



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



Understanding Your Bill

When you receive your bill each month, you get a chance to look at some detailed information about your Kansas Gas Service account. As you scan through your statement, you will see items like Service Charge, Delivery Charge, Cost of Gas and more. Here is some information to help you while reading your bill:

> **Cost of Gas:** This charge is usually the largest portion of your bill, especially in the winter, and reflects the amount of gas you use each month. We calculate what we paid to purchase and transport natural gas and express this, without markup, on your bill. This means that we make no profit on the Cost of Gas component of your bill. With an abundance of natural gas being produced in North America, we have seen stable and affordable gas prices for several years, which are directly reflected in the Cost of Gas section of your bill.

> **Service and Delivery Charges:** These reflect the cost of delivering natural gas to your home and are associated with a more than \$1 billion investment in pipelines, equipment and other assets in our transmission and distribution systems that allow us to safely and reliably deliver natural gas every day. These charges also help cover the costs of our 1,000 employees, who maintain a safe and reliable natural gas system while bringing you quality customer service.

> **Gas System Reliability Surcharge, or GSRS:** This allows natural gas utilities to recover costs associated with safety and public improvement projects between rate adjustments.

> **Weather Normalization Adjustment:** This mechanism allows Kansas Gas Service to refund or collect from customers the revenue that is gained, or lost, due to abnormal weather.

If you ever have any questions about your bill, you can submit a question on our website or call us at 1-800-794-4780 and press 0 to speak with a representative. Find more information at www.kansasgasservice.com.



Kansas Gas Service Mobile App Now Available! Kansas Gas Service is excited to make available a new, free mobile app that provides more convenience for our customers. You can now pay bills, view payment history and more from the convenience of your smartphone. Kansas Gas Service customers can find the app in both Apple® and Android® app stores by searching “Kansas Gas Service.” You must have a Kansas Gas Service online account in order to gain account access using the mobile app. You may register for an online account at www.kansasgasservice.com.

We're Committed to Investing in Your Community

Kansas Gas Service proudly delivers safe, reliable natural gas to 360 communities throughout Kansas every day. But that's not all we do – our employees believe in going above and beyond to make a real difference in the places where they work and live. That's why so many of them choose to participate in our United Way campaign and employee volunteer projects.



Each year, Kansas Gas Service employees participate in local United Way campaigns to support programs and organizations that improve the lives of others. In 2015, Kansas Gas Service employees, retirees and directors pledged more than \$170,800 to the United Way. With ONE Gas matching every dollar, that's more than \$341,600 to enrich our communities by maintaining the good work of United Way member agencies.

On top of that, our employees give generously of their free time to help others through volunteerism. In 2015, the hard work of Kansas Gas Service volunteers totaled 1,071 service hours, a significant contribution to many charitable organizations in our communities.

Our employees know the value of lending a helping hand, and we're proud of their efforts to better our communities. To learn more about Kansas Gas Service's commitment to our fellow Kansans, visit www.kansasgasservice.com and look under the "About Us" tab.



Billing Convenience at Your Fingertips



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.

For even more convenience, sign up for Automatic Bank Draft. Under this program, you can pay your monthly bill through automatic withdrawal from your checking or savings account. Your bill will be paid each month, automatically, even if you forget.

To sign up for our Paperless Billing and Automatic Bank Draft programs, log on to your account at www.kansasgasservice.com.