



**Kansas Gas Service**  
A Division of ONE Gas

# the pipeline

April 2024



## Unleash Your Inner Dig Hero This 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 contact 811 before they start any digging projects, no matter how big or small. It's not only safe; it's the law.

Join our Safe Digging Heroes and be entered to win a free tree by taking the Safe Digging Pledge at [beadigherokansas.com](http://beadigherokansas.com)

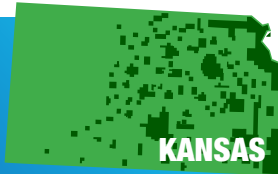


Take the Pledge!  
Scan the QR Code



## 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.



## Contact 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. But before you pick up that shovel, there's an important step you need to take to be a true Dig Hero: **contact 811 or visit [kansas811.com](http://kansas811.com)**.

To prevent injury, damage and service outages, all underground facilities must be marked before any digging project begins.

Submitting a ticket by phone or online will alert owners of registered pipelines, telecommunication cables, underground power lines, etc., to mark their buried facilities. **There's no charge to you for this service.**

Always remember to **contact 811** at least two full working days before you plan to dig to allow utility line locations to be marked.



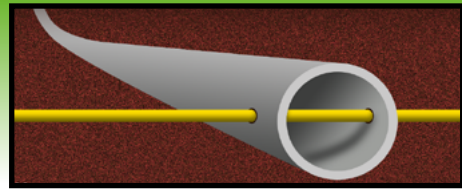
[kansasgasservice.com](http://kansasgasservice.com)

# 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 line, allowing natural gas to escape, which can migrate into your home or surrounding buildings and homes.



Example of a Cross-bore [↗](#)

Under certain circumstances, the natural gas could ignite and lead to injury or death.

Before using 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**.

» Learn more at [kansasgasservice.com/crossbore](https://kansasgasservice.com/crossbore)



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



## 2024 Security Deposit Interest

The 2024 interest rate on security deposits, set by the Kansas Corporation Commission, is 5.05%. To obtain a copy of Kansas Gas Service's terms and conditions regarding the use, retention and return of security deposits, visit [kansasgasservice.com/tariffs](https://kansasgasservice.com/tariffs) or call **800-794-4780**.



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