



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER

Your Safety Is Our Priority



Through our pipeline integrity management and leak survey programs, Oklahoma Natural Gas works to ensure that natural gas service is delivered safely and reliably.

PIPELINE INTEGRITY MANAGEMENT – Oklahoma Natural Gas' pipeline integrity management program uses a systematic approach to manage the safety and integrity of our distribution and transmission pipeline systems. This comprehensive program provides a guide for how we work to identify pipeline improvement opportunities and prevent leakage.

LEAK SURVEYS – From time to time, you may notice an Oklahoma Natural Gas technician or contractor in your yard performing one of our routine leak surveys. Oklahoma Natural Gas is required by federal and state regulations to periodically survey our pipelines. To do that, our employees must have direct access to our facilities, which may be buried in your yard.

A leak survey will typically only take a few minutes, and since it does not require access inside the home, you may not even notice that it has been done. These quick checks help ensure that our systems are operating properly and safely.

Safety is our top priority, and we're here to respond to any concerns you may have. Always remember, any time you smell natural gas or suspect a natural gas leak, leave the area immediately and call our 24-hour emergency line at 1-800-458-4251. If you have any questions regarding your natural gas service, contact our customer service team 8 a.m. to 6 p.m., Monday through Friday, at 1-800-664-5463.

Temperature Adjustment

Oklahoma weather can be unpredictable, but that doesn't mean your natural gas bill needs to be. That's why we created a billing mechanism that adjusts a portion of your bill to reflect normal weather conditions during the heating season (November through April) to help stabilize your bill from year to year.

In simple terms, your bill is adjusted down when the weather is colder than normal and up when the weather is warmer than normal. Because temperatures vary from month to month, the adjustment is different each month.

Your monthly gas bills for November through April have reflected such temperature adjustments since 1995. However, if you would like to opt out of the temperature-adjustment billing process, you have two ways of letting us know. You can email us at customerhelp@oklahomanaturalgas.com, or mail a written request to:



Temperature Adjustment Opt Out | Oklahoma Natural Gas Company
P.O. Box 401 | Oklahoma City, OK 73101-0401

Be sure to include your Oklahoma Natural Gas account number, the name on the account, the service address and a daytime phone number. You may opt out at any time during the heating season. If you elect to opt out, you will be bound by that decision until the next heating season, at which time you may change your election.

Energy-Efficiency Program Names Winner of Customer Recipe Contest



Joel Carpenter, customer recipe contest winner, receives his prize from Crystal LeFlore, Oklahoma Natural Gas Energy-Efficiency Program (left), and Heather Bates, Metro Appliances & More (right).

A panel of five judges picked Oklahoma Natural Gas customer Joel Carpenter's Chipotle Peach Flank Steak as the winning recipe in the Energy-Efficiency Program Customer Recipe contest. The contest helped to promote up to \$200 in rebates offered by the program to customers who purchase and install a new natural gas range. Customers were asked to submit recipes that featured peaches and were prepared using a natural gas range.

"This recipe was created specifically for the Oklahoma Natural Gas contest," said Carpenter, a chef at the University of Central Oklahoma. "That was part of the fun for me, to play with the flavors and try to find the right blend of sweet, hot, smoky and salty.

I have always loved peaches as well as the combination of sweet and savory. This recipe seemed very 'Oklahoman' to me."

For his winning entry, Carpenter received a natural gas range valued at more than \$900, which was donated by Metro Appliances & More.



Energy-Efficiency Program
Customer Recipe Contest Winner:

Chipotle Peach Flank Steak

Ingredients:

7 medium peaches
 3 yellow onions
 ¼ cup olive oil
 ½ cup lime juice
 1 cup cilantro
 1 7-oz. can chipotle peppers in adobo
 2 tsp. salt
 4 lbs. flank steak trimmed
 1 tsp. pepper
 1 cup brown sugar

Directions:

1. Cut peaches and onion in half, brush with olive oil and grill on natural gas grill until well charred.
2. Combine peaches and onions with next four ingredients and 1 tsp. salt in a mixer and blend until chunky.
3. Reserve 2 cups of marinade.
4. Score the meat with ¼ inch knife cuts, 1 inch apart, across the grain of the meat.
5. Marinate trimmed flank steak in remaining marinade at least 6 hours, preferably overnight, turning once.
6. Remove flank steak and discard marinade. Season meat with pepper and remaining salt and cook on gas grill approximately 4-6 minutes per side.
7. Combine reserved marinade with brown sugar in a sauce pan over a medium-high flame and reduce by 1/3.
8. Thinly slice flank steak across the grain, ladle sauce over the top to serve.