

NOVEMBER 2018

NATURAL GAS MATTERS

A BETTER TOMORROW STARTS TODAY.

LOOK, LISTEN, SMELL – USE YOUR SENSES TO DETECT NATURAL GAS



Kansas Gas Service regularly inspects, monitors and maintains our pipelines so that we can continue to deliver safe and reliable natural gas to your home or business. As a Kansas Gas Service customer, you have a role to play in natural gas safety, too. You can use your senses – your eyes, ears and nose – to help recognize the signs of a natural gas leak. Here's how:



LOOK: If you see unexplained dry or dead vegetation, blowing dirt or bubbling puddles of water in or around your yard or your gas meter, this could be an indication 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 immediately and avoid doing anything that could create a spark, such as flipping a light switch, using a phone or ringing a doorbell. Warn others to stay away and, once in a safe area, call 911 and Kansas Gas Service at 1-888-482-4950.



For more information about natural gas pipeline safety, visit www.kansasgasservice.com, and click on “Natural Gas Safety” under the menu found in the upper right corner.

CARBON MONOXIDE SAFETY



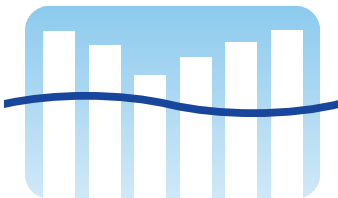
Carbon monoxide, sometimes called “CO,” is an odorless, colorless and tasteless gas that can make you sick and, under some circumstances, may be deadly. Carbon monoxide is created when fuel does not burn completely, and sources may include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues. You can prevent carbon monoxide exposure by following these tips:

- Install and maintain a carbon monoxide detector
- Check and maintain proper ventilation of flue and chimney
- Clean or replace furnace filters regularly
- Do not block air intake areas near appliances
- Do not use a range or space heater 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

CONVENIENCE FOR OUR CUSTOMERS: AVERAGE PAYMENT PLAN AND AUTOMATIC BANK DRAFT

If you have budget on the brain, the Kansas Gas Service Average Payment Plan is for you. 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.



For an even easier bill payment process, 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.

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.