



Oklahoma
Natural Gas.
A Division of ONE Gas

the pipeline

July 2024



Use Your Senses to Detect a Natural Gas Leak

Everyone plays a part in natural gas safety, including you. We use technology and equipment to monitor and maintain our natural gas facilities. You also have a set of tools to keep the natural gas system safe. Here's how:



Look

If you see unexplained dry or dead vegetation, blowing dirt or bubbling puddles in your yard or around your meter, this may indicate a potential natural gas leak.



Listen

Do you hear a hissing or roaring sound near a pipeline, meter or appliance? This could be an indication of a possible natural gas leak.



Smell

If you smell a strong odor, this could be a warning sign of a possible natural gas leak. An additive called mercaptan is used to give natural gas its distinct rotten-egg smell.

If you notice any of these signs or suspect a natural gas leak, leave the area immediately and avoid doing anything that might create a spark, such as flipping a light switch, using a cellphone or opening your garage door. Warn others to stay away. Once you're in a safe location, call **911** and Oklahoma Natural Gas at **800-458-4251**.

For more information about natural gas safety, visit oklahomanaturalgas.com/safety.

Your Pipeline Responsibility

Oklahoma Natural Gas maintains the pipelines that deliver natural gas to the customer's meter for the primary structure (such as a house or building). However, the customer or homeowner is responsible for the maintenance of any natural gas piping beyond the meter, 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 should be periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. Inspections and any necessary repairs should be completed by a licensed contractor.



oklahomanaturalgas.com

Temperature Adjustment Helps Stabilize Bills

Did you know that your natural gas bill is adjusted to reflect normal weather conditions from November through April each year? Our temperature adjustment clause modifies a portion of your bill to reflect normal weather conditions during the heating season to help stabilize your bill from year to year. In simple terms, your bill is adjusted down when the weather is colder than normal and up when the weather is warmer than normal.

Because temperatures vary from month to month, the adjustment on your bill may be different each month. You automatically receive the temperature adjustment on your monthly bills from November through April; however, if you would like to opt out of the temperature adjustment billing process, you may complete a contact form at oklahomanaturalgas.com/contact-us or send a written request to:

Temperature Adjustment Opt Out

Oklahoma Natural Gas

P.O. Box 401

Oklahoma City, OK 73101-0401

Include your Oklahoma Natural Gas account number, the name on the account, the service address and a daytime phone number. You may opt out at any time during the heating season. If you elect to opt out, you cannot re-enroll until the next heating season.

Learn more at

oklahomanaturalgas.com/temperature-adjustment.

Winter Event Cost Recovery

As is required, we are notifying you about Winter Event Cost Recovery (WESCR) charges, which over time will help recover the extraordinary costs associated with Winter Storm Uri. Oklahoma Natural Gas is required to notify consumers at least annually and provide written notification to customers receiving the WESCR charges that the charges are the property of the Oklahoma Development Finance Authority (ODFA) and not the entity issuing such bill (Oklahoma Natural Gas). As its servicer, Oklahoma Natural Gas shall impose the WESCR charge as a separate line item on customer bills.

For more information, visit oklahomanaturalgas.com/securitization.

E-Statements = Less Clutter + Easy Bill Management

Between mail piling up at home and the stress of misplacing important papers, e-statements will simplify your life with account and billing history all in one place. You'll receive an email with a link to pay online each month, or you can set up auto-payments. You will also have access to your account history and natural gas usage anytime, anywhere.

Make the free and easy switch in two steps:

1. Log in to or create your account at oklahomanaturalgas.com/account.
2. Click the "Electronic Statements" toggle to subscribe.

