



Oklahoma
Natural Gas[®]
A Division of ONE Gas

the pipeline

September 2023

Lock in Your Price with the Voluntary Fixed-Price Plan

Looking for a way to help budget for your natural gas costs each month? By enrolling in the Voluntary Fixed-Price Plan, you can lock in the price you pay for your natural gas over the next year.

The Voluntary Fixed-Price Plan is an optional plan customers may choose that is designed to lock in the per unit cost of gas for the 12 billing months of November 2023 through October 2024 for participants. The plan does not guarantee savings; it is intended to protect customers from the occasional swings in natural gas prices.

The price you pay for the natural gas you use is the average cost for the gas we've purchased under a variety of contracts. Oklahoma Natural Gas does not profit from the sale of natural gas. The Customer Fuel Cost portion of your bill varies each month based on how much energy you use and what we paid for that supply.

We've already bought a portion of our winter natural gas supply at fixed prices, so we know its cost. We're making that natural gas available to those who wish to enroll in the Voluntary Fixed-Price Plan at \$4.360 per Dekatherm for the 12-month period beginning November 1, 2023. The price only applies to the cost of the natural gas itself. Regular service and delivery charges apply, and your bill will still vary according to the amount of natural gas you use.

If you enroll in the Voluntary Fixed-Price Plan, you could pay more or less than customers who do not enroll in the plan.

You can enroll online at oklahomanaturalgas.com or call us at **800-664-5463**. The deadline to participate is **Oct. 16, 2023**.



Customers can also participate in the Average Payment Plan, which may help further reduce fluctuations in your monthly gas bill. To find out more about our Average Payment Plan, visit oklahomanaturalgas.com.

Plan Terms:

Customers must enroll for the entire 12-month period and, once enrolled, cannot be removed from the program until the next enrollment period.

Customers who were previously enrolled in the Voluntary Fixed-Price Plan must re-enroll each year.

- If you move within the Oklahoma Natural Gas service area during the plan period, your enrollment transfers to the new service location.
- Voluntary Fixed-Price Plan enrollees may not opt out of the Temperature Adjustment Clause.*
- Small commercial customers (businesses using 150 dekatherms or less annually) must also enroll in the Automatic Bank Draft Plan to be eligible for the Voluntary Fixed-Price Plan. For more information about automatic payments, visit oklahomanaturalgas.com/pay-bill/payment-options.

**The Temperature Adjustment Clause is a means of adjusting a portion of your bill to reflect normal weather conditions from November through April each year to stabilize the cost-of-gas on your bill.*



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 degrees 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. You will pay the same amount each month based on past usage.

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

Building a Better Future for Oklahomans



The value of service goes beyond the natural gas service we provide at Oklahoma Natural Gas. It also means helping to improve the quality of life in the communities where our employees and customers live and work.

This year, we partnered with Rose Rock Habitat for Humanity in Norman to help provide a family a new home with energy-efficient natural gas appliances. Employee volunteers from Operations teams across the Oklahoma City metro area cut lumber and constructed and erected the home's exterior walls. The natural gas appliances will help the family reduce their energy use and costs.

