



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

the pipeline

July 2026



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

If you hear a hissing or roaring sound near natural gas piping, meters or appliances, or if your natural gas appliance fails to ignite, you may have a natural gas leak.



Smell

If you smell a rotten egg or sulfur-like odor, it might be a natural gas leak. Natural gas is naturally colorless and odorless, so we add an odorant to warn you of a leak.

Natural gas odor may sometimes go undetected, so it is essential to watch for warning signs listed above. Purchasing a methane detector can help protect your home and family. Please note, it is the customer's responsibility to select, install and maintain these detectors in accordance with the manufacturer's guidelines.

If you suspect a natural gas leak, leave the area immediately then 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 your meter for the primary structure (such as a house or building). However, the customer or homeowner is responsible for the maintenance of 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, such as a qualified plumber.



oklahomanaturalgas.com

Winter Event Cost Recovery

As required, we are notifying you about Winter Event Cost Recovery (WESCR) charges, which will help recover extraordinary costs associated with Winter Storm Uri.

Oklahoma Natural Gas is required to notify consumers at least annually and provide written notification that WESCR charges are the property of the Oklahoma Development Finance Authority (ODFA) and not Oklahoma Natural Gas. As 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 online access to your natural gas usage anytime, anywhere, while reducing paper use and supporting environmental sustainability.

Plus, your online account provides convenient access to important safety information and resources whenever you need them.

To enroll:

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

Temperature Adjustment Helps Stabilize Bills

Did you know that the delivery fee portion of your natural gas bill, is adjusted to reflect normal weather conditions from November through April each year, if applicable? 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 adjusted upward 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 from November through April. If you would like to opt out, 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 account number, name on the account, service address and daytime phone number. You may opt out at any time during the heating season. The opt-out election will be applicable for the remainder of the heating season and shall remain in effect until notice is received by the Company from the Customer to change such election.

Learn more at oklahomanaturalgas.com/temperature-adjustment.

