



# Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



## The Cold Weather Rule

**THE KANSAS COLD WEATHER RULE** provides special payment arrangements and disconnection and reconnection procedures for residential natural gas customers with unpaid accounts throughout the cold weather period (November 1, 2014, through March 31, 2015).

The Kansas Corporation Commission oversees the provisions of the Cold Weather Rule for all Kansas utility companies, which states:

A utility shall not generally disconnect a customer's service from November 1 through March 31 when the local National Weather Service forecasts that the temperature will be below 35 degrees Fahrenheit within a 48-hour period.



To prevent service interruptions when the temperature is 35 degrees or above, or to have service restored regardless of temperature, you must comply with the following conditions:

1. Inform Kansas Gas Service if you are unable to pay the bill in full.
2. Provide Kansas Gas Service with sufficient information to initiate a monthly payment agreement.
3. Pay one-twelfth of the total account balance, including all disconnection or reconnection fees, plus any required deposit installment.
4. Enter into an 11-month payment plan to pay the remainder of the account balance, plus the current bill. You may select the Average Payment Plan for current and future consumption.
5. Apply for federal, state and/or local energy-assistance funds.

Kansas Gas Service is required to give you notice 10 days in advance of discontinuing service. We also will attempt to contact you by telephone and will place a disconnect notice on your door the day before your service is to be discontinued. If you have questions about the Cold Weather Rule, please visit our website at [www.kansasgasservice.com/coldweatherrule](http://www.kansasgasservice.com/coldweatherrule) or call 1-800-794-4780.

## Bill Payment Options – Choose What's Best for You

*Kansas Gas Service offers several options to make paying your bill easy and convenient.*

*If paying by mail isn't the best option for you, try one of these alternatives:*



**ONLINE** – Log on to [www.kansasgasservice.com](http://www.kansasgasservice.com), register, and you're ready to pay by electronic check, credit card or debit card. And, as a registered customer, you have all of your account information available at the click of a mouse. While you're at it, why not sign up for online bill pay? After you enroll, you will no longer receive a paper bill. Each month when your billing statement is ready for online viewing, you will receive an email notification with a link to our website where you can review your statement and pay your bill online.

**BY PHONE** – You may use electronic checks, credit cards and debit cards when you pay by phone. Just call 1-800-794-4780 and follow the prompts. A fee will be charged for credit or debit card payments.

**PAYMENT LOCATIONS** – In more than 150 locations around the state, authorized agents will accept your Kansas Gas Service payment by check, money order or cash. A complete listing of authorized pay agents is available at [www.kansasgasservice.com](http://www.kansasgasservice.com). Payments made through these sources may take several days to be reflected on your account. If you have a disconnect notice, it is extremely important that you call us immediately with your payment information.

**AUTOMATIC BILL PAYMENT PLAN** – Let us do the work for you. We will automatically withdraw funds from your checking or savings account each month to pay your bill. Never worry about missing or being late on a payment again. To enroll, visit our website or call 1-800-794-4780.

Whatever payment option you select, one thing will be the same: Kansas Gas Service is committed to bringing you the highest level of customer service.

*The use of any unauthorized payment method not listed, which includes online banking, may cause a delay in your payment being posted to your account in a timely manner.*

*Cash payments to avoid interruption of service are not accepted by field representatives at a customer's home or business.*

## Rate Summaries Available Upon Request



Kansas Gas Service rate summaries and tariffs are available upon request for residential and nonresidential customers. For a complete listing, please visit [www.kansasgasservice.com](http://www.kansasgasservice.com) or contact customer service at 1-800-794-4780.