

NATURAL GAS MATTERS

A BETTER TOMORROW STARTS TODAY.

BE AWARE – PROTECT YOURSELF FROM UTILITY SCAMS



Keeping our customers and our communities safe is important to Kansas Gas Service. People may call, email or come to your door and falsely claim to work for Kansas Gas Service in an attempt to steal your private information or get you to pay them to avoid disconnection. By learning how to recognize these imposters, you can help prevent fraud from happening to you.

- **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, by email or at your home unless you initiated the contact and feel confident with whom you are speaking.
- **Do your research.** If you receive a call from someone claiming to be from Kansas Gas Service and feel pressured for immediate payment or personal information, hang up and call the customer service number on your utility bill. Customers with delinquent accounts will be notified before disconnect orders are assigned and advised of their balance. While our customer service representatives accept payments over the phone, you will always have the option to pay online or through the app.
- **Beware of the door-to-door sales approach.** Never allow anyone into your home to check natural gas pipes or appliances unless you scheduled an appointment or reported a service problem. 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.
- **Always ask utility employees for proper identification.** Kansas Gas Service employees and contractors 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 after the tone to speak with a customer service representative. Consider reporting the suspicious activity to local law enforcement.
- **Be proactive.** If you believe you may have already provided information to someone claiming to represent Kansas Gas Service but may not be, contact your bank immediately. Also contact the three national credit bureaus – Equifax, Experian and TransUnion – and request a notation made on your account so that it doesn't impact your credit rating.
- **Inform others.** Share this information with friends and family so they don't fall victim to utility fraud.

Source: Better Business Bureau

SAVE MONEY AND ENERGY 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. It compares thermostat, appliance, home-heating and water-heating options specific to your home and family size to help you discover ways to save money and energy.

Here's how to use them:

- Visit www.KansasGasService.com, and scroll down to "Energy Calculators" on the homepage.
- Click "Energy Calculators" then select the calculator you are interested in and follow the prompts.
- Once you have entered your information, the calculator will provide an analysis of your energy use along with opportunities to save money.

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

WARM UP FOR LESS WITH A NATURAL GAS WATER HEATER

When you're relaxing in a warm bath or steamy shower, the last thing you want to think about is your energy bill. With a natural gas water heater, that will be the furthest thing from your mind.

According to the American Gas Association, the average US household can save approximately \$300 a year on their energy bills just by replacing their electric water heater with a gas water heater. Plus, natural gas water heaters save time by heating water nearly twice as fast as electric water heaters – using less water and letting you relax quicker. So, turn on that shower or run a hot bath and enjoy some peace of mind with natural gas!



GET SOCIAL WITH US!



Kansas Gas Service is on social media. Follow us at @KansasGas on Twitter or like Kansas Gas Service on Facebook to get the latest news, updates and helpful tips from your natural gas service provider.