



Oklahoma
Natural Gas®
A Division of ONE Gas

the pipeline

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What Do You Know About "ROW"?

ROW is short for right-of-way. So, what does that mean? A pipeline ROW or easement is a strip of land where buried pipelines and other natural gas equipment are permanently placed on public and/or private land. A ROW allows pipeline operators, like Oklahoma Natural Gas, ongoing access to buried pipelines as needed.

Unauthorized use of a ROW or easement may result in an "encroachment" and can create a safety issue. An encroachment may obstruct, prevent access to, or cross on top or within the vicinity of a pipeline or natural gas utility equipment, and can also be illegal.

ROWS should be kept clear of obstructions to enable Oklahoma Natural Gas employees and its contractors to safely operate, patrol, inspect, maintain and repair the pipelines and equipment as needed. To help maintain safety, it's important that you do not build or install any structures, plant trees or shrubs or store anything that could be an obstruction within the ROW area.

Contact 811 Before You Dig

ROWS may not always be marked and can be in areas such as yards, streets and sidewalks. Always contact 811 at least 48 hours, excluding the date of notification, weekends and holidays, before you dig. Don't dig until the location of all underground facilities has been marked or cleared.

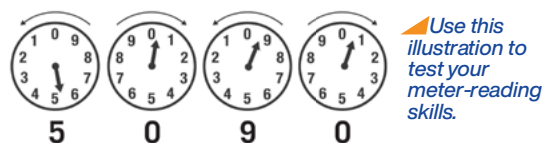
If you must dig within the tolerance zone, which is the area 2 feet on either side of the pipeline, use hand tools or other soft digging techniques. And always remember, if you smell natural gas, leave the area, then call 911 and Oklahoma Natural Gas at **800-458-4251**.

For more information about ROWs, visit oklahomanaturalgas.com/safety/right-of-way.

How to Read Your Meter

Have you ever wondered how to read your natural gas meter? It's easy; just follow these three steps:

- 1** Read each dial in the direction of the arrow, starting with the dial on the left.
- 2** Record the last number the needle has passed, even if the needle has almost reached the next highest number.
- 3** Compare that number to the meter reading that appears on your bill.



NOTE: the numbers are in a clockwise position on some dials and in a counterclockwise position on others.



oklahomanaturalgas.com

Rate Plan Reminder

Did you know Oklahoma Natural Gas offers two rate plan options for residential and certain nonresidential customers?

Plan A includes a lower monthly service charge coupled with a delivery fee based on the amount of dekatherms* consumed and is designed for:

- Residential customers who use less than 50 dekatherms of natural gas per year.
- Nonresidential customers who use less than 40 dekatherms of natural gas per year.

Plan B includes a higher monthly service charge but does not include a delivery fee and is designed for:

- Residential customers with 50 dekatherms of natural gas usage or more a year.
- Nonresidential customers with 40 dekatherms or more of natural gas usage per year but less than 150 dekatherms per year.

You have the option to select the plan you believe best suits your needs. The cost of fuel — the natural gas you consume — is separate and based on the amount Oklahoma Natural Gas paid to buy the fuel on your behalf. We do not set the price or make any profit on the cost-of-fuel component of your bill.

Large commercial and industrial customers also have rates designed for their usage:

- For usage from 150 dekatherms but less than 5,000 dekatherms per year.
- For usage from 5,000 dekatherms but less than or equal to 30,000 dekatherms per year.

Confirm that you are on the right rate plan. Details about all rate plans (including specific service and delivery charges) are available in the Rate Information and Tariffs section at oklahomanaturalgas.com/rate-information/tariffs.

**A dekatherm is a measure of energy content. One dekatherm is the approximate energy content of 1,000 cubic feet of natural gas.*

Your Pipeline Responsibility

Oklahoma Natural Gas maintains the pipelines that deliver natural gas to the meter at or near the primary structure (such as a house or building). However, the customer or homeowner is responsible for the maintenance of any natural gas piping and equipment within the house or running to secondary structures or outdoor appliances (such as natural gas grills, pool heaters, customer-owned distribution networks, etc.).

Customer-owned piping and equipment should be maintained and periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. A licensed contractor should complete inspections and any necessary repairs.

