

OCTOBER 2020

## PROTECT YOURSELF – AVOID IMPOSTERS AND UTILITY SCAMS

Keeping our customers safe is important to Kansas Gas Service. However, there are people out there who don't have your best interest at heart. They may call, email or come to your door and falsely claim to work for Kansas Gas Service in an attempt to steal your private information or get you to pay them to avoid disconnection. By learning how to recognize these imposters, you can help prevent this from happening to you.

**SAFEGUARD YOUR PERSONAL INFORMATION.** Don't 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 Kansas Gas Service and you feel pressured for immediate payment or personal information, hang up and call the customer service number on your utility bill. When you call us, we can accept payments over the phone, but you will always have the option to pay online or through the app. Customers with delinquent accounts will be notified before disconnect orders are assigned and advised of their balance.

**BEWARE OF THE DOOR-TO-DOOR APPROACH.** Never allow anyone into your home to check natural gas pipes or appliances unless you scheduled an appointment or reported a service 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. Due to COVID-19, technicians will no longer accept payment at the door prior to disconnecting service.

**ASK FOR IDENTIFICATION.** Kansas Gas Service employees and contractors always carry company IDs, which they will show you upon request. If you have any concern about the legitimacy of someone claiming to work on behalf of Kansas Gas Service, please call us at 800-794-4780. Consider reporting any suspicious activity to local law enforcement.

**BE PROACTIVE.** If you believe you may have already provided information to someone claiming to represent Kansas Gas Service but may not be, contact your bank immediately. Also contact the three national credit bureaus – [Equifax](#), [Experian](#) and [TransUnion](#) – and request a notation be made on your account so that it doesn't impact your credit rating.

If you are having issues paying your natural gas bill, we have a variety of options available, including setting up alternative payment plans. Visit [KansasGasService.com/CARES](https://www.kansasgasservice.com/CARES) for information.



# NATURAL GAS Newsletter

## Save Money by Preparing Your Home for the Heating Season



Cold weather is right around the corner, and soon those heating systems will be sending warmth throughout your home. Before the temperatures drop, it's a good idea to make sure your house is prepared for the heating season. Here are some tips to keep you safe and help you save some money on your energy bills.

By making sure your heating system is operating properly, you can help decrease the risk of carbon monoxide poisoning.

- Make sure nothing is obstructing your heater's air intake.
- Check that your vents and flues are intact and clear of any blockages.
- Have a qualified contractor inspect your heating and cooling equipment annually.
- Check or install a carbon monoxide detector according to the manufacturer's instructions.

In spite of the cold, you can help reduce the impact of the weather on your utility bills.

- Replace or clean your heater's air filters.
- Seal off unused rooms to prevent unnecessary heating.
- Add weather-stripping to seal any drafty doors or windows.

If you're looking for an additional way to avoid seasonal fluctuations in your bill, consider enrolling in our Average Payment Plan, which spreads your natural gas expenses throughout the year. Log in to your account to sign up online or call us at 800-794-4780 to talk to one of our customer service representatives.

## Understanding Your Natural Gas Bill

Your Kansas Gas Service billing statement arrives about the same time each month. Have you ever looked through it and wondered what some of those charges or terms mean? Below are explanations of some of the terms found on your statement:

**Cost of Gas** reflects the amount of gas you use each month. We calculate what we paid to purchase, store and transport natural gas and pass it on to you. **We don't mark up the cost of gas you use. We simply pass that cost through to you.**

**Gas Hedge Charge** is billed only during the months of April through October and is used to purchase financial protection from extreme price increases that might otherwise impact our customers' wintertime Cost of Gas.

**Service Charge** covers some, but not all, of the fixed costs of providing natural gas service to our customers.

**Delivery Charge** reflects the cost of maintaining and operating the company's natural gas delivery system.

**Gas System Reliability Surcharge** is a monthly charge that recovers the costs associated with pipeline safety and governmental mandated projects. These costs are subject to change once a year and are approved by the Kansas Corporation Commission.

**Weather Normalization Adjustment** is based on a comparison of historical temperature data to normal temperature data resulting in an adjustment that reduces the impact of weather extremes on the Delivery Charge. It appears as a credit if the weather was colder than normal or as a debit if the weather was warmer than normal.

For more information about how to read your bill, visit our website at [KansasGasService.com](https://www.KansasGasService.com), click on the menu button in the upper right corner and select "Customer Resources" and "Customer Awareness" then choose the "Understanding Your Bill."



### RATE SUMMARIES AVAILABLE UPON REQUEST

Kansas Gas Service rate summaries and tariffs are available upon request for residential and nonresidential customers. For a complete listing, please visit [KansasGasService.com](https://www.KansasGasService.com) or contact customer service at 800-794-4780.