

NATURAL GAS

Newsletter



USE YOUR SENSES TO DETECT NATURAL GAS

Kansas Gas Service maintains our pipelines through regular inspections and monitoring using a variety of technology and equipment so we can deliver safe, reliable and clean natural gas to your home and business. Did you know that you also have a set of tools that can help keep our system safe? These tools aren't fancy gadgets or complicated machines – they are your eyes, ears and nose! And they can help recognize the signs of a potential natural gas leak. Here's how:

LOOK

If you see unexplained dry or dead vegetation, blowing dirt or bubbling puddles in your yard or around your meter, this may indicate a potential natural gas leak.

LISTEN

Do you hear a hissing or roaring sound near a pipeline? This could be an indication of a possible leak.

SMELL

An additive called mercaptan is used to give natural gas its distinct rotten-egg smell. A strong odor could be a warning sign of a possible leak.

If you suspect a natural gas leak, leave the area immediately and avoid doing anything that might create a spark, such as flipping a light switch, using a phone or opening your garage door. Warn others to stay away. Once you're in a safe location, call 911 and Kansas Gas Service at 888-482-4950. For more information about natural gas safety, visit [KansasGasService.com](https://www.KansasGasService.com).



DETECTING CARBON MONOXIDE

Carbon monoxide is a gas that is created when fuel does not burn completely – it can make you sick and, under some circumstances, may be deadly.

Sources may include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues.

Carbon monoxide is odorless, colorless and tasteless, making it more difficult to detect. There are some potential signs of carbon monoxide to look out for, including:

- A yellow flame instead of a blue flame on appliance burners;
- Black soot around vents, flues, furnace filters, burners or appliance access openings; and
- Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

If you suspect the presence of carbon monoxide in your home or business, leave immediately and call 911. For more carbon monoxide safety tips, visit [KansasGasService.com/carbonmonoxide](https://www.KansasGasService.com/carbonmonoxide).





Kansas Gas Service
A Division of ONE Gas

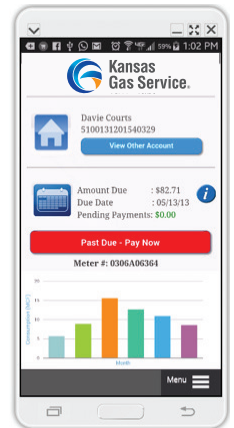
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Download the Kansas Gas Service App

Did you know we had an app? You can pay bills, view your 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.”

Make sure you're using the newest version of the app by checking for updates in the app store.

You must have a Kansas Gas Service online account to gain account access using the mobile app. You may register through the app or online at KansasGasService.com.




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:

Kansas Corporation Commission Office of Public Affairs and Consumer Protection
1500 S.W. Arrowhead
Topeka, KS 66604-4027

Public.Affairs@kcc.ks.gov
800-662-0027



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811 – It's All About Your Safety

Practicing safe digging techniques isn't just about compliance – it's about protecting you and your neighbors. Calling 811 at least two full working days before the start of a digging project will ensure that all underground utility lines are marked. This will help prevent you from hitting a line while digging, which could cause inconvenient outages, costly fines or even injury or death.

It's easy, it's free and it's the best way to stay safe while digging. So remember: For every digging project – no matter how small – be a Dig Hero and make the call!

Learn more about 811 and safe digging at BeADigHeroKansas.com.



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