



# KANSAS GAS SERVICE MEDIA GUIDE

## ABOUT KANSAS GAS SERVICE

Kansas Gas Service is the largest natural gas distribution utility in the state, providing **safe, affordable and reliable natural gas** to more than **639,000 customers** in 360 communities. Kansas Gas Service is a division of ONE Gas, Inc., which provides natural gas distribution services to more than **2.2 million customers** in Oklahoma, Kansas and Texas.

We have a 100-year tradition of valuing our communities and the work we do. And now we're focused on the next 100 years; driven by our same values and our mission to deliver natural gas for **a better tomorrow.**

## FACTS AT A GLANCE

|   |         |
|---|---------|
| <b>Number of Customers</b>                                | 645,000 |
| <b>Number of Employees</b>                                | 1,000   |
| <b>Miles of Distribution &amp; Transmission Pipelines</b> | 13,000  |

## IMPORTANT NUMBERS

|                               |              |
|-------------------------------|--------------|
| <b>Emergency Phone Number</b> | 888-482-4950 |
| <b>Customer Service</b>       | 800-794-4780 |
| <b>Call Before You Dig</b>    | 811          |

## FOLLOW US

- Facebook** KansasGasService
- LinkedIn** KansasGasService
- Twitter<sup>1</sup>** @KansasGas
- Twitter<sup>2</sup>** @DawnKansasGas
- YouTube** Kansas Gas Service
- Nextdoor**

## MEDIA CONTACT

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## WEBSITES TO VISIT

- Home Page** [KansasGasService.com](http://KansasGasService.com)
- Newsroom** [KansasGasService.com/newsroom](http://KansasGasService.com/newsroom)

**ALWAYS REMEMBER: IF YOU SMELL NATURAL GAS, LEAVE THE AREA IMMEDIATELY, AND THEN CALL 911 AND 888-482-4950. WE STAFF OUR EMERGENCY LINE 24/7.**



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## MEDIA COVERAGE TERMINOLOGY

### Hit Line vs Leak

The words “leak” and “rupture” often cause the public to assume that there was an issue with the integrity of the pipe that caused it to spontaneously leak or rupture, which is usually not the case.

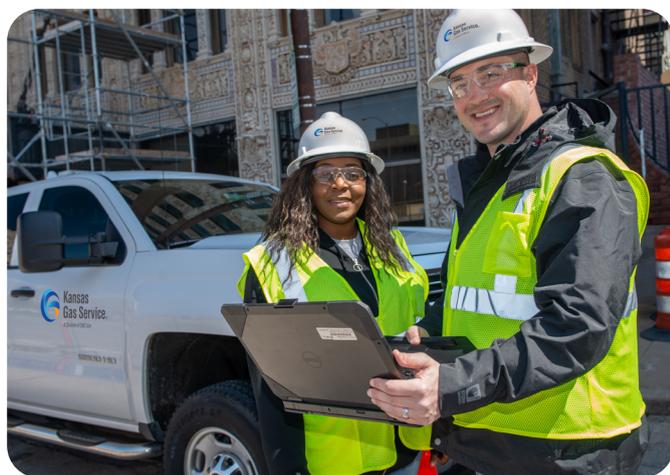
### Hit Line

Damage caused by excavators or workers, including third parties, that causes a release of natural gas.

### Leak

The release of natural gas due to damage, erosion or corrosion over time, typically discovered by routine leak surveys conducted by Kansas Gas Service.

Hit lines are the most common cause of a release of natural gas. The majority of damage to pipelines is caused by strikes from third-party excavators, rather than system integrity issues. We encourage you to use the term “hit line” when reporting on such incidents.



## NATURAL GAS TERMS

### Mercaptan

An odorant that is added to natural gas to give it a distinct “rotten egg” odor. It can be confused with other odors, such as sewer gas, propane, refinery odor, etc.

### Evacuations

Performed as a preventive safety measure, and most often determined and carried out by the fire department or local law enforcement, who have authority over the scene.

### Unknown Source of Gas

Gas that is not from our pipeline system.

## YOUR SAFETY IS IMPORTANT

### Stay at a safe distance

We encourage you to stay a safe distance away from the incident site and the crews working. Getting the perfect angle for your live shot, photos or video may make you want to get close, but your safety and the safety of our employees and the public is our top priority.

### Potential ignition sources include:

Mobile phones, cameras, radios, automobiles, static electricity, open flame devices (cigarette lighters, etc.), e-cigarettes, flash lights, drones and other remote control aircraft.