



Kansas Gas Service

A Division of ONE Gas

the pipeline

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How to Take Control of Your Winter Heating Bill

Winter weather often means extreme temperatures, but it doesn't have to mean extreme heating costs. There are steps you can take to help reduce energy use and control winter bills:

- Keep warm, not hot – if you're too warm in your residence, turn your heat down.
- Hold off doing chores that involve using natural gas appliances until temperatures rebound.
- Set the temperature on your water heater to 120 degrees Fahrenheit or the "warm" setting.
- Apply weatherstripping and caulk to seal gaps and cracks around doors and windows.
- Change or clean the filters on heating or air conditioning units.
- Install inexpensive foam gaskets to seal outlets and electrical switches.

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Have Pets? Here's What to Do When We're at Your Door

We know you love your furry friends, and we love them too! If we have an appointment at your home, kindly make sure your dogs are safely secured in another room and let our technician know if there are dogs in the yard. Our technician will request any dogs in the yard be secured before entering the yard. The safety of our employees and your pets is one of our top priorities.

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Here to Help: You May Qualify for Financial Assistance

Some of our customers face financial challenges and may have trouble paying their utility bills, which is why help is available through our partner community agencies. You may qualify for local or statewide energy assistance to help keep you warm.

There are a number of financial resources available for customers, including the **Low Income Energy Assistance Program (LIEAP)**. This is a federally funded program that helps eligible households pay a portion of their home energy costs. **Applications close at 5 p.m., Mar. 29, 2024.** See if you qualify and learn how to apply [here](#).

For more financial assistance options, visit our [CARES](#) page.

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Use Your Senses to Detect a Natural Gas Leak

If you notice any of these warning signs, leave the area immediately, then call **911** and Kansas Gas Service at **888-482-4950**.

- **SMELL:** If you smell a rotten egg or sulfur-like odor, it might be a natural gas leak. Natural gas is colorless and odorless, so we add an odorant to warn you of a leak.
- **LOOK:** If you see unexplained dead vegetation, blowing dirt or bubbling water, you may have a natural gas leak.
- **LISTEN:** If you hear a hissing or roaring sound near natural gas piping, meters or appliances, or if your natural gas appliance fails to ignite, you may have a natural gas leak.

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