

APRIL 2020



NATURAL GAS *Matters*



**Kansas
Gas Service®**
A Division of ONE Gas

CALL 811 BEFORE YOU DIG

Spring is here, and that means it's time to head outside for some outdoor projects you've been putting off all winter. But if any of those projects involve digging, there's an important call you need to make before you dig: a call to 811.

April is National Safe Digging Month and the perfect time to refresh your knowledge about safe digging practices. To prevent injury, damage and service outages, it's important that underground utility lines be identified before any digging project begins.

One phone call to 811 will alert owners of pipelines, telecommunication cables and power lines to mark their buried utilities within two full business days of the request. There's no charge to you for this service. You may also submit a locate request online by visiting [kansasonecall.com](https://www.kansasonecall.com).

Whether you're planting a tree or shrub, tilling soil, installing a deck or setting fence posts, always remember to call 811 at least two full business days before you plan to dig to allow utility line locations to be marked.

It's easy to do. So, during National Safe Digging Month, and any time of year, be safe – and **call 811 before you dig.**

For more information about safe digging and natural gas safety, **visit [KansasGasService.com](https://www.KansasGasService.com).**



**Know what's below.
Call before you dig.**



[KansasGasService.com](https://www.KansasGasService.com)



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Go Paperless and Save Time!

If you shop online, bank online and talk with friends online, why not get your natural 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 **KansasGasService.com**.

Severe Weather Safety

Severe weather can strike at any time, and Kansas Gas Service encourages customers to be prepared for severe weather and natural disasters. Find information below regarding safety tips for before, during and after severe weather.

Before the Storm

- ✓ Remove any objects that could be blown into or against your natural gas meter by strong winds or pushed into it by heavy rain or flooding.
- ✓ Remove any branches or other objects above the meter that could fall onto and damage the meter.

After the Storm

- ✓ If you smell natural gas, usually described as a "rotten egg" odor, leave the area immediately. Use a phone at a safe distance away and call 911 or 888-482-4950.
- ✓ Before you dig or begin debris cleanup, call 811 to locate underground natural gas and utility lines.
- ✓ If your natural gas meter was turned off or your service was interrupted during the storm, call 800-794-4780 to restore your service.
- ✓ If you are a customer and your meter was damaged, call our emergency number at 888-482-4950.
- ✓ Don't attempt to turn your natural gas meter back on. Only a licensed technician may perform this task.



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