



Natural Gas Matters

IDEAS AND INSIGHTS FROM YOUR NATURAL GAS SERVICE PROVIDER

Avoid Scams: Protect Yourself From Imposters



When it comes to avoiding fraud, Kansas Gas Service wants you to know the facts. Individuals may call, email or come to your door and falsely claim to work for Kansas Gas Service or other local utilities and services in an attempt to steal your private information. By learning how to recognize these imposters, you can help prevent fraud from happening to you.



You should be aware that if your Kansas Gas Service account is current, no one from our company will call you and ask for personal financial information.* You may always access your account information by logging in to your account at www.kansasgasservice.com or by calling us at 1-800-794-4780.

Be wary of giving personal information over the phone or through email. Never provide your Social Security Number, credit card number or banking information to anyone requesting it over the phone or at your home unless you initiated the contact and feel confident with whom you are speaking. If you receive a suspicious call, hang up and call Kansas Gas Service to verify that the call was authentic. You may also report the incident to your local law enforcement agency.

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. Our employees always carry company IDs, which they will be happy to show you. If you have any concern about the legitimacy of someone claiming to work on behalf of Kansas Gas Service, please call us at 1-800-794-4780 and press 0 to speak with a customer service representative.

Find more utility scam safety tips at www.kansasgasservice.com, by clicking on the menu button in the top right corner, and selecting "Avoid Utility Scams" under "Customer Awareness."

**Note: Kansas Gas Service representatives may attempt to collect payment through courtesy calls on past due accounts.*



www.kansasgasservice.com

New Rates for Kansas Gas Service Customers Approved by the Kansas Corporation Commission

On November 29, 2016, the Kansas Corporation Commission (KCC) approved a base rate increase for Kansas Gas Service. The new rates apply to natural gas service rendered on and after January 1, 2017.

RESIDENTIAL CUSTOMERS: The average residential customer will experience a monthly increase in rates of \$1.25, or \$15 per year. Customers will see fixed charges increase from \$16.11 to \$16.70 per month. The delivery charge will increase by approximately \$0.105 per thousand cubic feet (Mcf).

GENERAL SALES CUSTOMERS: The customer charge for General Service Small, Large and Transport Eligible customers will remain the same. The delivery charge for customers served in these rate classes will increase \$0.22, \$0.10 and \$0.07 per Mcf, respectively. Additionally, the minimum volume threshold necessary to qualify to become a transport customer has decreased from 1,500 Mcf per year to 800 Mcf per year.

This rate increase does not reflect the cost incurred by Kansas Gas Service to purchase natural gas and to obtain delivery and storage of natural gas from interstate pipelines. The price of natural gas is not regulated and is subject to market forces, such as supply and demand, storage capacity and weather.

For questions or more information, visit www.kansasgasservice.com or call Kansas Gas Service at 1-800-794-4780 and press 0 to speak with a representative.

Follow Us on Social Media



Kansas Gas Service is on social media! For the latest news from your natural gas service provider, plus cooking tips, recipes, energy-saving ideas and more, follow @KansasGas on Twitter and like Kansas Gas Service on Facebook.

Save Energy at Home with Our Online Energy Calculators

Energy-efficient appliances and practices can make a big difference in your home's energy bills. But how do you decide what's best for your home? Our online home energy calculators can help you find the most energy-efficient solutions for your home. They compare thermostat, appliance, home-heating and water-heating options specific to your home and family to help you discover ways to save energy and money.

HERE'S HOW TO USE THEM:

- Visit www.kansasgasservice.com, click the menu button in the top right corner and select "Energy Calculators" under "Customer Resources."
- Select the calculator you are interested in and follow the prompts.
- Once you have entered the information, the calculator will answer the question you selected.

Visit www.kansasgasservice.com to start saving money today!

