

ALWAYS READY TO HELP!



the
pipeline



A monthly newsletter of energy tips, resources and news

February 2022

» Always Working for your Safety

Have You Seen Us in Your Yard?

From time to time, you might see an Oklahoma Natural Gas technician in your yard. Don't worry – they are there for your safety. Every so often, our technicians may need to access your yard to check pipelines, conduct maintenance or take meter readings.

Federal and state regulations require us to survey our pipelines periodically. To do that, our employees and contractors must have direct access to natural gas pipelines and equipment buried in your yard. An above-ground leak survey typically takes only a few minutes. Because it does not require access inside the home, you may not even notice it has been done. These routine leak surveys help us make sure our systems are operating properly and safely.

Oklahoma Natural Gas employees also may need access to your yard when you have a scheduled appointment.

If you're unsure of the legitimacy of someone claiming to work for Oklahoma Natural Gas, ask to see their ID. Our employees and contractors always carry company photo identification cards, and they will be happy to show you upon request. Note: There are some instances where third-party contractors complete work on Oklahoma Natural Gas' behalf. Though these individuals wouldn't have an Oklahoma Natural Gas uniform or vehicle, they will carry an ID that shows that they are an Oklahoma Natural Gas contractor.

You can play a role in keeping meters and pipelines safe, too. Keep your meter clear of any obstructions or debris and avoid planting trees or large shrubs near your meter. Be sure to always call 811 at least 48 hours (excluding the day of notification, weekends, and holidays) before you dig so that any underground utility lines can be marked. And if you smell natural gas, leave the area immediately, and then call 911 and Oklahoma Natural Gas at **800-458-4251**. To find more information about natural gas safety, visit OklahomaNaturalGas.com

Quick & Easy Appointment?

Performing the following actions can help prepare for a quick and easy appointment:

1. Leave your gate or fence unlocked the day of your appointment so the technician can easily access your natural gas meter.

2. Be available to grant the technician access to your home if requested and needed as part of your appointment.

3. Ensure that all pets are secured in a safe place away from the technician.

Can We Find Your Home in an Emergency?



In an emergency, first responders and Oklahoma Natural Gas technicians depend on clearly marked addresses to find the right home as quickly as possible. Finding a residence can be challenging if house numbers are unreadable, hidden, unlit or missing. You can help emergency responders and service technicians locate your home by following these steps:

- » Replace aging or faded numbers.
- » Clear obstructions from blocking your house numbers (hanging plants, bushes, flags, etc.)
- » Post large numbers that are visible from the street.
- » If allowed, place your number near the street or on the curb, with a reflective coating and contrasting background.
- » Make sure your house number can be seen from all directions – or if your home is on a corner, post the number on all sides facing the street

Need Help with your Bill?

If you need help paying your utility bills, visit OklahomaNaturalGas.com/Cares for information on local assistance programs, such as LIHEAP and Share The Warmth.

Money is available, and it isn't a loan!
Visit 211.org or call 211 for help today!

6 Things to Know About Winter Storm Uri Gas Costs

As we near the one-year anniversary of Winter Storm Uri, here are six things related to how Oklahoma Natural Gas prepared for the storm and the proposed method that will help customers pay for the higher fuel costs, which resulted from the severe weather event.

Was Oklahoma Natural Gas prepared to meet the surging demand and keep customers safe?

Yes, and the results of our efforts serve as evidence that we were prepared. For the entirety of the winter storm, we lost service to less than 500 of our 900,000 Oklahoma customers (and none of the outages lasted more than 24 hours). Even against the backdrop of unprecedented and severe, prolonged circumstances, we were able to keep gas flowing to more than 99.99% of our customers.

Throughout the winter storm, our focus was to keep customers warm and minimize any outages across the state, which meant that the company had to secure additional supply at the pricing available during the winter storm due to the extremely high demand coupled with less supply.

As a reminder, we are a natural gas distribution company that supplies gas to residential, commercial and industrial customers. We don't own any power plants.

What's the benefit of securitization?

Without securitization, customers would have paid more than \$1,000 extra on their April 2021 bills. The securitization approach will result in the cost being spread over a longer period of time, making it more manageable for our customers.

Was it a last-minute decision to purchase fuel from the expensive spot market?

No. We have a multifaceted purchasing strategy that includes buying gas in the summer months, when prices are typically lower, and placing the gas in storage for winter usage. We also follow an approved Hedge Program that works like an insurance policy to help protect our customers from price hikes. Our supply portfolio is diversified and consists of a mix of storage gas, short-term, long-term and spot purchases.

Why did the price of gas surge during the winter storm and who is responsible for the increase?

Simply put, natural gas is a commodity and prices are determined by the open market. During the February 2021 storm, the entire nation was faced with a significant increase in natural gas prices due to a spike in demand coupled with constraints in supply. The severe impact to supply due to the freeze-off of wellhead production and processing plants created a supply shortage unlike any other in the history of the company.

While Oklahoma Natural Gas and our customers worked together to prepare for the forecasted cold weather event, the February 2021 storm presented unusual and prolonged weather circumstances that pushed the demand for and price of natural gas to historically high levels.

Does Oklahoma Natural Gas set the price of gas it charges to customers?

No. We do not set or mark up the price of gas, nor do we profit from the cost of gas. What we pay is what you pay, and we always work to secure the lowest gas prices for our customers.

When did Oklahoma Natural Gas begin to inform customers of the higher bills that would result from the February winter storm?

Before and throughout the winter storm, we consistently let customers know that we were seeing much higher natural gas use and a significant increase in natural gas market prices. As evidenced by our social feeds and media appearances, we attended daily press conferences held by public officials to remind our customers what we were facing and what part they could play in reducing usage and conserving given the surge in prices.

Those multimedia opportunities gave us the opportunity to broadcast to the public that while we do not mark up the price of natural gas, these events will have an impact on customer bills. This messaging was shared broadly across all our social media channels and with the media.

For more in-depth answers to these questions, please visit: oklahomanaturalgas.com/blog/2021/ong/winter-storm-uri-faqs

Questions About Securitization Approval



We understand there's a lot of frustration and confusion about the Oklahoma Corporation Commission's vote to approve Oklahoma Natural Gas' securitization mechanism and what it will mean for our customers. So, we wanted to answer some of your most frequently asked questions. We're committed to being as transparent and timely as possible with our communications to you as more decisions are made. Visit our website for a full FAQ.

New Rebate Available: Natural Gas Dryers

This month, Oklahoma Natural Gas residential customers who buy a new natural gas dryer are eligible for an extra \$100 rebate on top of our regular rebates on natural gas dryers. The offer is available for the entire month of February (February 1-28), but rebates are limited and will be distributed on a first-come, first-served basis.

The extra \$100 rebate is in addition to our regular dryer rebates of up to \$450 back, so customers could get a total of up to \$550 back with the purchase and installation of a new natural gas clothes dryer. For more information, visit: OklahomaNaturalGas.com/extrarebates

Save Money with Rebates on Natural Gas Appliances

View available rebates to upgrade your appliances!
oklahomanaturalgas.com/rebates



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