



Oklahoma  
Natural Gas®  
A Division of ONE Gas

# the pipeline

November 2022



## Knowing How To Detect Carbon Monoxide Can Save Lives!

Many people might not know how to detect carbon monoxide, a gas created when fuel does not burn completely. Carbon monoxide can make you sick and, under some circumstances, may be deadly. Sources may include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues. Since it is odorless, colorless and tasteless, carbon monoxide can be difficult to detect. Here are some things you can look out for to help detect carbon monoxide:

- A yellow flame instead of a blue flame on appliance burners;
- Black soot around vents, flues, furnace filters, burners or appliance access openings; and
- Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

We recommend installing a carbon monoxide detector in your home or business to help identify any potential issues. If you suspect the presence of carbon monoxide in your home or business, leave immediately and call 911. For more carbon monoxide safety tips, visit:

[oklahomanaturalgas.com/carbonmonoxide](http://oklahomanaturalgas.com/carbonmonoxide)

LEARN MORE »

## Need Help Paying Your Utilities Bill?

We know that Oklahomans have faced significant challenges this year and continue to see increased costs across the board. If you're experiencing financial hardship, we understand and are here to help.

Visit our CARES page for a listing of financial resources, or contact us so we can work together to find the best solution.

CARES PAGE »



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 email us at:

[customerhelp@oklahomanaturalgas.com](mailto:customerhelp@oklahomanaturalgas.com)

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 will not be able to re-enroll until the next heating season.

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