpkin mixture and mix well. Add in vanilla, chocolate chips and nuts.
4. Drop by spoonful onto greased cookie sheet and bake for 10 minutes or until lightly brown and firm.