



**Oklahoma  
Natural Gas**  
A Division of ONE Gas

# the pipeline

January 2023



## Happy New Year!

At Oklahoma Natural Gas, we are proud to serve you by delivering safe and reliable natural gas to your home or business. We're looking forward to a great 2023!

## Your Pipeline Responsibility

Oklahoma Natural Gas maintains the gas pipelines that deliver gas to your meter. However, the customer or homeowner is responsible for the maintenance of any natural gas piping and equipment within the house or running to secondary structures or outdoor appliances (such as natural gas grills, pool heaters, customer-owned distribution networks, etc.)

Customer-owned piping and equipment should be maintained and periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. Inspections and any needed repairs should be completed by a licensed contractor.

## Energy Efficiency in Your Community

Our Energy Efficiency team will be at the Oklahoma City Home & Garden Show from Jan. 20 through Jan. 22! Stop by our Oklahoma Natural Gas booth to say hi, learn about our appliance rebates and for a chance to win a new natural gas appliance courtesy of Harry's TV, Video, & Appliance!

**What:** Oklahoma City Home & Garden Show

**Where:** OKC Fairgrounds - 3001 General Pershing Blvd, Oklahoma City, OK

**When:** Jan. 20 – Jan. 22, 2023

## Call 811 Before You Dig



Rights-of-way may not always be marked, and can be located in areas such as yards, streets and sidewalks. Be safe and always call 811 prior to the start of any construction or digging projects on your property.

## Pipeline Safety – Be in the Know About “R-O-W”

ROW is short for Right-of-Way. So, what does that mean? A pipeline ROW or easement is a strip of land where buried pipelines and other natural gas equipment are permanently placed on public and/or private land. A ROW allows pipeline operators, like Oklahoma Natural Gas, ongoing access to its buried pipelines.

Unauthorized use of a ROW or easement area that obstructs, prevents access or crosses on top or within the vicinity of a pipeline or equipment is called an encroachment and can create a safety issue.

ROWS should be kept clear of obstructions to enable Oklahoma Natural Gas employees and contractors to safely operate, patrol, inspect, maintain and repair the pipelines and equipment as needed. To help maintain safety, it's important that you do not build or install any structures, plant trees or shrubs or store anything that could be an obstruction within the ROW area.

## Rights-of-Way Reminders

- » Always call 811 at least 48 hours, excluding day of notification, holidays and weekends, before you dig.
- » Don't dig until the location of all underground facilities has been marked or cleared.
- » Don't plant trees or tall shrubs on or near a right-of-way.
- » Don't dig, build or store anything on or near a right-of-way.

If you must dig within the Tolerance Zone, which is the area 24 inches from either side of the pipeline, use soft digging techniques. And always remember, if you smell natural gas, leave the area, then call 911 and Oklahoma Natural Gas at 800-458-4251. For more information about rights-of-way, visit [oklahomanaturalgas.com](http://oklahomanaturalgas.com)



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## Rate Plan Reminder

Did you know that Oklahoma Natural Gas offers rate plan options A and B for residential and certain nonresidential customers?

Plan A includes a lower monthly service charge coupled with a delivery fee based on the amount of dekatherms\* consumed and is designed for:

- » Residential customers with less than 50 dekatherms of natural gas usage per year.
- » Nonresidential customers with less than 40 dekatherms of natural gas usage per year.

Plan B includes a higher monthly service charge but does not include a delivery fee and is designed for:

- » Residential customers with 50 dekatherms of natural gas usage or more a year.
- » Nonresidential customers with 40 Dekatherms or more of natural gas usage per year but less than 150 Dekatherms per year.

You have the option to select the plan that you believe will best suit your needs. The cost of fuel – the natural gas you consume – is separate and is based on the amount Oklahoma Natural Gas paid to buy the gas on your behalf. The company doesn't set the price or make any profit on the cost-of-fuel component of your bill.

Large commercial and industrial customers also have rates designed for their usage:

- » For usage from 150 dekatherms but less than 5,000 dekatherms per year.
- » For usage from 5,000 dekatherms but less than or equal to 30,000 dekatherms per year.

Confirm that you are on the right plan. Details about all rate plans (including specific service and delivery charges) are available in the Rate Information and Tariffs section at [oklahomanaturalgas.com](http://oklahomanaturalgas.com)

\*A dekatherm (Dth) is a measure of energy content. One dekatherm is the approximate energy content of 1,000 cubic feet of natural gas.

## How to Read Your Meter

Have you ever wondered how to read your natural gas meter? It's easy; just follow these three easy steps:

- 1 Read each dial in the direction of the arrow, starting with the dial on the left.
- 2 Record the last number the needle has passed, even if the needle has almost reached the next highest number.
- 3 You can use that number to compare your meter reading with the reading that appears on your bill.



NOTE: the numbers are in a clockwise position on some dials and in a counterclockwise position on others.

## Winter Safety Tips



At Oklahoma Natural Gas, safety is our top priority. As colder temperatures settle in, it's important for customers to remember these safety tips:

- » Use an appliance only for its intended purpose. For example, a natural gas range or stove should not be used to heat your home.
- » Make sure nothing blocks a heater's air intake and that vents and flues are intact and unblocked to avoid the potential of carbon monoxide exposure.
- » Installing a carbon monoxide detector is recommended for safety.



## Need Help Managing Your Bill?

For more predictability in your monthly natural gas bill, you can enroll in our Average Payment Plan, which is based on a 12-month rolling average of your natural gas bill. This program is a way to reduce seasonal energy expenses by spreading the cost throughout the year. Visit [oklahomanaturalgas.com/billingoptions](http://oklahomanaturalgas.com/billingoptions) to learn more and sign up.

If you need help paying your natural gas bills, visit [oklahomanaturalgas.com/cares](http://oklahomanaturalgas.com/cares) for information on local assistance programs, such as the Low Income Energy Assistance Program (LIEAP) and Share The Warmth. You can also visit with a customer service representative to explore alternative payment options by calling 800-664-5463, Monday-Friday, 7 a.m. – 7 p.m.

