



Oklahoma
Natural Gas®
A Division of ONE Gas

the pipeline

September 2022



Making it Easy! Convenient Ways to Pay

Oklahoma Natural Gas offers several payment methods to make paying your monthly bill a little easier for you.

Online – Visit [OklahomaNaturalGas.com](https://www.OklahomaNaturalGas.com) to set up your account. As a registered customer, all your account information is available at the click of a mouse, and you're able to pay by electronic check, credit card or debit card.

Mobile App – Pay your bill, view payment history and more, from the convenience of your smartphone using the free **Oklahoma Natural Gas mobile app**. You must have an online account to access account information on the mobile app.

Automatic Payments – Never worry about missing or being late on a payment again. A payment will be automatically withdrawn from your checking or savings account each month. To enroll, visit our website or call **800-664-5463**.

By Phone – Call us at **800-664-5463** to pay with a check or by credit or debit card using our Interactive Voice Response System. You may follow the prompts to pay or to speak with a customer service representative.

Payment Locations – In more than 500 locations around the state, authorized agents will accept your payment by **check, money order or cash**. To find a location near you, visit [OklahomaNaturalGas.com/Payment-Locations](https://www.OklahomaNaturalGas.com/Payment-Locations).

Payments made at these locations may take several days to be applied to your account. If you have a disconnect notice, it is extremely important that you call us immediately with your payment information.

The use of any payment method not listed, including online banking, may cause a delay in your payment being posted to your account in a timely manner. Oklahoma Natural Gas field representatives are prohibited from accepting cash payments at a customer's home or business to avoid interruption of service.

Need assistance? We're here to help! – We have programs and payment options available to our customers who may need assistance paying their natural gas bills. Visit [OklahomaNaturalGas.com/CARES](https://www.OklahomaNaturalGas.com/CARES) or call us at **800-664-5463** to learn more.



[OklahomaNaturalGas.com](https://www.OklahomaNaturalGas.com)

Pipeline Purpose and Reliability

Natural gas pipelines provide a safe way to move natural gas from one location to another.

In the United States, a vast network of pipelines delivers the many benefits of natural gas to millions of consumers nationwide. Natural gas is a valuable resource for our country's energy demands. Oklahoma Natural Gas is the largest natural gas distribution utility in Oklahoma, serving more than 900,000 customers in 379 communities across the state.



Rate Notices for Oklahoma Natural Gas Customers

1

Oklahoma Natural Gas shall annually notify consumers in billing inserts that the consumer must advise the utility if there has been a **change in usage** necessitating a **change of service classification**.

2

You may have noticed **Winter Event Cost Recovery** charges on your bill. Oklahoma Natural Gas is required to notify consumers, at least annually, and provide written notification to each customer for which Oklahoma Natural Gas bills WESCR charges that the WESCR charges are the property of the Oklahoma Development Finance Authority (ODFA) and not the entity issuing such bill (Oklahoma Natural Gas). Oklahoma Natural Gas as servicer shall impose the WESCR charge as a separate line item on customer bills.

