



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



Shrink Your Carbon Footprint With Natural Gas

We can do a lot to protect our planet. From recycling to carpooling to unplugging unused electronics, there are many ways to reduce our impact on the environment. But did you know that you might already be shrinking your own carbon footprint by using natural gas?

Because natural gas is the cleanest burning fossil fuel, homes that use it instead of electricity for cooking, clothes drying, and water and space heating can create a carbon footprint that's up to 30 percent smaller.¹

**37% FEWER
GREENHOUSE
GAS EMISSIONS**

Plus, natural gas is a highly efficient fuel because it retains more of its source energy than electricity does. Ninety-two percent of natural gas is delivered to your home as energy, compared with only 32 percent for electricity. This means a household with natural gas versus all-electric appliances produces 37 percent fewer greenhouse gas emissions.²

Even electric companies see the benefit. Natural gas-fired electrical generation is approximately 51 percent less greenhouse gas-intensive than existing coal-fired generation. About 31 percent of the electricity in the United States is generated from natural gas – that's nearly 1,700 power plants that are seeing smaller carbon footprints thanks to natural gas.²

Kansas Gas Service is committed to environmental responsibility, so we are happy to help you reduce your carbon footprint with the cleaner, greener, more efficient fuel choice.

¹ U.S. Environmental Protection Agency

² American Gas Association

Notice the New Logo?

On January 31, 2014, ONEOK completed the separation of its natural gas distribution business into a new publicly traded company called ONE Gas, Inc. Kansas Gas Service is now a division of ONE Gas – one of the largest natural gas utilities in the United States, serving more than 2 million customers in Oklahoma, Kansas and Texas.

In the next few months, you'll start to see the new ONE Gas logo, but you can count on one thing to remain the same: ONE Gas and Kansas Gas Service will continue to provide the same safe and reliable natural gas service our customers have counted on for more than 100 years.

Find out more about the new company, ONE Gas, at www.onegas.com.

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

Calculate Your Home's Energy Use

From heating and cooling to cooking and laundry, we all need energy to keep our homes running. But did you ever wonder if your home has the most energy-efficient appliances possible? The answer is closer than you might think – just visit our website. You can calculate your home's energy efficiency and find answers to common energy questions with our online energy calculators.

Designed to help customers find the most energy-efficient solutions for their homes, these easy-to-use calculators compare thermostat, appliance, home-heating and water-heating options specific to your home and family.

Here's how to use them:

- Visit www.kansasgasservice.com and click on "Energy Calculators" under the "Save Energy & Money" tab.
- Select the calculator you are interested in and follow the prompts provided.
- Once you have entered the information, the calculator will provide you with an answer to the question you selected.

Log on and start saving money today!



Avoid Utility Scams



Kansas Gas Service is committed to the safety of our customers. We want to alert you to a possible telephone/email scam. Recently, some customers have reported emails and calls demanding cash or a credit card number and threatening service disconnection. Please report suspicious calls or emails to your local police department, or contact Kansas Gas Service at 1-800-794-4780. For additional information on how to protect yourself from potential scams, go to www.kansasgasservice.com/Safety/AvoidUtilityScams.

Understanding Your Bill – What Does “Cost of Gas” Mean

Each month, Kansas Gas Service calculates what it paid to purchase natural gas for its customers and expresses this, without markup, on the bill as the cost of natural gas. Natural gas prices are constantly changing to reflect the current market conditions. Factors such as weather – throughout the country, not just in Kansas – and the amount of natural gas in storage play a role in setting the market price.

While Kansas Gas Service can't control the market price of natural gas, we do use a systematic approach to purchasing natural gas to make sure our customers have a reliable, secure supply at the most reasonable prices we can obtain.

There are many parts to your bill, and we want to make sure you understand what they mean. Check the next few issues of “Natural Gas Matters” for more bill term explanations or visit the “Understanding Your Bill” section under the “Customer Care” tab at www.kansasgasservice.com.