



Oklahoma
Natural Gas®
A Division of ONE Gas

the pipeline

December 2022



Happy Holidays!

We appreciate serving you this year and look forward to continuing to provide quality service through 2023.

Saving Money Doesn't Have to Be Complicated

Want to stay warm this winter while also saving money? Proper weatherization can reduce your heating costs by up to 10-15% depending on the extent of improvement. Here are some easy tips to use less energy and minimize unnecessary costs.

- » Air seal your home with caulking and weatherstripping
- » Set the temperature on your water heater to 120° F or the "warm setting"
- » Replace or clean your heater's air filters
- » Have a qualified contractor inspect your heating and cooling equipment annually
- » Change the rotation of your ceiling fans

Want to help a neighbor save money too? [Share this post.](#)

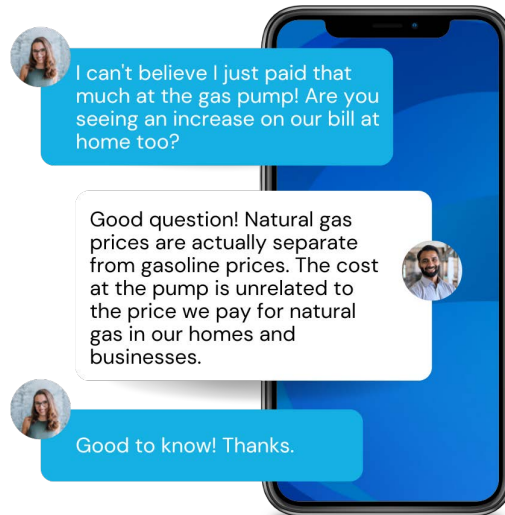
Answering Your Questions about Natural Gas Prices

From factors that impact natural gas prices to resources available to save money and energy, find your answers in one place at [ONGanswers.com](#).

[LEARN MORE >>](#)

Did You Know?

Gasoline prices and natural gas prices are unrelated. Energy costs in general are on the rise, and what you pay at the pump isn't the same as what you pay to heat your home. Visit [ONGanswers.com](#) to learn more about your natural gas bill.



Share the Warmth this Holiday Season



The Share the Warmth program is designed to help Oklahoma families needing assistance in paying their winter heating bills. To contribute, you may designate a fixed donation amount each month or request that we round up your monthly bill to the next whole dollar. Interested in applying for aid or contributing a pledge?

[CLICK HERE >>](#)

oklahomanaturalgas.com



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 upon.

»**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:** We can provide a list of government or social service agencies that may be able to assist eligible customers with paying utility bills, or you can visit oklahomanaturalgas.com/cares.

»**Weather Limitations:** Oklahoma Natural Gas may not disconnect service if the National Weather Service issues a forecast predicting the temperature to drop below 32° F 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.

»**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**.

»**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. The 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.

»**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 needed, we will be happy to provide you a list of locations in your area where you may pay your bill. You may also access the list at oklahomanaturalgas.com/payment-locations.

Need Help Paying Your Bill? Assistance is Available!

We will work with you to help find options for paying your bill. There are a number of payment plans and financial resources available for customers, including our Average Payment Plan. This program reduces fluctuations in your monthly gas bill and makes budgeting easier by allowing a 12-month average amount each month for natural gas service.

For more information on financial assistance, visit oklahomanaturalgas.com/cares

CARES PAGE »



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