

MARCH 2019

# NATURAL GAS MATTERS

A BETTER TOMORROW STARTS TODAY.

## DO YOU KNOW WHAT WE'RE DOING IN YOUR YARD?



From time to time, you might see a Kansas Gas Service technician in your yard. Don't worry – they are there for your safety! Every so often, our technicians may need to access your yard to check pipelines, conduct maintenance or take meter readings.

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 natural gas pipelines and equipment buried in your yard. An above-ground 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 us make sure our systems are operating properly and safely.



Kansas Gas Service employees also may need access to your yard when you have a scheduled appointment. Performing the following actions can help prepare for a quick and easy appointment:

- Leave your gate or fence unlocked the day of your appointment so the technician can easily access your natural gas meter.
- Be available to grant our technician access to your home if requested and needed as part of your appointment.
- Ensure that all pets are secured in a safe place away from the technician.

If you're unsure of the legitimacy of someone claiming to work for Kansas Gas Service, ask to see their ID. Our employees always carry company photo identification cards, and they will be happy to show you upon request.

You can play a role in keeping meters and pipelines safe, too. Keep your meter clear of any obstructions or debris, and avoid planting trees or large shrubs near your meter. Be sure to always call 811 at least two full business days before you dig so that any underground utility lines can be marked. And if you smell natural gas, leave the area immediately, and then call 911 and Kansas Gas Service at 888-482-4950.

For more information about natural gas safety, visit [www.KansasGasService.com](http://www.KansasGasService.com).

## GET A START ON YOUR SPRING CLEANING...AND CLEARING

Now is a great time to start tidying up and organizing around the house. And while most people focus on decluttering inside, it's also a good idea to use that motivation and make sure your yard is in order, too.



Our employees must be able to access your natural gas meter at all times for reading, maintenance, testing or replacement purposes. So, we ask that you keep the area around your meter clear and free of boxes, leaves and other debris.

Additional reminders for keeping the area around your meter clear and accessible:

- For our employees' safety, please secure your pets away from meters, and NEVER tie a pet to a meter.
- Do not stack anything on, attach anything to or cover a meter as this could damage the meter or piping.
- Remove any snow or ice from the natural gas meter carefully with a broom or brush, but never kick or try to chip with a hard object.

## SIMPLE AND CONVENIENT WAYS TO PAY YOUR BILLS

With everything else going on in your life, chances are your plate is full. Between work, kids or social obligations, who needs one more thing to worry about? Make paying your bill a little easier by enrolling in Electronic Statements and Automatic Bank Draft.

Sign up for our Electronic Statements Program to receive your monthly billing statement online, rather than in the mail. Each month when your bill is ready to view, you will receive an email with a link to our website where you can review your statement and even pay your bill online.

For even more convenience, enroll in Automatic Bank Draft and your monthly bill will be automatically withdrawn from your checking or savings account on your due date each month. With Automatic Bank Draft, you'll never miss a payment, even if you forget.

To enroll in these programs, log in to your account at [www.KansasGasService.com](http://www.KansasGasService.com) and click on "Electronic Statement" or "Automatic Bank Draft" to the right of the "Make Payment" button.

