

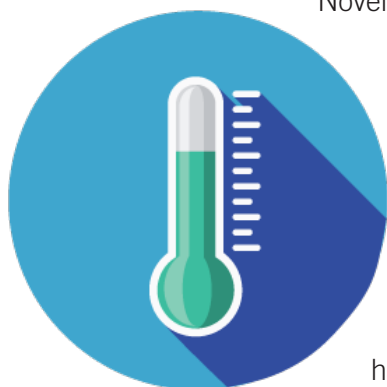
NATURAL GAS MATTERS

SEPTEMBER 2019



THE COLD WEATHER RULE

The Kansas Cold Weather Rule provides special payment arrangements and disconnection and reconnection procedures for residential natural gas customers with unpaid accounts throughout the cold weather period, November 1, 2019, through March 31, 2020.



The Kansas Corporation Commission oversees the provisions of the Cold Weather Rule for all Kansas utility companies, which advises:

A utility shall not generally disconnect a customer's service from November 1 through March 31 when the local National Weather Service forecasts that the temperature will be below 35 degrees Fahrenheit within a 48-hour period.

To prevent service interruptions when the temperature is 35 degrees or above, or to have service restored regardless of temperature, you must comply with the following conditions:

1. Inform Kansas Gas Service if you are unable to pay the bill in full.
2. Provide Kansas Gas Service with sufficient information to initiate a monthly payment agreement.
3. Pay one-twelfth of the total account balance, including all disconnection or reconnection fees, plus any required deposit installment.
4. Enter into an 11-month payment plan to pay the remainder of the account balance, plus the current bill. You may select the Average Payment Plan for current and future consumption.
5. Apply for federal, state and/or local energy-assistance funds.

During the Cold Weather Rule period, Kansas Gas Service is required to give you written notice 10 days in advance of discontinuing service. We also will attempt to contact you by telephone the day before disconnection and will place a disconnect notice on your door if no personal contact is made.

If you have questions about the Cold Weather Rule, please visit our website at www.KansasGasService.com/ColdWeatherRule or call 1-800-794-4780.

WANT A \$3,000 REBATE FOR A CNG VEHICLE?

Kansas Gas Service is pleased to announce that we have increased our Compressed Natural Gas (CNG) Vehicle rebate from \$1,000 to \$3,000, effective September 1. Rebate applications are available online at www.KansasGasService.com. Rebates must be applied for within 90 days of vehicle purchase.

In addition to the savings on fuel, CNG engines have inherently lower emissions. Because natural gas contains less carbon and more hydrogen than liquid transportation fuels like gasoline, ethanol and diesel fuel, natural gas engines produce less carbon dioxide for the same amount of energy consumed.

Kansas Gas Service operates public CNG filling stations at our Overland Park Service Center (11401 W. 89th St.) and at our Topeka Service Center (200 E. 1st Ave.)

To learn more about the advantages of CNG and natural gas vehicles and to apply for a rebate, visit www.KansasGasService.com/CNG.



GO PAPERLESS AND SAVE TIME!



If you shop online, bank online and talk with friends online, why not get your gas bill online? Sign up for electronic statements! Each month, when your billing statement is ready for viewing, you will receive an email with a link to the Kansas Gas Service website where you can review your statement and pay your bill online. Statements are available for 12 months and can be printed at any time in case you ever need a hard copy.

It's easy and convenient! Sign up today by logging in to your account at www.KansasGasService.com.

RATE SUMMARIES AVAILABLE UPON REQUEST

Kansas Gas Service rate summaries and tariffs are available upon request for residential and nonresidential customers. For a complete listing, please visit www.KansasGasService.com or contact customer service at 1-800-794-4780.