

Important information about your billing statement

Your Kansas Gas Service billing statement will be issued about the same time each month.

- 1 Information Center telephone number, Gas Leak Emergency number, Kansas Gas Service Web site and customer inquiry address
- 2 Payment Plan Summary
- 3 Your Energy Usage for the previous 13 months
- 4 Your 18-digit Kansas Gas Service Account Number
- 5 Rate and security deposit information
- 6 Summary of rates and charges

Service Charge partially covers the fixed costs of providing natural gas service to our customers.

Delivery Charge reflects the cost of maintaining and operating the company's natural gas delivery system.

Weather Normalization Adjustment (WNA) is the dollar adjustment made to the "Delivery Charge" on the customer's bill. It appears as a credit if the weather was colder than normal or as a debit if the weather was warmer than normal.

Cost of Gas (COG) Charge represents the total of the COG Factor multiplied by your usage for this billing cycle.

Franchise fees are established by and paid to cities.

City or County Tax includes sales tax assessed on utility service by some cities and counties.

Total Amount Due

- 7 Meter number
- 8 Meter reading dates
- 9 Number of days in this billing cycle
- 10 Meter readings previous / present If an "E" appears after the "previous" or "present" date, your meter reading has been estimated.
- 11 Constant is a pressure factor or meter factor used to convert metered volume to billing volume.
- 12 Mcf Billed is the natural gas energy used during the billing cycle, measured in thousands of cubic feet (Mcf).

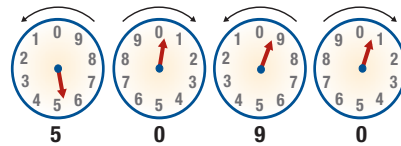
- 13 **Weather Normalization Adjustment (WNA) Factor** is based on historical weather data and is an adjustment that reduces the impact of weather extremes on your bill. The WNA Factor changes annually in April.
- 14 **Cost of Gas (COG) Factor** changes monthly to reflect charges by natural gas suppliers and transporters.
- 15 **Gift of Warmth Program** contribution box. Please check this box when making a contribution.
- 16 **Billing statement summary box** To avoid a late payment charge, please pay your bill by this date.
- 17 **Bill payment address**

Your actual bill may include additional information and show other adjustments that may not appear on this sample billing statement.

Reading the meter

We encourage you to check the index readings on your gas meter if you have questions about your usage.

Start with the dial on the right and read the number the hand has just passed. When the hand is between numbers, always use the smaller number. Gas usage is determined by taking sequential readings. To find out how much natural gas you used since the last time your meter was read, subtract the previous reading from the present reading shown on your gas bill.



Visit www.kansasgasservice.com for more information about your natural gas account, customer choice programs, safety information, energy saving tips and factors affecting the cost of gas and industry related information.

Call before you dig

Before you dig, excavate, plant a tree or set fence posts, call 811. One free, easy call, at least two full working days in advance, gets your utility lines marked AND helps protect you from injury and expense.



For service, bill inquiries, or assistance, call

Phone: 800-794-4780

Gas leaks: 888-482-4950

www.kansasgasservice.com

Kansas Gas Service

PO Box 3535

Topeka KS 66601-3535

CUSTOMER NAME
CUSTOMER ADDRESS
ANYTOWN KS 66601-0000

Kansas Gas Service provides several ways to get answers to your questions. You may use our automated telephone system, our interactive Web site (www.kansasgasservice.com) or call our Information Center (1-800-794-4780).

Amount Due

Current Charges Due

Amount Due After Due Date

Account Number

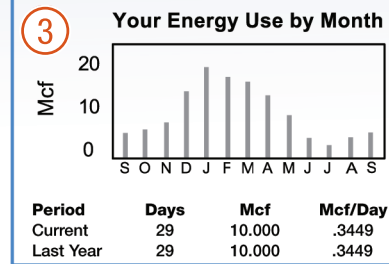
| | | |
|----------------|-------------|----------------|
| Rate | RESIDENTIAL | Statement Date |
| Active Deposit | NONE | |

Previous Balance _____
Payments Received _____ CR
Balance Forward

Service Charge
Delivery Charge
Weather Normalization
Gas Hedge
Cost of Gas
Franchise Fee
City Tax
County Tax
Current Charges

Total Amount Due

EPP and/or Pay Agreement Account Summary Area



| Meter Number | Service Period From To | Number Days | Meter Readings Previous Present | Constant | Mcf Billed | WNA/Mcf | Cost of Gas/Mcf |
|--------------|------------------------|-------------|---------------------------------|----------|------------|---------|-----------------|
| 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |



P:0000 I:NNNNY 18 0123456789
#BWNKPCV
#000000000000000000#

CUSTOMER NAME
CUSTOMER ADDRESS
ANYTOWN KS 66601-0000

Please return this portion when paying by mail. When paying in person, please bring this entire bill with you.

Gift of Warmth is designed to assist Kansas families with winter heating bills. To participate, please check the box and include your Gift of Warmth contribution. Thank you.

| | |
|----------------------------------|----|
| Account Number | |
| Amount Due | 16 |
| Current Charges Due | |
| Amount Due After Due Date | |
| Total Enclosed \$ | |

Customer Address
Anytown, KS

-02K

17 KANSAS GAS SERVICE
PO BOX 22158
TULSA OK 74121-2158