



# Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



## Stay Warm and Save Energy This Winter

Autumn is here and it will be time to turn on those furnaces before we know it. So, it's a perfect time to perform a few quick actions to help keep your home safe, warm and energy-efficient before the cold arrives. Check out these energy tips to prepare for 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 5. As you “fall back,” remember to check or replace the batteries in 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 curtains or shades at night, but leave them open during sunny days. The sun will help warm your home during the day, while the drapes will help keep the cold out during the night.

### SAVE ENERGY

- Seal and insulate 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 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 at [www.oklahomanaturalgas.com](http://www.oklahomanaturalgas.com) to see how much you can save by using a programmable thermostat.



## Your Energy America

Safe, clean, reliable and affordable natural gas warms our homes, cooks our meals and helps to fuel the lives and businesses in our communities. From fueling our homes and cars to manufacturing items like tires, crayons, fertilizer and more, natural gas plays an important role in your life, even when you don't notice it.

The American Gas Association recently launched a new educational campaign called Your Energy America that shows how natural gas benefits our wallets, our environment and our economy. Natural gas supports our futures by saving families hundreds of dollars from their annual household budgets, playing a major role in reducing carbon emissions and employing nearly 2 million Americans.

Visit [www.yourenergyamerica.com](http://www.yourenergyamerica.com) to learn more about how natural gas fuels your life and energizes our future.

## 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](http://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.

## Easy Peasy Pumpkin Dump Cake

### Ingredients:

16 ounces pumpkin puree  
 13 ounces evaporated milk  
 2 teaspoons pumpkin pie spice  
 4 eggs  
 1 cup sugar  
 16 ounces yellow or spice cake mix  
 1/2 cup butter, melted  
 1 cup pecans, chopped

### Directions:

1. Preheat your natural gas oven to 350 degrees.
2. In a large bowl, mix pumpkin puree, evaporated milk, spice, eggs and sugar.
3. Pour mixture into an ungreased 9x13" baking pan, sprinkle with dry cake mix. Add melted butter and top with pecans.
4. Bake for 40-45 minutes or until firm.

*Recipe adapted from [www.food.com](http://www.food.com).*

