



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



**KANSAS
GAS SERVICE**

A DIVISION OF ONEOK

You Play an Important Role in Natural Gas Safety

Kansas Gas Service maintains a large system of underground pipelines that deliver clean, safe and reliable natural gas to your home or business. We maintain our system through extensive inspections and monitoring as outlined in our transmission and distribution integrity-management plans. You can play an important role in making sure these large systems continue to operate safely. You can use your eyes, ears and nose to stay alert to potential dangers.

Recognizing a Natural Gas Leak

LOOK: Do you see dirt or water blowing in the air or continuous bubbling from standing water in the vicinity of a natural gas pipeline? This could be a sign of a natural gas pipeline leak.

CALL: If you suspect a natural gas pipeline leak, leave the area and avoid doing anything that could create a spark. Warn others to stay away and immediately call **911** or Kansas Gas Service at **1-888-482-4950**.

LISTEN: Listen for a hissing or roaring sound. This may be an indication of a natural gas pipeline leak.

SMELL: Additives are used to give natural gas a very distinct odor – like sulfur or rotten eggs. This pungent odor is a warning sign of a possible natural gas pipeline leak.



For more information about natural gas pipeline safety, visit www.kansasgasservice.com, and click on the "Safety" tab.



A message from the Kansas Fire Marshal

Can We Find Your Home in an Emergency?

In an emergency, first responders and Kansas Gas Service technicians depend on clearly marked addresses to find the right home as quickly as possible. Finding a residence can be challenging if house numbers are unreadable, hidden, unlit or missing.

You can help emergency responders and service technicians locate your home by following these steps:



- Replace aging or faded numbers.
- Clear all obstructions (hanging plants, bushes, flags, etc.) from blocking your house numbers.
- Post large numbers to allow visibility from the road.
- Place your numbers near the road or on the curb, with a reflective coating and contrasting background.
- Allow numbers to be seen from all directions (if your home is on a corner, have numbers posted on all sides).

For more information, visit www.FireMarshal.ks.gov/canwefindyou.

Stabilize Your Monthly Natural Gas Bill



Budgeting for your energy costs has never been simpler. With our Equal Payment Plan (EPP), you no longer have to worry about fluctuations in your natural gas bill. When you enroll in EPP, you pay a similar amount each month, regardless of seasonal changes or energy costs.

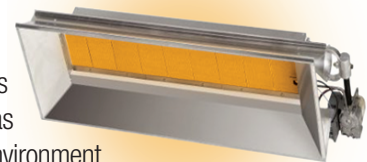
The EPP amount you pay is based on the average billings over a 12-month period. We'll periodically review your account to ensure your EPP amount accurately reflects recent usage and actual natural gas costs.

EPP is available to residential and general service sales customers with a satisfactory payment history. Eligible customers may enroll online at www.kansasgasservice.com or through our automatic telephone system at 1-800-794-4780. Upon cancellation of the plan, you may be required to pay a settlement balance – or receive a credit to your account – based on the difference between the total charges you've incurred and the EPP amounts you've paid.

Keep the Cold Out with a Natural Gas Garage Heater

Keep your garage safe and warm this winter with a natural gas garage heater. Using infrared technology and running on natural gas, these heaters can warm up to 600 square feet, keeping garages warm and dry.

The infrared heat evaporates water overnight, eliminating slippery puddles or ice, and if you have a room above your garage, the heater will help cut down on its heating costs by keeping the area below it warm. Natural gas heaters are perfect for detached buildings and work sheds as well, preventing liquids, tools and equipment from freezing. But most importantly, natural gas garage heaters run on clean, affordable, efficient natural gas – which saves money *and* the environment.



For more information about natural gas heaters, contact your local heating and plumbing experts.

Register your account online to make payments, view account history, manage billing options and more. Just visit www.kansasgasservice.com and click "Register Today!"