



Kansas Gas Service
A Division of ONE Gas

the pipeline

April 2023



It's Safe Digging Month!



April is Safe Digging Month, so it's time to celebrate our Safe Digging Heroes! These heroes represent our customers and partners who make sure to call 811 before they start any digging projects, no matter how big or small. We encourage everyone who is starting a new excavation project to always call 811 before they dig. It's not only safe; it's the law.

Join our Safe Digging Heroes by taking the Safe Digging Pledge at BeADigHeroKansas.com



Want to go faster?
Scan the QR code
with your phone to
access the website



Pipeline Purpose and Reliability: How You Receive Safe, Dependable Energy

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 648,000 customers in 360 communities across the state.

Call 811 Before You Dig

Spring is here, and you might be eager to get outside and start some outdoor projects like planting a tree or tilling soil for a new garden. Before you pick up that shovel, there's an important call you need to make: **a call to 811.**

April is National Safe Digging Month, so it's a great time to brush up on your safe digging knowledge. To prevent injury, damage and service outages, it's important that all underground facilities be marked before any digging project begins.

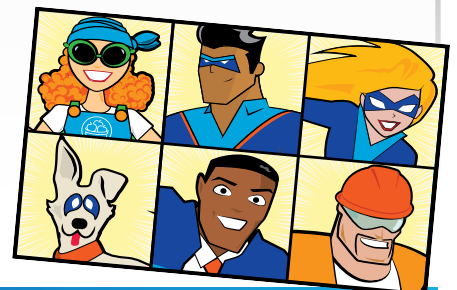
One call to 811 will alert owners of registered pipelines, telecommunication cables, underground power lines, etc., to mark their buried facilities within two full working days of the request. **There's no charge to you for this service.**

You may also submit a request online by visiting kansas811.org. Whether you're planting a tree, tilling soil, installing a deck or setting fence posts, always remember to call 811 at least two full working days before you plan to dig to allow utility line locations to be marked. It's easy to do!

During National Safe Digging Month, and any time of year, be safe and contact 811 before you dig. For more information, visit kansasgasservice.com/digsafe

"Be a Hero and call 811!"

-Dig Heroes



kansasgasservice.com

Earth Day Is April 22

*How we're Creating a Better
Tomorrow for Our Planet*

ONE Gas, the parent company of Kansas Gas Service, has released its 2022 Environmental, Social and Governance (ESG) report, which outlines company progress toward achieving a cleaner energy future while fostering a safe and inclusive workplace.

Learn about our emissions reduction efforts, investments in sustainable technologies, energy efficiency programs and more at esg.onegas.com

Sustainable Billing Is on Its Way!

Did you know that reducing the production of envelopes can help minimize our impact on the environment?

Beginning in May 2023, Kansas Gas Service customers who have paid electronically for 12 or more months, and do not subscribe to e-statements, will begin receiving their paper bill without a return envelope. This effort will continue our focus on creating a sustainable vision forward for our communities.

Thank you for helping us build a more sustainable tomorrow!

2023 Security Deposit Interest

The 2023 interest rate on security deposits is 4.78%. Kansas Gas Service's terms and conditions govern the use, retention and return of security deposits. For a copy of these terms, visit kansasgasservice.com/tariffs or call 800-794-4780.

Questions?

Contact customer service at
800-794-4780.

Interested in paperless billing?

Sign up at
kansasgasservice.com/gopaperless

Sewer Backup? Check for Cross Bores First!

A cross bore occurs when a utility line is unintentionally drilled into or through another utility company's line. For example, if a natural gas line was installed through a sewer line, this can create sewer backup in the home. If you have a sewer line clog, it's important to check for a cross bore before you try to clear it!

Tools used to clear clogged sewer lines could damage the natural gas

» Learn more at
kansasgasservice.com/crossbore

line, allowing natural gas to escape, which can migrate into buildings or homes. Under certain circumstances, the natural gas could ignite and lead to injury or death.

Before anyone uses a tool to clear the clogged sewer line, use a camera to check for a cross bore. If you discover a cross bore or do not have a camera, call us at **888-482-4950**.

Remember,
call 811
before digging.
Save the day,
dig safe!



Look! A cross bore!



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