



# Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER

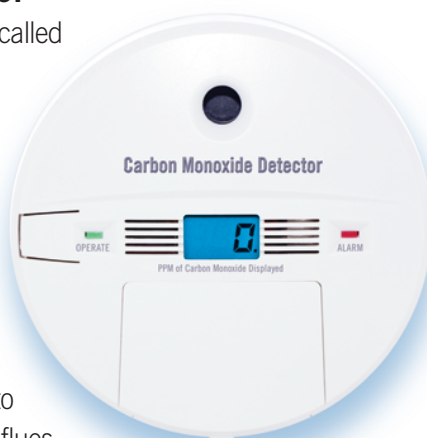


## Carbon Monoxide – Know the Facts

Heating your home with natural gas is a safe, reliable and energy-efficient way to stay warm this winter. When appliances are installed properly and are operating efficiently, natural gas burns safely and cleanly. But it's important to make sure that all fuel-burning heaters and appliances are working properly to prevent the creation of carbon monoxide.

### What Is Carbon Monoxide?

Carbon monoxide, sometimes called "CO," is an odorless, colorless and tasteless gas that can make you sick and, under some circumstances, may be deadly. Carbon monoxide is created when fuel does not burn completely. Sources may include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues.



Carbon monoxide may be present if you see black soot around vents, flues, furnace filters or appliance-burner access points. A yellow flame instead of a blue flame on appliance burners is another warning sign. Carbon monoxide poisoning may be easily mistaken for other illnesses. Symptoms may include headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

If you suspect the presence of carbon monoxide, leave immediately and then use a phone located away from the area to call 911.

### How to Prevent Carbon Monoxide Exposure:

- Install and maintain a carbon monoxide detector in accordance with the manufacturer's instructions.
- Check and maintain proper ventilation of appliances and chimney flues.
- Clean or replace furnace filters regularly.
- Do not block air intake areas near appliances.
- Do not use a natural gas space heater or range to heat your home.
- Do not start your car, lawn mower, generator or any combustion engine in a closed garage.
- Do not operate a natural gas or propane grill in an enclosed area.
- Notice the color of the flame on a natural gas appliance. A yellow flame instead of a blue one is a warning sign that the appliance is not operating or vented properly.
- Have a qualified contractor inspect your heating and cooling equipment annually.

## Energy Assistance for Those in Need

The Low Income Energy Assistance Program (LIEAP) is a federally funded program that provides energy assistance to eligible households. LIEAP provides a one-time per year benefit that helps pay a portion of home energy costs.

The 2016 application period for LIEAP assistance begins Tuesday, January 19, and ends Thursday, March 31. For more information on LIEAP or to find out if you qualify, visit [www.kansasgasservice.com](http://www.kansasgasservice.com) or [www.dcf.ks.gov/services](http://www.dcf.ks.gov/services).

## Natural Gas Can Give You Power When You Need It Most

Don't get caught without power during an electrical outage – invest in a natural gas generator! If your electricity goes out, the natural gas generator will start automatically, providing emergency backup power to support your electrical needs.



**Efficient.** With the higher cost of gasoline and diesel fuel, natural gas generators are much more affordable and convenient to operate.

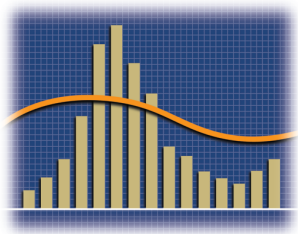
**Dependable.** Natural gas generators operate using the same service that fuels your furnace, water heater and other natural gas appliances.

**Convenient and Safe.** Since the generator is a fixed installation and is fueled directly from your underground natural gas line, you won't have the hassle of moving a portable unit and filling with gasoline or diesel fuel, which can be dangerous if spilled.

**Automatic.** Natural gas generators are wired directly to your electrical system. Within seconds of a power outage, the unit comes on, supplies power and switches off when power returns – automatically, even when you are away from home.

**Clean.** Natural gas is the cleanest-burning fossil fuel and is environmentally friendly.

## Budget Your Bills with the Average Payment Plan



You can help take the guesswork out of budgeting for your energy expenses with the Kansas Gas Service Average Payment Plan. Enrolling in this program reduces the fluctuations in your bill amount each month by spreading your natural gas expenses throughout the year.

Here's how it works: Your monthly bill will be calculated based on a rolling 12-month average, allowing your bills to be relatively stable from month to month, regardless of usage. Your bills will fluctuate slightly each month; however, the change should be modest since it will be based upon actual costs over a 12-month period.

If you would like to enroll or find out more about the Average Payment Plan, visit our website at [www.kansasgasservice.com](http://www.kansasgasservice.com) or contact our information center at 1-800-794-4780.