

Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER

Look, Listen, Smell:
You Have the Tools to Detect Natural Gas



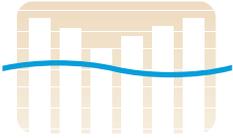
Kansas Gas Service maintains our pipelines through inspections and monitoring to ensure that we can deliver safe, reliable and clean natural gas to your home or business. But did you know that you have a set of tools that can help keep our system safe? These tools aren't fancy machines or complicated equipment – they are your eyes, your ears and your nose! And they can help recognize the signs of a potential natural gas leak. Here's how:



- **LOOK:** If you're near a natural gas pipeline and you see unexplained dry or dead patches of vegetation, dirt or water blowing in the air or continuous bubbling from standing water, this could be a sign of a natural gas leak.
- **LISTEN:** Do you hear a hissing or roaring sound near a pipeline? It could be an indication of a leak.
- **SMELL:** An additive called mercaptan is used to give natural gas its distinct sulfur- or rotten-egg-like odor. This pungent smell is a warning sign of a possible leak.
- **CALL:** If you suspect a natural gas leak, **leave the area** and avoid doing anything that could create a spark. Warn others to stay away and then immediately call 911 or Kansas Gas Service at 1-888-482-4950.

For more information about natural gas pipeline safety, visit www.kansasgasservice.com, and click on the "Safety" tab.

Paying Made Easy with the Average Payment Plan and Automatic Bank Draft



Make budgeting for your energy expenses simple 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.

Want to simplify your bills even further? Sign up for Automatic Bank Draft. Once enrolled, your natural gas bill payment will be automatically deducted from your bank account on your due date each month. This happens automatically, even if you are on vacation or just too busy – you won't have to spend any extra time or effort to pay your natural gas bill. We do the work for you.

If you would like to enroll or find out more about the Average Payment Plan or Automatic Bank Draft, visit our website at www.kansasgasservice.com or call us at 1-800-794-4780.

Carbon Monoxide Safety Checklist

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, and sources may include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues. You can prevent carbon monoxide exposure by following these tips:



- 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.