

NATURAL GAS

Newsletter



SEPTEMBER 2020



THE COLD WEATHER RULE

The Kansas Cold Weather Rule provides special payment arrangements and disconnection and reconnection procedures for residential natural gas customers with unpaid accounts throughout the cold weather period, November 1, 2020, through March 31, 2021.

The Kansas Corporation Commission oversees the provisions of the Cold Weather Rule for all Kansas utility companies, which advises:

A utility shall not generally disconnect a customer's service from November 1 through March 31 when the local National Weather Service forecasts that the temperature will be below 35 degrees Fahrenheit within a 48-hour period.

To prevent service interruptions when the temperature is 35 degrees or above, or to have service restored regardless of temperature, you must comply with the following conditions:



1. **Inform Kansas Gas Service if you are unable to pay the bill in full.**
2. **Provide Kansas Gas Service with sufficient information to initiate a monthly payment agreement.**
3. **Pay one-twelfth of the total account balance, including all disconnection or reconnection fees, plus any required deposit installment.**
4. **Enter into an 11-month payment plan to pay the remainder of the account balance, plus the current bill. You may select the Average Payment Plan for current and future consumption.**
5. **Apply for federal, state and/or local energy-assistance funds.**

During the Cold Weather Rule period, Kansas Gas Service is required to give you written notice 10 days in advance of discontinuing service. We will also attempt to contact you by telephone the day before disconnection and will place a disconnect notice on your door if we're unable to reach you. Due to COVID-19, technicians will no longer collect payment at the door prior to disconnecting service.

If you have questions about the Cold Weather Rule, visit our website at [KansasGasService.com/ColdWeatherRule](https://www.KansasGasService.com/ColdWeatherRule) or call **800-794-4780**.



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MAKING IT EASY! CONVENIENT WAYS TO PAY

Kansas Gas Service offers several payment methods to make paying your monthly bill easier for you.



ONLINE Visit [KansasGasService.com](https://www.KansasGasService.com) to register your account. As a registered customer, all your account information is available at the click of a mouse, and you're able to pay by electronic check, credit card or debit card.



MOBILE APP You can pay bills, view payment history and more from the convenience of your smartphone with the Kansas Gas Service mobile app. The app is available in both Apple® and Android® app stores by searching for "Kansas Gas Service." You must have a Kansas Gas Service online account to access account information using the mobile app.



AUTOMATIC BILL PAYMENT PLAN Let us do the work for you. We will automatically withdraw funds from your checking or savings account each month to pay your bill. Never worry about missing or being late on a payment again. To enroll, visit our website or call 800-794-4780.



PAYMENT LOCATIONS In more than 150 locations around the state, authorized agents will accept your payment by check, money order or cash. A complete listing of authorized pay agents is available on our website. Payments made at these locations may take several days to be applied to your account. If you have a disconnect notice, it is extremely important that you call us immediately with your payment information.



BY PHONE You may use an electronic check, credit card or debit card when you pay by phone. Our interactive voice response system is available 24/7 – just call 800-794-4780 and follow the prompts. A fee will be charged for credit or debit card payments.

The use of any payment method not listed, which includes online banking, may cause a delay in your payment being posted to your account in a timely manner. Kansas Gas Service field representatives are prohibited from accepting cash payments to avoid interruption of service at a customer's home or business.

PROTOCOLS IN PLACE TO KEEP YOU SAFE

Safety is our top priority. Kansas Gas Service is committed to protecting our customers, employees and the communities we serve. We understand the stress the COVID-19 pandemic has created and want to reassure you that we're taking necessary steps to mitigate risk in this environment.



If your service has been disconnected, our technicians will need to access your home or business to complete interior safety inspections prior to restoring natural gas service.

For your safety, all visible and accessible natural gas appliances must be checked.

Before our technicians enter your home or business, safety protocols are put in place. Our technicians are screened daily and are neither under quarantine nor exhibiting known signs of COVID-19. Additionally, our employees are utilizing proactive hygienic practices, social distancing and wearing personal protective equipment. While performing any interior work, individuals within the home will be asked to go to a different room for maximum distancing.

We remain committed to providing high quality service. These efforts are another way to put safety first and further protect our community. For more information on our COVID-19 safety protocols, visit [KansasGasService.com/coronavirus](https://www.KansasGasService.com/coronavirus).