



Welcome to the **Builders Hub!**



Welcome!

The Builders Hub is an online platform designed to be a central hub to help facilitate your projects.

Everything is at your fingertips, so you can quickly and easily submit the most frequent project requests online at your convenience.

Through the Builders Hub, you'll be able to:

- Request new service lines and natural gas meters
- Submit elevated pressure requests
- Review your list of current open projects

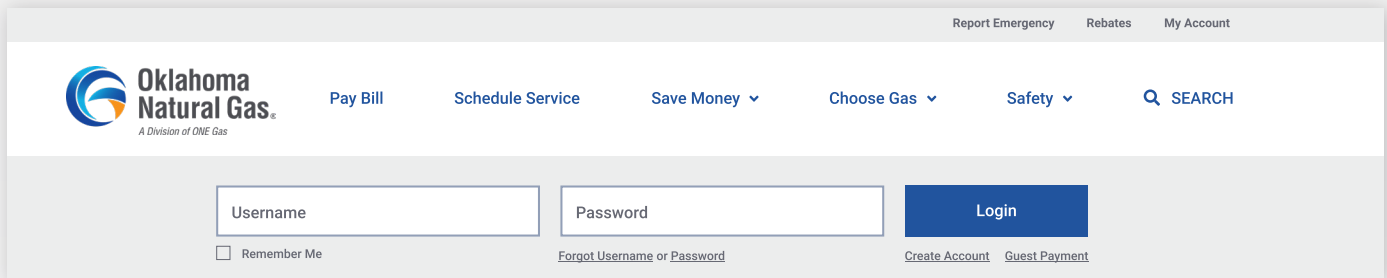
This guide is designed to be a roadmap to walk you through the functionality of the different sections of the Builders Hub, making it easy for you to get started.



If you have any questions about the Builders Hub or a current project, please contact: **833-413-0386**

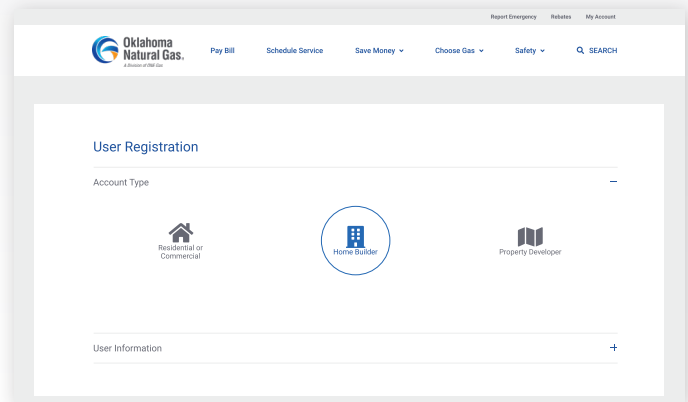
Signing In

To access the Builders Hub, you can sign in via **“My Account”** on the Oklahoma Natural Gas website homepage.



The screenshot shows the Oklahoma Natural Gas website homepage. At the top right, there are links for "Report Emergency", "Rebates", and "My Account". The main navigation bar includes the Oklahoma Natural Gas logo, "Pay Bill", "Schedule Service", "Save Money", "Choose Gas", "Safety", and a search icon labeled "SEARCH". Below the navigation bar, there is a login form with two input fields: "Username" and "Password". To the left of the "Password" field is a "Remember Me" checkbox. To the right of the "Password" field is a link for "Forgot Username or Password". A blue "Login" button is positioned to the right of the "Password" field. Below the "Login" button are two links: "Create Account" and "Guest Payment".


If you are new to the Builders Hub, register for an account by visiting <https://www.oklahomanaturalgas.com/register-account>. An email address and business tax ID number are required to complete the registration.



The screenshot shows the Oklahoma Natural Gas website user registration page. At the top right, there are links for "Report Emergency", "Rebates", and "My Account". The main navigation bar includes the Oklahoma Natural Gas logo, "Pay Bill", "Schedule Service", "Save Money", "Choose Gas", "Safety", and a search icon labeled "SEARCH". Below the navigation bar, the page title is "User Registration". Underneath, there is a section for "Account Type" with three options: "Residential or Commercial" (with a house icon), "Home Builder" (with a house and tools icon), and "Property Developer" (with a house and document icon). Below the "Account Type" section is a section for "User Information" with a plus sign indicating more fields.

Dashboard

Report Emergency Rebates My Account Logout

 **Oklahoma Natural Gas**
A Division of ONG Gas

Pay Bill Schedule Service Save Money ▾ Choose Gas ▾ Safety ▾ SEARCH

10

Name: Fred Flinstone
Company: Bedrock Builders

REQUESTS
Mine ▾

08

⚠ Items Needing Attention: 0
✅ Completed Items: 0
⌚ Pending Items: 1

SELECT DATE RANGE:
Last 3 Months ▾

SEARCH BY
BRQ #

06

01

Service Requests

All ▾ Oldest → Newest ▾

09 1234 Bedrock Lane - TEST ⌚
Bedrock OK, 66213
BRQ-018219

07 New Line Request
Status: Submitted

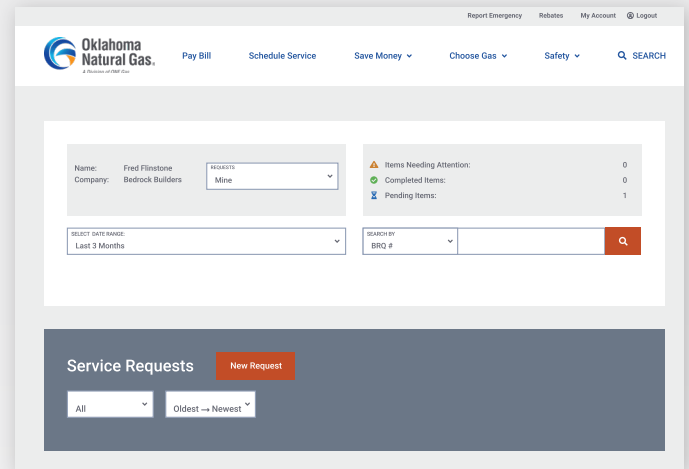
04 **05**

02 **03**

01 New Service Request

To create a new service request, click on the orange **“New Request”** button and choose the applicable service request type. Fill out the service request form and press **“Finish”** once you’ve completed the form.

The screens on the right display what you see when entering a new request.



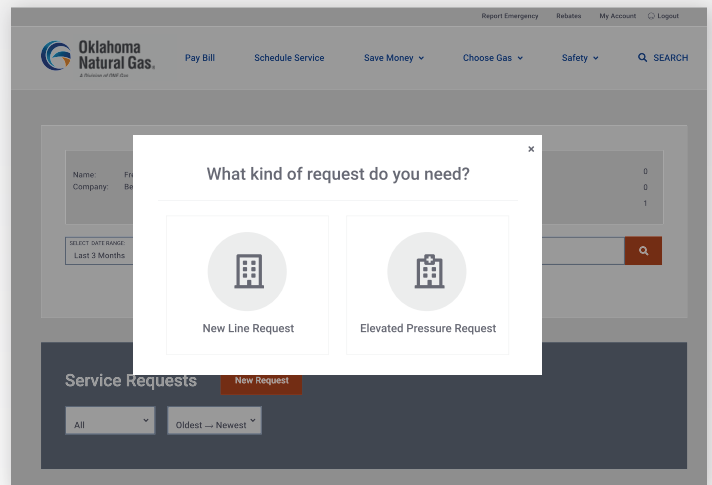
The screenshot shows the Oklahoma Natural Gas website interface. At the top, there are navigation links: Report Emergency, Rebates, My Account, and Logout. Below that, there are utility links: Pay Bill, Schedule Service, Save Money, Choose Gas, and Safety. A search bar is also present. The main content area features a form with the following fields: Name (Fred Filstone), Company (Bedrock Builders), REQUEST (Mine), and a dropdown for SELECT DATE RANGE (Last 3 Months). On the right, there is a summary table: Items Needing Attention (0), Completed Items (0), and Pending Items (1). Below the form is a 'Service Requests' section with a 'New Request' button and a dropdown menu set to 'All'.

02 Service Meter Request

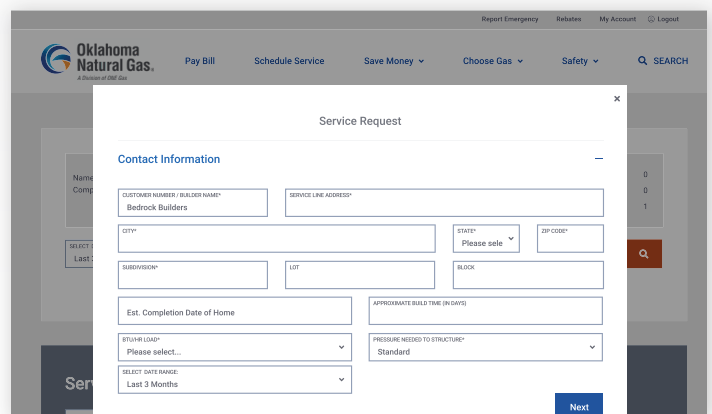
Once your natural gas service line has been installed, request your natural gas meter by completing a **“Service Meter Request.”**

Before requesting your natural gas meter, please make sure:

- If your project site is within city limits, a natural gas inspection release will need to be completed and on file.
- If your project site is outside city limits, a pressure gauge will need to be installed on your line and witnessed by our service technician upon arrival.
- If you requested elevated pressure, an approval will need to be on file.



The screenshot shows a modal dialog box titled 'What kind of request do you need?'. It contains two options: 'New Line Request' (represented by a house icon) and 'Elevated Pressure Request' (represented by a house with a pressure gauge icon). The background shows the same website interface as the previous screenshot, but dimmed.



The screenshot shows a 'Service Request' form with the following fields: CONTACT INFORMATION (CUSTOMER NUMBER / BUILDER NAME, SERVICE LINE ADDRESS, CITY, STATE, ZIP CODE, SUBDIVISION, LOT, BLOCK), Est. Completion Date of Home, APPROXIMATE BUILD TIME (IN DAYS), BTU/Hr LOAD (Please select...), PRESSURE NEEDED TO STRUCTURE (Standard), and SELECT DATE RANGE (Last 3 Months). A 'Next' button is located at the bottom right of the form.

03 Elevated Pressure Request

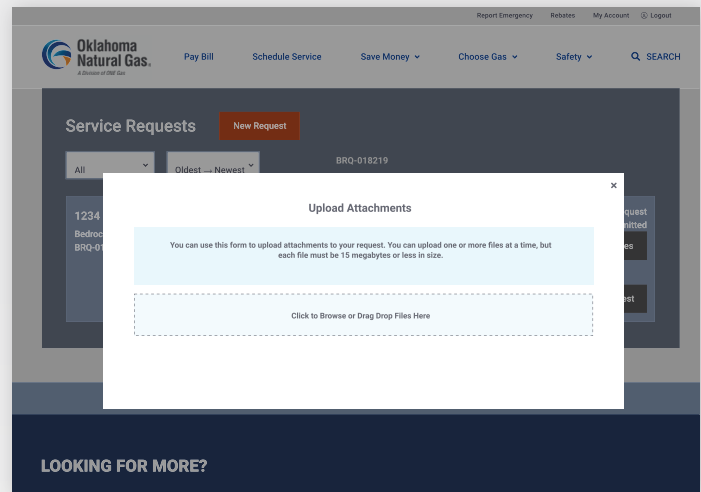
If you need natural gas pressure of 14” w.c. or greater at your project site, submit an elevated pressure request form. Once submitted, our team will review the request and provide approval/denial within ten business days.

04 Review

Click here to review your submitted requests.

05 Files

Use this button to upload attachments to your request. You can upload one or more files of 15 megabytes or less in size each.



06 Search By

Easily filter through your current or past projects with a search by builder request number (BRQ#), city or street.

07 Status

Check the status of your project to determine if it is submitted, scheduled or completed.

08 Alerts

Check out this section to see if anything needs your attention.

09 Hourglass

These are your pending items. Once completed, the hourglass will change to a green checkmark.

10 Requests Box

View your submitted requests and/or all of your company's requests that are currently in progress.



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