



Take the Guess Work Out of Your Monthly Budget



The **Average Payment Plan** is a great tool for keeping natural gas bills more predictable. The plan is based on a rolling 12-month average of your actual expense, and that's especially helpful during the months when your energy use is the highest. Your bills will fluctuate slightly each month; however, the change should be modest since it will be based on actual costs over 12 months.

To enroll, or find out more about the Average Payment Plan, visit [KansasGasService.com/BillingOptions](https://www.kansasgasservice.com/BillingOptions).



November is Carbon Monoxide Awareness Month



Carbon monoxide (CO) is an odorless, colorless and tasteless gas created by the incomplete or improper burning of fuel and can occur any time of the year. Since November is CO Awareness Month it's the perfect time to share some good reminders and prevention tips.



Prevent carbon monoxide exposure by following these safety measures:

- » Install a carbon monoxide detector according to the manufacturer's instructions.
- » Check and maintain proper ventilation on your appliances and chimney flue.
- » Clean or replace your heating system's filters regularly.
- » Make sure the air intake areas near appliances are clear of obstructions.
- » Never start your car, lawnmower, generator or any combustion engine in a closed garage.
- » Avoid operating a natural gas or propane grill in an enclosed area.
- » Pay attention to the color of the flame on your natural gas appliances. A yellow flame instead of a blue flame is a warning sign that the appliance is not operating or vented properly.

For more information and safety tips, visit [KansasGasService.com/CarbonMonoxide](https://www.kansasgasservice.com/CarbonMonoxide).

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5 Tips to Avoid Scams



Keeping our customers safe is important to Kansas Gas Service. However, there are people out there who don't have your best interest at heart. They may call, email or come to your door and falsely claim to work for Kansas Gas Service in an attempt to steal your private information or get you to pay them to avoid disconnection. By learning how to recognize these imposters, you can help prevent this from happening to you.



1. BEWARE OF THE DOOR-TO-DOOR APPROACH

Never allow anyone into your home to check natural gas pipes or appliances unless you scheduled an appointment or reported a service problem. Kansas Gas Service employees will enter your home only if you have contacted us for service, if we are responding to an emergency or if we are re-establishing service after it has been interrupted. Our technicians do not accept payment at the door before disconnecting service.

2. DO YOUR RESEARCH

If you receive a call from someone claiming to be from Kansas Gas Service and you feel pressured for immediate payment or personal information, hang up and call the customer service number on your billing statement. When you call us, we can accept payments over the phone, but you will always have the option to pay online or through our app. Customers with delinquent accounts will be advised of their balance and notified before a service disconnection is ordered.

3. SAFEGUARD YOUR PERSONAL INFORMATION

Don't provide your Social Security number, credit card number or banking information to anyone requesting it over the phone, by email or at your home unless you initiated the contact and feel confident with whom you are speaking.

4. ASK FOR IDENTIFICATION

Kansas Gas Service employees and contractors always carry company IDs, which they will show you upon request. If you have any concerns about the legitimacy of someone claiming to work on behalf of Kansas Gas Service, please call us at 800-794-4780. Also, consider reporting any suspicious activity to local law enforcement.

5. BE PROACTIVE

Contact your bank immediately if you believe you may have provided information to someone falsely claiming to represent Kansas Gas Service. Also contact the three national credit bureaus – Equifax, Experian and TransUnion – and request a notation be made on your account so that it doesn't impact your credit rating.

If you are having trouble paying your natural gas bill, we have a variety of options available, including setting up alternative payment plans. Visit [KansasGasService.com/CARES](https://www.KansasGasService.com/CARES) for information.