

NATURAL GAS

Newsletter



SEPTEMBER 2020



VOLUNTARY FIXED-PRICE PLAN

As an Oklahoma Natural Gas customer, you can enroll in our Voluntary Fixed-Price Plan and lock in the price you pay for your natural gas over the next year, allowing you to budget for gas costs each month with greater accuracy.

The price you pay for the natural gas you use is the average cost for the gas we've purchased under a variety of contracts. The cost-of-gas portion of your bill varies each month based on how much you use and what we paid for that supply.

We've already bought a portion of our winter natural gas supply at fixed prices, so we know its cost. We're making that natural gas available to those who wish to enroll in the Voluntary Fixed-Price Plan at \$2.837 per Dekatherm for the 12-month period beginning November 1, 2020. The price only applies to the cost of the natural gas itself. Regular service and delivery charges apply, and your bill will still vary according to the amount of natural gas you use.

If you enroll in the Voluntary Fixed-Price Plan, you could pay more or less than customers who do not enroll in the plan. The plan does not guarantee savings; it is intended to protect customers from the occasional swings in natural gas prices.

You can enroll online at [OklahomaNaturalGas.com](https://www.oklahomanaturalgas.com), call us at 800-664-5463 or fill out the enrollment form on the back of this newsletter and return it with your payment. The deadline to participate is **October 16, 2020**.

Voluntary Fixed-Price Plan Terms:

- Customers must enroll for the entire 12-month period and, once enrolled, cannot be removed from the program until the next enrollment period. Customers who were previously enrolled in the Voluntary Fixed-Price Plan must re-enroll each year.
- During the plan period, enrollees will pay a fixed price of \$2.837 per Dekatherm of natural gas used.
- If you move within the Oklahoma Natural Gas service area during the plan period, your enrollment transfers to the new service location.
- Voluntary Fixed-Price Plan enrollees may not opt out of the Temperature Adjustment Clause.*
- Small commercial customers (businesses using 150 Dekatherms or less annually) must also enroll in the Automatic Bank Draft Plan to be eligible for the Voluntary Fixed-Price Plan.

Customers may also participate in the Average Payment Plan. To find out more about our Average Payment Plan, visit [OklahomaNaturalGas.com](https://www.oklahomanaturalgas.com).

** The Temperature Adjustment Clause is a means of adjusting a portion of your bill to reflect normal weather conditions from November through April each year to stabilize your bills.*



[OklahomaNaturalGas.com](https://www.oklahomanaturalgas.com)



Oklahoma Natural Gas



@OklahomaNatural



Oklahoma Natural Gas



Oklahoma Natural Gas



NATURAL GAS

Newsletter

KNOW 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 certain 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 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.

VOLUNTARY FIXED-PRICE PLAN ENROLLMENT FORM

To enroll in the Voluntary Fixed-Price Plan, you may visit us online at OklahomaNaturalGas.com or call us at 800-664-5463. You may also provide the following information and return this completed form with your bill by October 16, 2020.

NAME _____ DAYTIME PHONE NUMBER (_____)
(PRINT YOUR NAME AS IT APPEARS ON YOUR BILL)

ADDRESS _____

CITY _____ STATE _____ ZIP _____

OKLAHOMA NATURAL GAS ACCOUNT NUMBER _____

SIGNATURE _____ DATE _____