

Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER

Safety is our Priority

We do all we can to minimize the risk of leaks and/or unsafe conditions by conducting leakage surveys every three to five years on our major pipelines and the service lines to your house.

Gas pipelines are designed and installed to provide dozens of years of trouble-free operation. Sometimes, however, age and abuse can lead to problems. The key to telling if there is a problem is to be aware of any leak by recognizing the odor of natural gas (often described as a "rotten egg" smell). Report any gas odor to your local emergency authorities. Every effort will be made to respond and locate the source as soon as possible.

A high bill can also signify a problem with leaking gas. Our billing system alerts us if your bill is unusually high. But if you believe your bill is too high after considering the weather for the past month, contact your neighborhood office.

Together, we can prevent problems created when installing things such as shrubs, trees, gardens, mailboxes, etc. Anytime you are going to dig in your yard, the easement or right-of-way next to your home, have our line(s) located by using "Call Okie", you may dial 811 from any location to be directed to the appropriate notification system. This is a **FREE** service.



The United States Department of Transportation requires that the following information be conveyed to natural gas customers:

- 1. The property owner is responsible for maintaining the gas piping on the property and in the house, except as provided for by the Oklahoma Corporation Commission gas rules for Oklahoma Natural Gas.*
- 2. Buried piping should be periodically inspected for leaks and corrosion, and repaired if any unsafe condition is discovered.*
- 3. Qualified plumbers and heating contractors can assist in locating, inspecting and repairing buried piping.*

If you have any questions regarding this notice, contact your community office listed below:

*Southern Plains Community Office – 580-581-2142
Old Cavalry Post Community Office – 580-581-2140
Buffalo Soldiers Community Office – 580-581-2147*

Welcome to Oklahoma Natural Gas

We are extremely pleased to have you as a new customer of Oklahoma Natural Gas. Since 1906, we have been providing reliable natural gas service to Oklahomans. We work continuously to try to keep our rates as low as possible. The 1,200 employees of the company serve more than 800,000 customers in three-quarters of the state. Our commitment to quality customer service is driven by continuous improvement and our quest for excellence.



**Oklahoma
Natural Gas®**

A Division of ONE Gas

The Right Way to Deal with a Right of Way

There are buried pipelines throughout Oklahoma. You can't see them, but often they are identified so you will know where they are. A pipeline right of way is a strip of land over and around buried pipelines that allows them to be permanently located on public and private land, in order to provide your natural gas service. Rights of way are kept clear of obstructions to enable Oklahoma Natural Gas to safely operate, patrol, inspect, maintain and repair its pipelines.



What to Look For

To locate a right of way, look for distinctive yellow markers that identify buried pipelines. If Oklahoma Natural Gas has an easement on your property, you should be cautious when performing any kind of construction near a high-pressure natural gas pipeline. It's important that property owners not install any structures, store anything that could be an obstruction, or plant trees or shrubs along rights of way. You should never dig or construct anything in the area without first calling 811 to advise them of the location of your excavation project and to be connected with the appropriate notification system. Oklahoma Natural Gas Company may then contact you regarding appropriate precautions when working near the easement.

If you have a pipeline near your home:

- Don't plant trees or tall shrubs on the right of way
- Don't dig, build, store or place anything on or near the right of way
- Do remember to call 811 before you dig

Your Role in Natural Gas Safety

Natural gas is an efficient source of energy that is easy to use – and it's easy on the environment. Oklahoma Natural Gas Company maintains the underground pipelines that deliver natural gas to your home. Even though we have an extremely safe system, you have an important role in maintaining that safety. Use your nose, eyes and ears to stay alert to potential dangers.

SIGHT – Do you see dirt or water blowing in the air or continuous bubbling from standing water in the vicinity of a natural gas pipeline? This could be a gas leak.

SOUND – Listen for a roaring or hissing sound. This can be an indication of a natural gas pipeline leak.

SMELL – Additives are used to give natural gas a very distinct aroma. Be alert for a pungent, skunk-like odor that might smell like sulfur or rotten eggs. This unique smell may be the warning sign of a natural gas pipeline leak.

CALL – If you suspect you've discovered a natural gas pipeline leak, leave the area and avoid doing anything that could create a spark. Warn others to stay away and immediately contact your local emergency authorities and your community office:

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