

NATURAL GAS MATTERS

OCTOBER 2019



8 WAYS TO SAVE MONEY AND ENERGY THIS WINTER

PREPARE YOUR HOME FOR COLD WEATHER

While autumn has just begun, winter will be here before you know it. Now is a perfect time to prepare your home for those dropping temperatures. A few simple steps can help keep your home warm and energy-efficient before the cold arrives – saving you money on your energy bills.



1. Have a qualified contractor inspect your heating system each year to check that your furnace is operating at peak efficiency and fix any potential problems.



5. Close your curtains or shades at night to keep the cold out, but leave them open on sunny days to allow the sun to warm your home during the day.



2. Close the damper when your fireplace is not in use to keep warm air inside.



6. Seal and insulate your ductwork to prevent air from escaping through any gaps.



3. Clean or replace your air filters regularly to help your system run more efficiently and decrease the risk of carbon monoxide.



7. Install inexpensive foam gaskets to seal electrical switches and outlets, which can account for up to 10% of your home's energy loss.



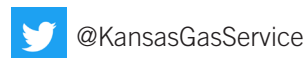
4. Apply weather-stripping and caulk to seal gaps and cracks around windows and doors to stop air leaks and prevent energy loss.



8. Use a programmable thermostat or turn down the temperature when you are away from home to reduce energy consumption.

For more low-cost and no-cost energy saving tips, go to www.KansasGasService.com/savingtips.

Did you know ... Customers can also reduce the fluctuation of their monthly natural gas bill by enrolling in our Average Payment Plan. The program reduces the volatility of seasonal energy expenses by spreading out the cost throughout the year based on a 12-month rolling bill average, allowing your bills to be relatively stable from month to month.



MAKING IT EASY TO PAY

Kansas Gas Service offers several convenient payment methods to make paying your monthly bill easy. Choose the best option for you:



ONLINE – Visit www.KansasGasService.com, register your account, and you're ready to pay by electronic check, credit card or debit card. As a registered customer, you have all your account information available at the click of a mouse.



MOBILE APP – You can pay bills, view payment history and more from the convenience of your smartphone with the Kansas Gas Service mobile app. The app is available in both Apple® and Android® app stores by searching for “Kansas Gas Service.” You must have a Kansas Gas Service online account to gain account access using the mobile app. You may register for an online account at www.KansasGasService.com.



AUTOMATIC BILL PAYMENT PLAN – Let us do the work for you. We will automatically withdraw funds from your checking or savings account each month to pay your bill. Never worry about missing or being late on a payment again. To enroll, visit our website or call 1-800-794-4780.



PAYMENT LOCATIONS – In more than 150 locations around the state, authorized agents will accept your payment by check, money order or cash. A complete listing of authorized pay agents is available on our website. Payments made at these locations may take several days to be applied to your account. If you have a disconnect notice, it is extremely important that you call us immediately with your payment information.



BY PHONE – You may use electronic checks, credit cards and debit cards when you pay by phone. Our interactive voice response system is available 24/7 – just call 1-800-794-4780 and follow the prompts. A fee will be charged for credit or debit card payments.

The use of any payment method not listed, which includes online banking, may cause a delay in your payment being posted to your account in a timely manner.

Kansas Gas Service field representatives are prohibited from accepting cash payments to avoid interruption of service at a customer's home or business.

KANSAS CORPORATION COMMISSION COMPLAINT PROCEDURES

Kansas Gas Service conducts business under regulations established by the Kansas Corporation Commission. If there is a concern we cannot resolve, the commission has informal and formal procedures for resolving complaints. The informal procedure may be initiated by contacting the Office of Public Affairs and Consumer Protection. The formal complaint procedure requires filing and processing under the commission's administrative rules.

Visit www.kcc.ks.gov for more information about formal and informal complaint procedures, or contact:

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