



# Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



## 811: Three Numbers to Keep You Safe



April is National Safe Digging Month and the perfect time to refresh your knowledge about safe digging practices. Do you know how to prevent damage to underground utility lines? It's easy, you just have to remember three numbers: **811**. It's a free call that can keep you and your neighbors safe.

There is a vast network of pipelines, telecommunication cables and electrical wires buried underground, and if you accidentally hit one of them when digging, you could interrupt services that thousands of people depend on – and put yourself in danger as well.

Accidental damage to underground facilities can be prevented. One phone call to **811** from wherever you are will route your call to Kansas **811**, which will alert owners of pipelines, telecommunication cables and power lines to mark their buried assets within two business days of the request. **There's no charge to you for this service.**

Whether you're planting a tree, tilling soil, installing a deck or sprinkler system or setting fence posts, always remember to call 811 at least two full business days before you plan to dig to allow all utility line locations to be marked.

It's easy to do. So during National Safe Digging Month, and any time of year, be safe – call **811** before you dig. For more information about digging safety, visit the safety section of our website at [www.kansasgasservice.com](http://www.kansasgasservice.com).



## So Long, Stamps . . . Hello, Paperless Billing!



Enroll in our Paperless Billing Program and enjoy the convenience of receiving and viewing your monthly statement online with just the click of a mouse. Each month when your billing statement is ready for online viewing, you will receive an email with a link to our website where you can review your statement and even pay your bill online.

With paperless billing, there are no more envelopes and no more postage stamps – it's fast, it's easy and it saves trees!


To sign up for our Paperless Billing Program, log on to your account at [www.kansasgasservice.com](http://www.kansasgasservice.com). 

## Protect Yourself From Imposters

When it comes to avoiding fraud, Kansas Gas Service wants you to know the facts. Individuals may call, email or come to your door and falsely claim to work for Kansas Gas Service or other local utilities and services in an attempt to steal your private information. By learning how to recognize these imposters, you can help prevent fraud from happening to you.

You should be aware that if your Kansas Gas Service account is current, no one from our company will call you and ask for personal financial information.\* You may always access your account information by registering online at [www.kansasgasservice.com](http://www.kansasgasservice.com), or by calling us at **1-800-794-4780**.

If you receive a suspicious call, hang up and call Kansas Gas Service to verify that the call was authentic. You may also report the incident to your local law enforcement agency.

Kansas Gas Service employees will enter your home only if you have contacted us for service, if we are responding to an emergency or if we are re-establishing service after it has been interrupted. Our employees always carry company IDs, which they will be happy to show you. If you have any concern about the legitimacy of someone claiming to work on behalf of Kansas Gas Service, please call us at **1-800-794-4780**. 

\*Note: Kansas Gas Service representatives may attempt to collect payment through courtesy calls on past due accounts.

