

FEBRUARY 2019

NATURAL GAS MATTERS

A BETTER TOMORROW STARTS TODAY.

BE AWARE – PROTECT YOURSELF FROM UTILITY SCAMS



Keeping our customers and our communities safe is important to Oklahoma Natural Gas. People 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 fraud from happening to you.

- **Be wary of giving personal information over the phone or through email.** Never 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 feel pressured for immediate payment or personal information, hang up and call the customer service number on your utility bill. Customers with delinquent accounts will be notified before disconnect orders are assigned and advised of their balance. While our customer service representatives accept payments over the phone, you will always have the option to pay online or through the app.
- **Beware of the door-to-door sales 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.
- **Always ask utility employees for proper identification.** Oklahoma Natural Gas employees and contractors always carry company IDs, which they will be happy to show you. 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 and press 0 after the tone to speak with a customer service representative. Consider reporting the suspicious activity to local law enforcement.
- **Be proactive.** If you believe you may have already provided information to someone falsely claiming to represent Oklahoma Natural Gas, contact your bank immediately. Also contact the three national credit bureaus – Equifax, Experian and TransUnion – and request a notation made on your account so that it doesn't impact your credit rating.
- **Inform others.** Share this information with friends and family so they don't fall victim to utility fraud.

Source: Better Business Bureau

SAVE MONEY AND ENERGY WITH OUR ONLINE ENERGY CALCULATORS



Energy-efficient appliances and practices can make a big difference in your home's energy bills. But how do you decide what's best for your home? Our online home energy calculators can help you find the most energy-efficient solutions for your home. It compares thermostat, appliance, home-heating and water-heating options specific to your home and family size to help you discover ways to save money and energy.

Here's how to use them:

- Visit www.OklahomaNaturalGas.com, then scroll down to "Energy Calculators" on the homepage.
- Click "Energy Calculators" then select the calculator you are interested in and follow the prompts.
- Once you have entered your information, the calculator will provide an analysis of your energy use along with opportunities to save money.

Visit www.OklahomaNaturalGas.com to start saving money today!

MOLTEN LAVA CAKES

Ingredients:

- 6 ounces bittersweet chocolate
- 2 ounces semisweet chocolate
- 10 tablespoons stick butter
- 1/2 cup all-purpose flour
- 1 1/2 cups confectioners' sugar
- 3 large eggs
- 3 egg yolks
- 1 teaspoon vanilla extract
- 1 tablespoon orange flavoring

Directions:

1. Preheat your natural gas oven to 425 degrees F.
2. Grease 6 (6-ounce) custard cups.
3. Melt the chocolates and butter in the microwave, or in a double boiler. Add the flour and sugar to chocolate mixture. Stir in the eggs and yolks until smooth. Stir in the vanilla and orange flavoring. Divide the batter evenly among the custard cups.
4. Bake for 14 minutes. The edges should be firm but the center will be runny. Run a knife around the edges to loosen and invert onto dessert plates.
5. Finish with powdered sugar and serve immediately.



JOIN US AT THE TULSA HOME AND GARDEN SHOW

RECEIVE \$1 OFF ENTRY TO TULSA HOME AND GARDEN SHOW



Oklahoma Natural Gas is offering customers \$1 off entry to the Tulsa Home and Garden Show, March 7-10, at the River Spirit Event Center at Expo Square! Simply show this coupon at admission to receive your discount.

We are excited to host the Oklahoma Natural Gas Cooking with Gas Stage on the lower level of the expo center. Celebrity chef and "Food Network Star" contestant Emily Ellyn, along with local chefs will perform live cooking demonstrations throughout the weekend. Stop by to learn some new recipes, pick up tips for cooking with natural gas and see the latest in natural gas technology.

PRESENT THIS COUPON AT ADMISSION