



NATURAL GAS SAFETY

USE YOUR SENSES TO DETECT NATURAL GAS



If you **SMELL** a rotten egg or sulfur-like odor...



If you **SEE** unexplained dead vegetation, blowing dirt or bubbling puddles of water in your yard...



If you **HEAR** a roaring or hissing around natural gas piping...

...these could be indications of a natural gas leak. **If you think you have any of these warning signs, leave the area immediately and don't operate any electrical equipment. Then, use a phone located away from the area to call 911 and Kansas Gas Service at 888-482-4950.**

FLAMMABLE LIQUID SAFETY

Do not use or store flammable liquids or combustible materials near your appliances. Invisible vapors from flammable liquids such as gasoline, paint, solvents and adhesives are heavier than air and can travel great distances along the floor. A pilot light or lighted burner of a natural gas appliance can ignite these vapors. For more information on flammable liquid safety, visit KansasGasService.com.

CARBON MONOXIDE AWARENESS

Carbon monoxide is an odorless, colorless and tasteless gas that can make you sick and, under some circumstances, may be deadly. Carbon monoxide is created when fuel does not burn completely. Sources include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues.

Potential Signs of Carbon Monoxide

- Yellow flame instead of a blue flame on appliance burners.
- Black soot around vents, flues, furnace filters, burners or appliance access openings.
- Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

Helpful Prevention Tips

- Install and maintain a carbon monoxide detector.
- Check and maintain proper ventilation of flue and chimney.
- Do not use a range or space heater to heat your home.

For more Carbon Monoxide information, visit KansasGasService.com/carbonmonoxide

SCALDING HAZARDS

Make sure your water heater is set to a safe temperature. Check the water temperature before placing a child in the bathtub.

EMPLOYEE AND CONTRACTOR IDENTIFICATION

Kansas Gas Service employees carry a company photo identification card. Before allowing anyone to enter your home, please ask to see proof of identification. If you suspect someone is impersonating a Kansas Gas Service employee or authorized agent, please call 911.

ACCESS TO YARDS AND METERS

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 equipment and pipelines, 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.

Only authorized Kansas Gas Service personnel may adjust the meter or turn natural gas service on or off. A meter tampering fee will be applied if a customer tampers with a natural gas meter.



Know what's below. Call before you dig.

CALL BEFORE YOU DIG

If you are planning to dig or perform excavation work, we need your help in preventing damage to underground facilities. For your safety, before you dig, excavate, plant a tree, till soil, install a deck or set fence posts, call 811 at least two full working days in advance to have underground utility lines marked at no charge to you.

EXCESS FLOW VALVES NOTIFICATION (EFV)

Federal regulations require Kansas Gas Service to notify residential and small commercial natural gas customers of the option to request installation of an excess flow valve on existing service lines. An EFV is a safety device installed below ground inside the natural gas service line between the main and the meter. It is designed to restrict uncontrolled release of natural gas by automatically closing if the service line is completely severed or severely damaged.

EFVs are not designed to protect against an appliance or other leak in your home or business, meter leaks or partial damage to your service line. You are not required to have an EFV installed, and Kansas Gas Service will install one in the future at no cost to you when, during the normal course of business, any eligible service line is replaced, or the service tap connection is exposed. You may read more about EFVs on our website.

YOUR PIPELINE RESPONSIBILITY

The property owner is responsible for maintaining the natural gas piping on the property and within the house, except as provided for by the Kansas Corporation Commission natural gas pipeline safety rules for Kansas Gas Service. Buried piping should be periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. When excavating near buried gas piping, the piping should be located in advance and the excavation done by hand. Qualified plumbers and heating contractors can assist in locating, inspecting and repairing customer-owned piping.

For questions or more information, contact Kansas Gas Service at 800-794-4780.

FAST FACTS

Post this in your home as a quick reference guide

If you smell natural gas, leave the area immediately and call

911 and 888-482-4950

Call 811

At least two business days before digging

Pay your bill, manage your account or learn more about Kansas Gas Service at

KansasGasService.com

Contact our Customer Service line at

800-794-4780



Welcome to the Neighborhood!

Kansas Gas Service is your natural gas provider. We provide safe, reliable and efficient natural gas to more than 639,000 customers in about 360 communities in Kansas. We are a division of ONE Gas, Inc., one of the largest natural gas utilities in the United States.



CUSTOMER BILLING AND PAYMENT OPTIONS

AUTOMATIC BANK DRAFT

Sign up for our Automatic Bank Draft Plan and have your monthly bill automatically deducted, on the due date, from your checking or savings account.

AVERAGE PAYMENT PLAN

Qualified customers can reduce the fluctuations of their monthly gas bills by registering for our Average Payment Plan, which is based on a 12-month rolling average of your natural gas bill. You may sign up by logging into your account at KansasGasService.com.

ELECTRONIC STATEMENTS

Enjoy the convenience of receiving your monthly bill by email with electronic statements. A link in the email will take you directly to our website where you can log on, review your account balance and even pay your bill directly from your bank account. Log in to your online account to sign up today.

MOBILE APP

Pay bills, manage account options, start, stop or transfer service and more from the convenience of your smartphone with the Kansas Gas Service mobile app, available in both Apple® and Android® app stores. You must have a Kansas Gas Service online account to gain account access using the mobile app.

ONLINE

Pay your bill online by logging into your account at KansasGasService.com. Visa, Mastercard, Discover, Debit Cards and Electronic Checks are accepted.

IN PERSON AT A PAYMENT CENTER

If you prefer to pay in person, take your natural gas billing statement to an authorized payment center. Locations can be found on our website. The use of any payment location or method not specifically authorized by Kansas Gas Service may cause a delay in your payment posting to your account in a timely manner.

TELEPHONE

You may pay by phone 24 hours a day, seven days a week. To pay by check, dial 800-794-4780. For credit or debit card payments, dial 877-822-8808.

U.S. MAIL

Please allow three to seven days for mailed payments to be received and posted to your account.

PAYMENT ARRANGEMENTS

If you are not able to pay your bill in full, qualified customers may request a payment arrangement that will allow you to pay your account over a specific period. Log into your online account or call us at 800-664-5463. Financial assistance for energy bills may be available from community or government agencies. Our representatives can direct customers to these agencies according to specific needs.

SHARE THE WARMTH

Share The Warmth is a partnership between Kansas Gas Service and The Salvation Army that provides energy assistance to those whose immediate financial resources cannot cover their home-heating expenses. You may contribute at KansasGasService.com, designate a fixed amount to be added to your monthly bill or round up your bill to the next whole-dollar amount with the additional money going to Share The Warmth.

TELECOMMUNICATIONS DEVICES

We are equipped to communicate with speech- and hearing-impaired customers who have Telecommunications Devices for the Deaf (TDD). Call Relay at 800-766-3777.

THIRD-PARTY NOTIFICATION

You can arrange for a third party, such as a relative, friend or social service agency, to receive a copy of your monthly bill by contacting our customer service line at 800-794-4780.

LIEAP ENERGY ASSISTANCE

LIEAP is a federally funded program administered by the Kansas Department for Children and Families that provides home energy assistance for eligible low-income households. To determine if you are eligible for LIEAP assistance or to apply, visit www.dcf.ks.gov.

UNDERSTANDING YOUR BILL

Your Kansas Gas Service billing statement will be issued about the same time each month. Below are explanations of some of the terms you will find 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 do not mark up the cost of gas you use. We simply pass that cost through to you.

Cost of Gas Factor changes monthly to reflect charges by natural gas suppliers and transporters.

Service Charge partially covers 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 government-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 portion of your bill. It appears as a credit if the weather was colder than normal or as a debit if the weather was warmer than normal.

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.

Franchise Fees are local fees established by and paid to cities. Kansas Gas Service simply collects these fees on behalf of the city.

City or County Tax includes sales tax assessed on utility service by some cities and counties.

Billing Statement Summary Box shows your bill's total amount and due date. To avoid a late payment charge, please pay your bill by this date.

Meter Readings Previous/Present shows your meter reading for the current and previous month. If an "E" appears after the "previous" or "present" date, your meter reading has been estimated.

Mcf Billed is the natural gas energy used during the billing cycle, measured in thousands of cubic feet (Mcf).

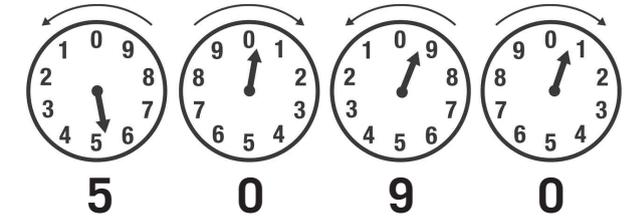
Same Party Reconnect Fee Customers who reconnect natural gas service at the same address within 12 monthly billing periods will be subject to a "same party" reconnect fee. This is different from a reconnect or service initiation fee and equals the total minimum monthly bills from the date the service was turned off to the date the service was turned back on, or the applicable service initiation fee, whichever is greater.

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

READING THE METER

If you have questions about your usage, you may learn how to read your own meter:

1. Read each dial in the direction of the arrow, starting with the dial on the left.
2. When the hand is between numbers, always use the smaller number.
3. To find out how much natural gas you used since the last time your meter was read, subtract the previous reading from the present reading shown on your natural gas bill.
4. Whenever the arrow is between 9 and 0, 9 is the lower of the two numbers.



Did You Know?

In our Kansas service areas, natural gas has a 4:1 price advantage over electricity.



Visit KansasGasService.com for more information about your natural gas account, customer choice programs, safety information, energy-saving tips, factors affecting the cost of natural gas and industry-related information.

Electronic Statements are Faster and Convenient

- » Receive email notifications
- » Easily view and print statement
- » Watch how to sign up at vimeo.com/showcase/onegas

