



**Kansas  
Gas Service.**

A Division of ONE Gas

# the pipeline

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## How to Use Your Senses to Detect Natural Gas

The safety of our customers, communities and employees is a top priority for Kansas Gas Service. And, everyone shares a part in natural gas safety.

Kansas Gas Service uses technologies and equipment to monitor and maintain our gas facilities and pipelines. Did you know that you also have a set of tools that can help keep the gas system safe? Here's how:

### LOOK.

If you see unexplained dry or dead vegetation, blowing dirt or bubbling puddles in your yard or around your meter, this may indicate a potential natural gas leak.

### LISTEN.

Do you hear a hissing or roaring sound near a pipeline? This could be an indication of a possible natural gas leak.

### SMELL.

An additive called mercaptan is used to give natural gas its distinct rotten-egg smell. A strong odor could be a warning sign of a possible natural gas leak.

If you suspect a natural gas leak, leave the area immediately and avoid doing anything that might create a spark, such as flipping a light switch, using a cellphone or opening your garage door. Warn others to stay away. Once you're in a safe location, call 911 and Kansas Gas Service at **888.482.4950**. For more information about natural gas safety, visit **[KansasGasService.com/safety](https://www.kansasgasservice.com/safety)**.

## How to Detect Carbon Monoxide

Carbon monoxide is a gas that is created when fuel does not burn completely – it can make you sick and, under some circumstances, may be deadly. Sources may include improperly vented or malfunctioning appliances, auto exhaust or blocked chimney flues.

Carbon monoxide is odorless, colorless and tasteless, making it more difficult to detect. There are some potential signs of carbon monoxide to look for, including:

- **A yellow flame instead of a blue flame on appliance burners;**
- **Black soot around vents, flues, furnace filters, burners or appliance access openings; and**
- **Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.**

If you suspect the presence of carbon monoxide in your home or business, leave immediately and call 911. For more carbon monoxide safety tips, visit **[KansasGasService.com/safety](https://www.kansasgasservice.com/safety)**.



**[KansasGasService.com](https://www.kansasgasservice.com)**

# 811 – It's All About Your Safety

Practicing safe digging is about protecting yourself, your property and your neighbors. Call 811 at least two full working days before beginning a digging project to make sure that all underground facilities are marked.

By seeing where all the lines in your yard are located, you can get a better understanding of what lies below the surface. This is

done to help you avoid hitting underground facilities while digging, which could cause inconvenient outages, costly fines or even injury or death.

It's easy, it's free and it's the best way to stay safe while digging. So, remember: For every digging project – no matter how small – be a Dig Hero and make the call!

Learn more about 811 and safe digging at [BeADigHeroKansas.com](http://BeADigHeroKansas.com).

## WHO NEEDS TO CALL?

Everyone whose project disturbs the ground (planting a garden, removing trees, installing sprinklers, adding a deck... and so many more) needs to call 811 at least **two full working days** before you start your project.

## WHAT HAPPENS WHEN I CALL 811?

The underground facilities within your designated project area get marked with flags and/or paint. But you must wait at least **two full working days** before you dig.



## Have a Concern or Complaint?

### *Understand the Kansas Corporation Commission's Complaint Procedures*

Service is one of our core values that guides how we do business. We strive to provide exceptional service and make continuous improvements in our pursuit of excellence. However, we understand that there may be times when we fall short of your expectations. If you have a concern or complaint, call us at **800.794.4780**.

If there is a concern we cannot resolve, the Kansas Corporation Commission has informal and formal procedures for resolving complaints. The informal procedure may be initiated by contacting the Office of Public Affairs and Consumer Protection. The formal complaint procedure requires filing and processing under the commission's administrative rules.

Visit [www.kcc.ks.gov](http://www.kcc.ks.gov) for more information about formal and informal complaint procedures, or contact:

**Kansas Corporation Commission Office of Public Affairs and Consumer Protection**  
1500 S.W. Arrowhead  
Topeka, KS 66604-4027  
[Public.Affairs@kcc.ks.gov](mailto:Public.Affairs@kcc.ks.gov) | 800.662.0027



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