



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



**KANSAS
GAS SERVICE**

A DIVISION OF ONEOK

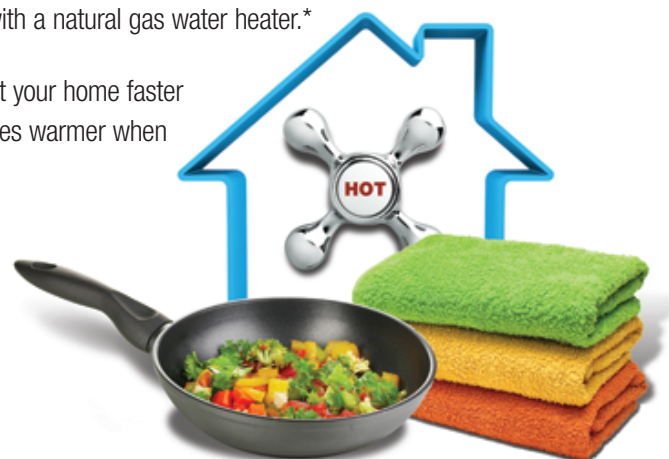
Natural Gas – The Fuel for Your Entire Home

Did you know that natural gas can be used in almost every room of your home? It's true. This clean, efficient fuel can supply energy to many household appliances you use every day.

- **In the Kitchen:** The blue flame coming from the burner of your natural gas range not only cooks better, but it's also the smarter choice for energy savings. A natural gas range will cook two meals with the same amount of energy it takes to cook one using an electric range.*
- **In the Living Room:** When the weather gets colder, no one can resist the coziness of a warm fireplace. Natural gas fireplaces are efficient and easy to use, and they provide all the warmth, comfort and ambiance of a traditional fireplace. Natural gas fireplaces light quickly, so you can start enjoying the comfort of your fireplace sooner.
- **In the Laundry Room:** Nothing quite compares with the feeling of soft, warm clothes fresh out of the dryer. With a natural gas clothes dryer, your clothes will dry faster – and at half the cost! Natural gas dryers have faster cycle times than electric dryers, and they handle two loads of laundry for the same cost as drying one load in an electric dryer.*
- **In the Bathroom:** Ready for a hot shower? The average household can save approximately \$200 a year on its energy bill by replacing an electric water heater with a natural gas water heater.*
- **Throughout Your Entire Home:** A natural gas furnace can heat your home faster and more efficiently. Air from a natural gas furnace is up to 25 degrees warmer when it comes through the vent than air from an electric heat pump.*

From room to room, natural gas is the best fuel choice for your everyday needs. You can find more ways natural gas can be used in your home by exploring our Virtual Energy House under the "Save Energy & Money" tab at www.kansasgasservice.com.

*Source: Council for Responsible Energy



We Are Committed to the Highest Level of Customer Service

Kansas Gas Service strives to bring you the best customer service possible. If you have questions about your natural gas service or account billing statement, there are several convenient ways to get the answers you need.

Interactive Voice-Response System – To pay your bill by phone, enter meter readings, stop service, locate pay stations, sign up for payment options and more, call 1-800-794-4780. Our interactive voice-response system is available 24 hours a day, seven days a week and allows you to conduct business transactions over the phone.



Website – Our website also is available 24 hours a day, seven days a week. Pay your bill online, enter meter readings, start, stop or transfer service, view account information, learn energy savings tips and more. Visit us at www.kansasgasservice.com.

Information Center – Customer service representatives are available 7 a.m. - 7 p.m. (Monday - Friday). If you need to discuss account information or payment options, or resolve an issue, call 1-800-794-4780.



Emergency Contact – To report a natural gas leak or emergency, call 1-888-482-4950 or 911 from a telephone away from your location. Emergency calls are answered 24 hours a day.



U.S. Mail – For non-emergency issues, you may write us at:
P.O. Box 3535, Topeka, KS 66601-3535

Kansas Corporation Commission Complaint Procedures

Kansas Gas Service conducts business under regulations established by the Kansas Corporation Commission. If there is a concern we cannot resolve, the commission 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 commission's administrative rules.

Please visit www.kcc.ks.gov for more information about formal and informal complaint procedures, or contact:

Kansas Corporation Commission
Office of Public and Consumer
Protection
1500 S.W. Arrowhead
Topeka, KS 66604-4027

Public.affairs@kcc.ks.gov
1-800-662-0027



Register your account online to make payments, view account history, manage billing options and more. Here's how:

1. Log on to www.kansasgasservice.com.
2. Click the "Register Today!" button in the upper right corner.
3. Enter your information.