

# NATURAL GAS MATTERS

OCTOBER 2019



## 8 WAYS TO SAVE MONEY AND ENERGY THIS WINTER

### PREPARE YOUR HOME FOR COLD WEATHER

While autumn has just begun, winter will be here before you know it. Now is a perfect time to prepare your home for those dropping temperatures. A few simple steps can help keep your home warm and energy-efficient before the cold arrives – saving you money on your energy bills.



1. Have a qualified contractor inspect your heating system each year to check that your furnace is operating at peak efficiency and fix any potential problems.



5. Close your curtains or shades at night to keep the cold out, but leave them open on sunny days to allow the sun to warm your home during the day.



2. Close the damper when your fireplace is not in use to keep warm air inside.



6. Seal and insulate your ductwork to prevent air from escaping through any gaps.



3. Clean or replace your air filters regularly to help your system run more efficiently and decrease the risk of carbon monoxide.



7. Install inexpensive foam gaskets to seal electrical switches and outlets, which can account for up to 10% of your home's energy loss.



4. Apply weather-stripping and caulk to seal gaps and cracks around windows and doors to stop air leaks and prevent energy loss.



8. Use a programmable thermostat or turn down the temperature when you are away from home to reduce energy consumption.

For more low-cost and no-cost energy saving tips, go to [www.OklahomaNaturalGas.com/savingtips](http://www.OklahomaNaturalGas.com/savingtips).

**Did you know ...** Customers can also reduce the fluctuation of their monthly natural gas bill by enrolling in our Average Payment Plan. The program reduces the volatility of seasonal energy expenses by spreading out the cost throughout the year based on a 12-month rolling bill average, allowing your bills to be relatively stable from month to month.



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## UNDERSTANDING 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, which 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, if 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 customers with disabilities who have notified Oklahoma Natural Gas and completed an authorization form will be eligible for the Oklahoma Corporation Commission Notification Procedure, which allows for additional time before disconnection. If you would like your account identified – either with or without the Commission Notification Procedure – call 800-664-5463.
- **LIMITATIONS:** Oklahoma Natural Gas may not disconnect service if the National Weather Service issues a forecast predicting the temperature will drop below 32 degrees Fahrenheit for any time period during the following 24 hours. 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) using the location finder at the bottom of the webpage.
- **AVERAGE PAYMENT PLAN:** Make budgeting for your energy bills easy with our 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 at 800-664-5463. For clarification of statutes and rules governing services or escalations of disputes, you may contact the Oklahoma Corporation Commission's Consumer Services Division, 2101 N. Lincoln Blvd., Ste. 580-W, Oklahoma City, OK 73105 or 800-522-8154.

### COOKING WITH NATURAL GAS RECIPE OF THE MONTH

## EASY AUTUMN APPLE CRISP

### Ingredients

- 6 apples – peeled, cored and sliced
- 1 cup water
- 1 package white cake mix
- 1 cup packed brown sugar
- 1 teaspoon ground cinnamon
- 1/2 cup butter, melted

### Directions

1. Preheat your natural gas oven to 350 degrees F. Lightly grease a 9x13 inch baking dish.
2. Arrange apples in an even layer in the bottom of the baking dish. Pour water over apples.
3. In a medium bowl, combine cake mix, brown sugar and cinnamon. Stir in melted butter until ingredients are thoroughly blended – mixture will be crumbly. Sprinkle mixture over apples. Bake for 50 to 55 minutes.

