



# Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



## 811: Three Numbers That Could Save Your Life



It only takes a few seconds to damage a buried pipeline, but the consequences could last a lifetime. Digging before having underground utilities marked puts you in serious danger of injury or even death. But there's an easy way to prevent that – just dial **811**! It's a free call that can keep you and your neighbors safe.

April is National Safe Digging Month and the perfect time to refresh your knowledge about safe digging practices. To prevent injury, damage and service outages, it's imperative that all underground utility lines be identified before beginning any digging project.

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 full business days of the request. There's no charge to you for this service. You may also submit a locate request ticket online by visiting [www.kansasonecall.com](http://www.kansasonecall.com).

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).



The 811 logo is a registered trademark of the CGA.

## Help Us Find You in an Emergency



In an emergency, first responders and Kansas Gas Service technicians depend on clearly marked addresses to find the right home as quickly as possible. Finding a residence can be challenging if house numbers are unreadable, hidden, unlit or missing. You can help emergency responders and service technicians locate your home by following these steps:

- Replace aging or faded numbers.
- Clear all obstructions (hanging plants, bushes, flags, etc.) from blocking your house numbers.
- Post large numbers to allow visibility from the street.
- Place your numbers near the street or on the curb, with a reflective coating and contrasting background.
- Allow numbers to be seen from all directions (if your home is on a corner, have numbers posted on all sides).

## Beware of Scammers Looking for Personal Information

Kansas Gas Service is committed to keeping you safe – and that includes keeping your identity safe as well. Be aware that 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.

Remember, 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 on past due accounts through courtesy calls.

