

# NATURAL GAS MATTERS

A BETTER TOMORROW STARTS TODAY.

## CARBON MONOXIDE – WHAT YOU NEED TO KNOW



Heating your home with natural gas is a safe, reliable and energy-efficient way to stay warm throughout the winter. When installed properly and operating efficiently, natural gas appliances are safe. However, it's important to make sure that your natural gas heaters and appliances are working properly to prevent the creation of carbon monoxide.

### What is Carbon Monoxide?

Carbon monoxide, sometimes called “CO,” 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 doesn't burn completely. Sources may include improperly vented or malfunctioning appliances, malfunctioning auto exhaust systems and blocked chimney flues.



Carbon monoxide may be present if you see black soot around vents, flues, furnace filters or appliance-burner access points. A yellow flame instead of a blue flame on appliance burners is another warning sign. Carbon monoxide poisoning may be easily mistaken for other illnesses. Symptoms may include headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

If you are experiencing the symptoms mentioned above or suspect the presence of carbon monoxide, leave the area and call 911. Emergency responders are trained to identify and treat the symptoms of carbon monoxide poisoning.

### How to Prevent Carbon Monoxide Exposure:

- Install and maintain a carbon monoxide detector in accordance with the manufacturer's instructions.
- Check and maintain proper ventilation of appliances and chimney flues.
- Clean or replace furnace filters regularly.
- Do not block air intake areas near appliances.
- Do not use a natural gas range or space heater to heat your home.
- Do not start your car, lawn mower, generator or any combustion engine in a closed garage.
- Do not operate a natural gas or propane grill in an enclosed area.
- Notice the color of the flame on a natural gas appliance. A yellow flame instead of a blue one is a warning sign that the appliance is not operating or venting properly.
- Have a qualified contractor inspect your heating and cooling equipment annually.

## ENERGY ASSISTANCE FOR THOSE IN NEED

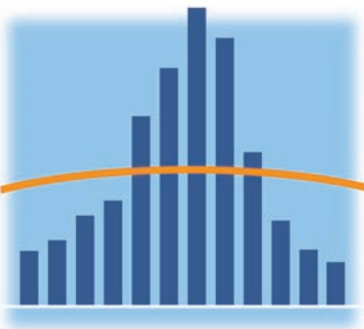
LIEAP

The Low Income Energy Assistance Program (LIEAP) is a federally funded program that provides energy assistance to eligible households. LIEAP provides a one-time per year benefit that helps pay a portion of home energy costs.

The 2019 application period for LIEAP assistance begins Tuesday, January 22, and ends Friday, March 29. For more information on LIEAP or to find out if you qualify, visit [www.dcf.ks.gov/services](http://www.dcf.ks.gov/services) or call 1-800-432-0043.

## BUDGETING MADE EASY WITH THE AVERAGE PAYMENT PLAN

Let Kansas Gas Service help you take some of the guesswork out of budgeting for your energy expenses. The Average Payment Plan reduces the fluctuations in your bill amount each month by spreading your natural gas expenses evenly throughout the year.



### *Here's how it works:*

- Your monthly bill will be calculated based on a rolling 12-month average, allowing your bills to be relatively stable from month to month, regardless of usage.
- Your bills will fluctuate slightly each month; however, the change should be modest since it will be based upon actual costs over a 12-month period.

If you would like to enroll or find out more about the Average Payment Plan, contact our information center at 1-800-794-4780.