



# NATURAL GAS

## Newsletter



## YOU CAN HELP KEEP OUR PIPELINES SAFE AND SECURE

Since natural gas plays such an important role in our everyday lives, maintaining our system reliability is a high priority. At Kansas Gas Service, we work hard to keep our customers safe and provide reliable service. Part of that means keeping our pipelines and facilities secure from outside harm. Did you know that you can play a part in that effort, too?

If you ever observe something unusual or out of the ordinary near one of our facilities, call our emergency line at 888-482-4950 to report the incident. If you feel there is an immediate threat or emergency, you should always call 911. Be sure to describe the location, when it occurred, what happened and how many people were involved, along with detailed descriptions of any people or vehicles.

### Unusual activity near our pipeline facilities includes:

- People acting suspiciously or loitering;
- A suspicious or unmarked vehicle parked nearby;
- Any suspicious packages left nearby;
- People recording or monitoring activities;
- People showing unusual interest; and
- People taking photos or notes.

*Thank you for helping keep our pipeline system safe!*



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## What is Convenient, Secure and Eco-Friendly?

**Electronic statements!** Between Zoom meetings, shopping and even school, much of our everyday lives are spent online. So why not add paying your natural gas bill to the list?

Paperless billing offers a quick, simple solution to keep up with your statements. Plus, you don't hassle with stamps or envelopes. You can pay your bill with just a few clicks – saving you time, money and reducing paper waste.

Each month, when your billing statement is ready, 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 secure, organized and available for 12 months in case you ever need a hard copy. It's easy and convenient!

Sign up today at [KansasGasService.com/GoPaperless](https://KansasGasService.com/GoPaperless).



## Changes in Collection Notification

With COVID-19 safety precautions in place, field technicians will no longer collect payments or notify customers at the door prior to disconnecting service.

Customers with a valid cell phone number listed on their account will receive a text that advises them of their account status if it becomes past due and subject to disconnection. The text message will also include a link to make a payment. This is in addition to the mailed notices and courtesy calls made prior to disconnection.

If you are having difficulty paying your bill, we can help – call us at 800-794-4780. For additional information, visit [KansasGasService.com/Cares](https://KansasGasService.com/Cares).



## Cook Like a Chef with a Natural Gas Range

In the market for a new range? A natural gas range offers precise heat control, consistent temperatures and instantaneous heat – that's why professional chefs and home cooks alike prefer to cook with natural gas.

Cooking with natural gas is economical it costs about half as much to cook with a natural gas range as with a similar electric range. Many of the new models of natural gas cooking equipment use an electronic spark ignition, rather than a continuously burning pilot. This saves as much as **30%** on energy costs.

For quality, cost and energy efficiency, you just can't beat natural gas!

*Source: American Gas Association*