



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER



Stay Safe and Warm This Winter

Though it seems like autumn has just begun, winter will be here before we know it. But just because the temperature is dropping outside, your thermostat doesn't have to drop inside. Here are some tips to keep you safe, warm and energy efficient this winter.

SAFETY FIRST

- Have a qualified contractor inspect your heating system each year. A professional inspection can ensure that your furnace is operating at peak efficiency and fix any potential safety problems.
- Clean or replace your air filters regularly. A dirty furnace filter can cause the system to run less efficiently and can increase the risk of carbon monoxide.
- Daylight Saving Time ends at 2 a.m. on Sunday, November 6. As you "fall back," remember to check or replace the batteries on your smoke and carbon monoxide detectors.



STAY WARM

- Weather-stripping and caulking windows and doors can prevent cold air from entering – and warm air from escaping – your residence.
- Remember to always close your damper when the fireplace is not in use, and reduce the use of ventilation fans – such as in the kitchen or bath – to prevent warm air from escaping the home.
- Close your curtains or shades at night, but leave them open during sunny days. The sun will help keep your home warm during the day, while the drapes will help keep the cold out during the night.

SAVE ENERGY

- Seal and insulate your ductwork. Air can often escape through leaks in ductwork, making your system run less efficiently. Apply foil tape to seal leaks, and insulate exposed ductwork in unheated areas of the home.
- Consider adjusting the humidity setting, if applicable. At 68 degrees Fahrenheit, a humidified home can feel as comfortable as a dry home at 72 degrees, reducing your energy costs without sacrificing comfort.
- Use a programmable thermostat or turn down the temperature when you are away from home to reduce energy consumption. Try our online Setback Heating Calculator to see how much you can save by using a programmable thermostat. Visit www.kansasgasservice.com > Save Energy & Money > Energy Calculators for Your Home.



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 immediately and then 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.



MOBILE APP – You can pay bills, view payment history and more from the convenience of your smartphone with the Kansas Gas Service mobile app, available in both Apple® and Android® app stores. You must have a Kansas Gas Service online account to gain account access using the mobile app. Register for an online account at 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 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
1-800-662-0027