

# ALWAYS READY TO HELP!



the  
**pipeline**



A monthly newsletter of energy tips, resources and news

February 2022

» Always Working for your Safety

## Have You Seen Us in Your Yard?

From time to time, you might see a Kansas Gas Service technician in your yard. Don't worry – they are there for your safety. Every so often, our technicians may need to access your yard to check pipelines, conduct maintenance or take meter readings.

Federal and state regulations require us to survey our pipelines periodically. To do that, our employees and contractors must have direct access to natural gas pipelines and equipment buried in your yard. An above-ground leak survey typically takes only a few minutes. Because it does not require access inside the home, you may not even notice it has been done. These routine leak surveys help us make sure our systems are operating properly and safely.

Kansas Gas Service employees also may need access to your yard when you have a scheduled appointment.

Performing the following actions can help prepare for a quick and easy appointment:

- 1** Leave your gate or fence unlocked the day of your appointment so the technician can easily access your natural gas meter.
- 2** Be available to grant the technician access to your home if requested and needed as part of your appointment.
- 3** Ensure that all pets are secured in a safe place away from the technician.

If you're unsure of the legitimacy of someone claiming to work for Kansas Gas Service, ask to see their ID. Our employees always carry company photo identification cards, and they will be happy to show you upon request.

## Make Budgeting Easier with Average Payment Plan



Looking for a way to make budgeting easier? Consider enrolling in the Average Payment Plan, which is based on a 12-month rolling average of your natural gas bill.

This program reduces fluctuations of monthly natural gas bills by spreading out the costs throughout the year. That means customers will pay about the same amount each month, regardless of usage.

Learn more about the Average Payment Plan at [KansasGasService.com/BillingOptions](https://www.kansasgasservice.com/BillingOptions).

## We're Here for Our Customers

If you're struggling to pay your bill, don't hesitate to call **800-794-4780**, Monday – Friday, 7 a.m. – 7 p.m., to speak to a customer service representative about alternative payment options. **We're here and ready to help.**

# 3 Things to Know About Your Winter Gas Bills



This winter, you might notice a bump in your utility bills, including your monthly charges for natural gas. Various factors impacting the market have resulted in higher costs for natural gas compared to a year ago.

## What's causing the increase in natural gas prices?

Simply put, there have been supply and demand issues within the industry, and U.S. exports have grown faster than expected. This has contributed to storage inventories being lower than last year and the five-year average. With demand growing at a greater rate than production, prices have surged globally resulting in a temporary price increase.

Here are three things to know about your gas bill this winter:

- ① We don't set or mark up the cost of gas.** The price we pay, is the price you pay. The cost of natural gas is a matter of supply and demand. And, due to supply issues impacting the entire industry, we expect an increase in the price we pay for the gas you will use from November through March.
- ② We work to keep bills affordable.** Securing the lowest prices for our customers is always top of mind. Our analysts continually review natural gas market prices, and our purchasing strategy includes buying gas in the summer months, when prices are typically lower. We also follow a hedge program that works like an insurance policy to help reduce the impact of price hikes.
- ③ We offer ways to manage your bill.** If you're looking for more predictability in your bill each month, consider enrolling in our Average Payment Plan, which is based on a 12-month rolling average of your natural gas bill. This is a way to reduce the volatility of seasonal energy expenses by spreading out the cost throughout the year. Visit [KansasGasService.com/billingoptions](https://KansasGasService.com/billingoptions) to learn more.

If you are experiencing a financial hardship, you may qualify for financial assistance, to know more about the different programs designed to assist you, please visit: [KansasGasService.com/Save-Money/Assistance-Programs](https://KansasGasService.com/Save-Money/Assistance-Programs)

## Need Help Paying Your Energy Bill?



At Kansas Gas Service, we strive to take care of our neighbors and communities where we live and work. We know that some of our customers are facing financial challenges and may have trouble paying their utility bills. That's why we want to make you aware of available resources.

You may be eligible for local or statewide energy assistance programs that can help keep you warm this winter.

**Low Income Energy Assistance Program (LIEAP)** is a federally funded program that helps eligible households pay a portion of their home energy costs. In Kansas, the program is administered through the Kansas Department of Children and Families and is based on income and household size. Applications are open now through March 31.

For assistance in completing your LIEAP application, join Kansas Gas Service customer advisors at several community events throughout the month. A complete schedule and more information about the program is available here.

**Share The Warmth** is an energy assistance program funded by the generous contributions of Kansas Gas Service customers and other community members. The program, operated in partnership with The Salvation Army, is available to residents in the communities served by Kansas Gas Service, regardless of the fuel used to heat their homes. For assistance, call The Salvation Army at 816-756-5392, ext. 2.

**2-1-1** connects residents with various community services, including utility assistance. Text your ZIP Code to 898211, or dial 211 to see if you qualify.

Visit [KansasGasService.com/Cares](https://KansasGasService.com/Cares) for a listing of additional community assistance agencies.

## Keep More Money in your Pocket

Follow these simple tips to save money this winter!

[kansasgasservice.com/energytips](https://kansasgasservice.com/energytips)

