Texas Gas Service
A Division of ONE Gas

the pipeline
November 2026



Winter Ready: Simple Ways to Prepare, Stay Safe and Enjoy the Season

Colder weather, holiday gatherings and higher heating needs are just around the corner. A little preparation now can help you manage your natural gas use, stay safe at home and make the most of the season.

Make Winter Bills More Predictable

As temperatures fall, your natural gas use may increase as your heating system works to keep your home warm. Planning ahead can help make seasonal changes in your bill easier to manage.

The **Average Payment Plan** (APP) helps reduce large monthly fluctuations by spreading natural gas costs more evenly throughout the year. Your payment is based on a 12-month rolling average and may increase or decrease based on your actual natural gas use and the cost of gas.

Ready to make your monthly bill more predictable? Log in to your online account to learn more and enroll.



Before You Turn Up the Heat, Check These Safety Basics

As you use your furnace and other fuel-burning appliances more often, take a moment to brush up on carbon monoxide safety. Carbon monoxide (CO) has no color, smell or taste and can be produced when an appliance isn't operating or venting properly.

Potential warning signs include:

- A yellow flame instead of a blue flame on a natural gas appliance
- Black soot around vents, burners or appliance openings
- Symptoms such as headache, dizziness, fatigue or nausea

If you suspect carbon monoxide, leave immediately, get outside to fresh air and call 911. Don't re-enter until emergency responders determine it is safe.

Read our blog for five quick carbon monoxide safety checks. .

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If Winter Bills Become Challenging, Call Us

When temperatures drop, heating costs can rise. If you're having trouble paying your natural gas bill, you don't have to navigate it alone. Assistance may be available through programs and community resources.

- **Share The Warmth**: Helps families in need pay their home heating costs
- **Texas 2-1-1**: Connects you with utility assistance and other community services like food, rent and more
- **Low Income Home Energy Assistance Program (LIHEAP):** Federally funded program that provides financial assistance to low-income households each year to help them meet the costs of home energy

If you need help paying your natural gas bill, visit our CARES page to find programs available in your area, or contact Customer Service to discuss payment options, **800-700-2443**.



Holiday Cooking Starts with Reliable Natural Gas Appliances



The kitchen is often the heart of the home during the holidays, and natural gas can help make preparing those favorite family recipes easy and affordable.

From boiling potatoes to simmering gravy, natural gas provides responsive temperature control, giving you the flexibility to move quickly between high heat and a low simmer as recipes require. The visible flame also makes it easy to see and adjust the heat along the way.

Affordability is another ingredient worth celebrating. Natural gas is 3.5 times more affordable than electricity, helping families manage energy costs throughout the year.

So, whether you're preparing the main course, a favorite side or a time-honored family recipe, natural gas can help you serve up the meals and memories that make the holidays special.

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