



Kansas Gas Service
A Division of ONE Gas

the pipeline

September 2022



What The Cold Weather Rule Means for You

The Kansas Cold Weather Rule provides special payment arrangements and disconnection and reconnection procedures for residential natural gas customers with unpaid accounts throughout the cold weather period – November 1, 2021, through March 31, 2022.

The Kansas Corporation Commission oversees the provisions of the Cold Weather Rule for all Kansas utility companies, which advises: A utility shall not disconnect a customer's service between November 1 and March 31 when the local National Weather Service forecasts that the temperature will drop below 35 degrees or will be in the mid-30s or colder within the following 48-hour period.

To prevent service interruptions when the temperature is 35 degrees or above, or to have service restored regardless of temperature, you must comply with the following conditions:

- » Inform Kansas Gas Service if you are unable to pay the bill in full.
- » Provide Kansas Gas Service with sufficient information to initiate a monthly payment agreement.

- » Pay one-twelfth of the total account balance, including all disconnection or reconnection fees, plus any required deposit installment.
- » Enter into an 11-month payment plan to pay the remainder of the account balance, plus the current bill. You may select the Average Payment Plan for current and future consumption.
- » Apply for federal, state and/or local energy-assistance funds.

During the Cold Weather Rule period, Kansas Gas Service is required to give you written notice 10 days in advance of discontinuing service. We will also attempt to contact you by telephone the day before disconnection and will place a disconnect notice on your door if we're unable to reach you.

If you have questions about the Cold Weather Rule, visit our website at [KansasGasService.com/ColdWeatherRule](https://www.KansasGasService.com/ColdWeatherRule) or call **800-794-4780**.

Pipeline Purpose and Reliability

Natural gas pipelines provide a safe way to move natural gas from one location to another. In the United States, a vast network of pipelines delivers the many benefits of natural gas to millions of consumers nationwide. Natural gas is a valuable resource for our country's energy demands. Kansas Gas Service is the largest natural gas distribution utility in Kansas, serving more than 647,000 customers in 360 communities across the state.



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

Rate Summaries Available Upon Request

Kansas Gas Service rate summaries and tariffs are available upon request for residential and nonresidential customers. For a complete listing, please visit KansasGasService.com or contact customer service at **800-794-4780**.

Making it Easy! Convenient Ways to Pay

Kansas Gas Service offers several payment methods to make paying your monthly bill a little easier for you.

Online – Visit KansasGasService.com to set up your account. As a registered customer, all your account information is available at the click of a mouse, and you're able to pay by electronic check, credit card or debit card.

Mobile App – Pay your bill, view payment history and more, from the convenience of your smartphone using the free **Kansas Gas Service mobile app**. You must have an online account to access account information on the mobile app.

Automatic Payments – Never worry about missing or being late on a payment again. A payment will be automatically withdrawn from your checking or savings account each month. To enroll, visit our website or call **800-794-4780**.

By Phone – Call us at **800-794-4780** to pay with a check or by credit or debit card using our Interactive Voice Response System. You may follow the prompts to pay or to speak with a customer service representative.

Payment Locations – In more than 150 locations around the state, authorized agents will accept your payment by **check, money order or cash**. To find a location near you, visit KansasGasService.com/Payment-Locations.

Payments made at these locations may take several days to be applied to your account. If you have a disconnect notice, it is extremely important that you call us immediately with your payment information.

The use of any payment method not listed, including online banking, may cause a delay in your payment being posted to your account in a timely manner. Kansas Gas Service field representatives are prohibited from accepting cash payments at a customer's home or business to avoid interruption of service.

Need assistance? We're here to help! – We have programs and payment options available to our customers who may need assistance paying their natural gas bills. Visit KansasGasService.com/CARES or call us at **800-794-4780** to learn more.

