

NATURAL GAS MATTERS

SERVING OUR COMMUNITIES FOR A BETTER TOMORROW

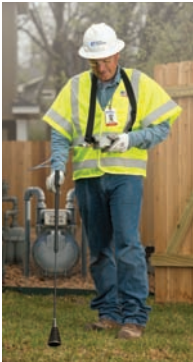


At Kansas Gas Service, our mission is to deliver natural gas for a better tomorrow. Each day, we deliver safe, reliable and affordable natural gas to more than 638,000 customers in 360 communities throughout Kansas. But we believe that serving our customers goes beyond just distributing natural gas. That's why our employees are committed to strengthening our communities through charitable giving and volunteerism.

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As a company that holds service as a core value, we're proud to have employees who place a premium on helping others. By serving our communities, we believe that a better tomorrow can start today.

WHAT'S THAT TECH DOING IN YOUR YARD?



From time to time, you might see a Kansas Gas Service technician in your yard. Don't worry – they are there for your safety! Every so often, our technicians may need to access your yard to check pipelines, make repairs or take meter readings.

We are required by federal and state regulations to periodically survey our pipelines. To do that, our employees and contractors must have direct access to our pipelines and equipment, which may be buried in your yard. A leak survey will typically take only a few minutes, and because it does not require access inside the home, you may not even notice it has been done. These routine leak surveys help ensure that our systems are operating properly and safely.

Kansas Gas Service employees also may need access to your yard when you have a scheduled appointment. Performing the following actions can help prepare for a quick and easy appointment:

- Leave your gate or fence unlocked so the technician can access your natural gas meter.
- Be available to grant our technician access to your home if this has been requested.
- Ensure that all pets are secured in a safe place away from the technician.

Our employees and contractors always carry company IDs. If you're ever unsure of the authenticity of someone claiming to work for Kansas Gas Service, ask for their ID or call us at 1-800-794-4780 to confirm.

SIMPLIFY YOUR BILLS WITH PAPERLESS BILLING AND AUTOMATIC BANK DRAFT

Whether it's with work, school, kids or traveling, chances are you've got your hands full. Let Kansas Gas Service make it easier for you. Sign up for our Paperless Billing Program and receive your monthly billing statement online. Each month when your bill is ready to view, 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, enroll in Automatic Bank Draft and your monthly bill will be automatically withdrawn from your checking or savings account on your due date each month. With Automatic Bank Draft, you'll never miss a payment, even if it slips your mind.

To enroll in either one of these programs, log in to your account at www.kansasgasservice.com and click on "Paperless Billing" or "Automatic Bank Draft" to the right of the "Make Payment" button.

