



Kansas Gas Service
A Division of ONE Gas

the pipeline

July 2023



How to Use Your Senses to Detect Natural Gas

Everyone plays a part in natural gas safety, including you. We use technology and equipment to monitor and maintain our natural gas facilities. You also have a set of tools to keep the natural 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, meter or appliance? This could be an indication of a possible natural gas leak.



Smell

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

If you notice any of these signs or 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).

Your Pipeline Responsibility

Kansas Gas Service maintains the pipelines that deliver natural gas to the primary structure (such as a house or building). However, the customer or homeowner is responsible for the maintenance of any natural gas piping within the house or running to secondary structures or outdoor appliances (such as natural gas grills, pool heaters, customer-owned distribution networks, etc.).

Customer-owned piping should be periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. Inspections and any necessary repairs should be completed by a licensed contractor.



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

Have a Concern or Complaint?

Understand the Kansas Corporation Commission's (KCC) Complaint Procedures

Service is one of our Core Values at Kansas Gas Service, and it guides how we do business. We strive to provide exceptional service and make continuous improvements to better meet the needs of our customers. However, we understand that there may be times when we fall short of your expectations. If you have a concern or complaint, we invite you first to call us at **800-794-4780**.

If there is a concern we cannot resolve, the KCC 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 KCC's administrative rules.

Visit 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 | 800-662-0027

A Better Tomorrow for You and for Our Planet

Learn About Our Commitment to Safety, the Environment and Our Communities

Our parent company, ONE Gas, recently released the 2023 Environmental, Social and Governance (ESG) Report, which highlights our commitment to safe operations, responsible environmental stewardship, and support of our employees and the communities we serve.

This Year's Highlights:

- **47% reduction in emissions** due to leaks from distribution pipelines, compared to 2005
- Nearly **\$2.5 million in total giving** from the ONE Gas Foundation
- **33,842 metric tons of CO₂e reduced** through our Energy Efficiency Programs

Check out the report and learn more about our vision for a better tomorrow by visiting esg.onegas.com.



KansasGasService.com