



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER

A Better Way to Budget Your Bills: Announcing the New Average Payment Plan



Kansas Gas Service is pleased to announce a new way to budget for your monthly gas bill: the Average Payment Plan. APP reduces the fluctuations in your bill amount each month by spreading your natural gas expenses throughout the year.

Here's how it works: Your monthly bill will be calculated based on a rolling 12-month average, allowing your bills to be relatively stable from month to month, regardless of usage. Your bills will fluctuate slightly each month; however, the change should be modest since it will be based upon actual costs over a 12-month period.

Starting in September 2014, APP will replace the Equal Payment Plan. Switching from the old plan to the new APP gives our customers greater stability in their monthly bills. Under the previous plan, customers' monthly payments were recalculated once a year, which could have led to sizable changes in the monthly amount when the recalculation occurred. Because the APP recalculates the payment amount each month, customers on this plan will see fairly stable bills that won't be affected by a large annual adjustment.

APP is available to all residential and general sales customers with a satisfactory payment history. If you terminate the plan or your service, 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 amounts you've paid.

If you are currently enrolled in the Equal Payment Plan, you automatically will be enrolled in the Average Payment Plan. If you would like to enroll or find out more about APP, visit our website at www.kansasgasservice.com or contact our customer service center at 1-800-794-4780.

Your Safety Is Our Priority

Through our pipeline integrity management and leak survey programs, we work to ensure that natural gas service is delivered safely and reliably.



PIPELINE INTEGRITY MANAGEMENT – Kansas Gas Service’s pipeline integrity management program uses a systematic approach to manage the safety and reliability of our distribution and transmission pipeline systems. This comprehensive program provides a guide for how we work to identify pipeline improvement opportunities and prevent leakage.

LEAK SURVEYS – From time to time, you may notice a Kansas Gas Service technician or contractor in your yard performing one of our routine leakage surveys. Kansas Gas Service is required by federal and state regulations to periodically survey our pipelines. To do that, our employees must have direct access to our facilities, which may be buried in your yard.

A leak survey will typically take only a few minutes, and because it does not require access inside the home, you may not even notice that it has been done. These quick checks help ensure that our systems are operating properly and safely.

Safety is our top priority, and we’re here to respond to any concerns you may have. Always remember, any time you smell natural gas or suspect a natural gas leak, leave the area immediately and call our 24-hour emergency line at 1-888-482-4950. If you have any questions regarding your natural gas service, contact our customer service team 7 a.m. to 7 p.m., Monday through Friday, at 1-800-794-4780.

Join Us at the Kansas State Fair!

Kansas Gas Service will be hosting a booth at the Kansas State Fair September 5-14 in Hutchinson. Stop by to learn about the many benefits of natural gas and check out the latest in natural gas technologies. See what a natural gas vehicle and fueling station look like, learn about natural gas garage heaters and find out why a natural gas backup generator is a smart investment.



Returning to the Kansas Gas Service booth this year is the 811 Bike, a custom-made motorcycle that travels the country to spread the word about safe digging. The bike will be at our booth September 5-7; stop by to take a look at all of the bike’s unique features and learn about the importance of safe digging.

While you’re there, check out the Kansas Corporation Commission’s Kansas Energy Expo at the Ad Astra Pavilion. Kansas Gas Service will be one of many exhibitors at the expo, which will feature interactive experiences to highlight the importance and value of Kansas’ energy resources. Stop by to explore topics like energy efficiency, oil and gas, renewable energy, utilities and transportation. More information can be found at www.kcc.ks.gov/energyexpo.



We hope to see you there!