

FEBRUARY 2018

# NATURAL GAS MATTERS

A BETTER TOMORROW STARTS TODAY.

## DON'T FALL FOR THE CALL!



*Individuals may call, email or come to your door and falsely claim to work for Kansas Gas Service or other local utilities and services to try to steal your private information. Follow these tips to avoid utility scams:*

- **BE WARY OF GIVING PERSONAL INFORMATION OVER THE PHONE OR THROUGH EMAIL.** Never provide your Social Security Number, credit card number or banking information to anyone requesting it over the phone, by email or at your home unless you initiated the contact and feel confident with whom you are speaking.
- **DO YOUR RESEARCH.** If you receive a call from someone claiming to be from your utility company and feel pressured for immediate payment or personal information, hang up the phone and call the customer service number on your utility bill. You may also report the incident to your local law enforcement agency. Be aware, if your Kansas Gas Service account is current, no one from our company will call you and ask for personal financial information.\*
- **BEWARE OF THE DOOR-TO-DOOR SALES APPROACH.** Never allow anyone into your home to check electrical wiring, natural gas pipes or appliances unless you scheduled an appointment or reported a utility problem. Kansas Gas Service employees will enter your home only if you have contacted us for service, if we are responding to an emergency or if we are re-establishing service after it has been interrupted.
- **ALWAYS ASK UTILITY EMPLOYEES FOR PROPER IDENTIFICATION.** Our employees and contractors always carry company IDs, which they will be happy to show you. If you have any concern about the legitimacy of someone claiming to work on behalf of Kansas Gas Service, please call us at 1-800-794-4780 and press 0 after the tone to speak with a customer service representative, or contact your local law enforcement agency.
- **BE PROACTIVE.** If you already have provided information to someone claiming represent your utility, contact your bank immediately. Also contact the three national credit bureaus – Equifax, Experian and TransUnion – and request a notation made on your account so that it doesn't impact your credit rating.
- **INFORM OTHERS.** Share this information with friends and family so they do not become victims of utility fraud.

\*Note: Kansas Gas Service representatives may attempt to collect payment through courtesy calls on past due accounts. You may always access your account information by logging in to your account at [www.kansasgasservice.com](http://www.kansasgasservice.com) or by calling us at 1-800-794-4780.

Source: Better Business Bureau

**Like Our  
New Look?**

Natural Gas Matters may look a little different, but it still delivers the same useful information, updates and tips from your natural gas service provider.

[www.kansasgasservice.com](http://www.kansasgasservice.com)

## SAVE ENERGY AND MONEY AT HOME WITH OUR ONLINE ENERGY CALCULATORS

Energy-efficient appliances and practices can make a big difference in your home's energy bills. But how do you decide what's best for your home? Our online home energy calculators can help you find the most energy-efficient solutions for your home. They compare thermostat, appliance, home-heating and water-heating options specific to your home and family to help you discover ways to save energy and money.

### *Here's how to use them:*

- Visit [www.kansasgasservice.com](http://www.kansasgasservice.com), click the menu button in the top right corner and select "Energy Calculators" under "Customer Resources."
- Select the calculator you are interested in and follow the prompts.
- Once you have entered the information, the calculator will answer the question you selected.

Visit [www.kansasgasservice.com](http://www.kansasgasservice.com) to start saving money today!

## WARM UP FOR LESS WITH NATURAL GAS WATER HEATERS



When you're relaxing in a warm bath or steamy shower, the last thing you want to be thinking about is your energy bill. With a natural gas water heater, that will be the furthest thing from your mind. The average household can save approximately \$300 a year on energy bills by replacing an electric water heater with a gas water heater. Plus, natural gas water heaters heat water about twice as fast as electric water heaters – wasting less water and letting you relax quicker. So turn on that shower and enjoy some peace of mind with natural gas!

## FIND SELF SERVICE OPTIONS ON OUR WEBSITE

You can pay your bill, view statements, start or stop service and more on the Kansas Gas Service website. Simply visit [www.kansasgasservice.com](http://www.kansasgasservice.com), log in to your online account on the home page, then click the "I want to..." button on the top of the page to select the action you need. Once logged in, you can also enroll in Automatic Bank Draft, Paperless Billing, or Average Payment Plan just by clicking on the buttons to the right of the "Make Payment" button.

If you don't have an online account, you may register at [www.kansasgasservice.com](http://www.kansasgasservice.com) by clicking on "Don't have an account, register here" on the homepage. You will need your account number to complete registration.

