



# Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



## Feel at Home With Natural Gas

Natural gas keeps you and your family comfortable by supplying the energy you need for a warm home, hot water, dry clothes and home-cooked meals. And on top of comfort, natural gas can bring you savings as well. Find out how natural gas is the most cost-effective and energy-efficient way to meet your home's energy needs:



- In the Kitchen:** When it's time to gather around the dinner table, natural gas can help you make a tasty meal for the family. Plus, it's the smarter choice for energy savings; a natural gas range can operate at about half the cost of an electric range.
- In the Bathroom:** No one wants to worry about energy costs while they're enjoying a hot shower. With a natural gas water heater, you won't have to! The average household can save approximately \$300 a year on its energy bills by replacing an electric water heater with a gas water heater.
- In the Laundry Room:** There's nothing quite like the feeling of warm clothes straight out of the dryer. With a gas clothes dryer, your clothes will dry faster and fluffier 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 Living Room:** When it's chilly outside, what's better than snuggling up in front of a warm fireplace? Natural gas fireplaces are efficient and easy to use, and they provide all the warmth, comfort and ambiance of a wood-burning fireplace. Plus, natural gas fireplaces light quickly, so you can start enjoying the comfort of your fireplace sooner.
- Throughout Your Entire Home:** Air from a natural gas furnace is up to 25 degrees warmer when it comes through the vent compared with an electric heat pump. This means your home will feel warmer – and more comfortable – faster and more efficiently.

From room to room, natural gas is the best choice for your everyday energy needs. You can find more ways natural gas can be used in your home by visiting [www.naturalgashome.aga.org](http://www.naturalgashome.aga.org).

Source: American Gas Association

**Introducing New Online Options** — We're excited to offer more convenience to our customers with new website improvements, including expanded options for payment arrangements and automatic bank draft. Learn more at [www.kansasgasservice.com](http://www.kansasgasservice.com).

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## We're Here to Answer Your Questions

Kansas Gas Service is committed to the highest level of customer service. If you have questions about your service or billing statement, there are several convenient ways to get the answers you need.



**EMERGENCY CONTACT** – To report a natural gas leak or emergency, leave the area and call 1-888-482-4950 or 911. Emergency calls are answered 24 hours a day.



**WEBSITE** – You may access our website at any time to pay your bill online, view account information, learn energy savings tips, start, stop or transfer service and more. Visit us at [www.kansasgasservice.com](http://www.kansasgasservice.com).



**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 over the phone.



**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 and press 0.



**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.

Visit [www.kcc.ks.gov](http://www.kcc.ks.gov) for more information about formal and informal complaint procedures, or contact:

- Kansas Corporation Commission
- Office of Public Affairs and Consumer
- Protection
- 1500 S.W. Arrowhead
- Topeka, KS 66604-4027
- [Public.affairs@kcc.ks.gov](mailto:Public.affairs@kcc.ks.gov)
- 1-800-662-0027