

NATURAL GAS *Newsletter*



APRIL 2021



THE 411 ON 811

As the weather gets warmer, many of us will head outside to complete those outdoor projects we've been planning all winter. But if any of them involve digging, there's an important call you need to make before you start – 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 all underground utility lines be identified before any digging project begins.

A call to 811 will alert owners of utilities, pipelines, telecommunication cables and power lines to mark their buried utilities. There's no charge to you for this service.



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

So, during National Safe Digging Month, and any time of year, be safe and make sure to call 811 before you dig. It's free and it's the law! You may also submit a locate request online by visiting KansasOneCall.com.

For more information about safe digging and natural gas safety, visit BeADigHeroKansas.com.



KansasGasService.com



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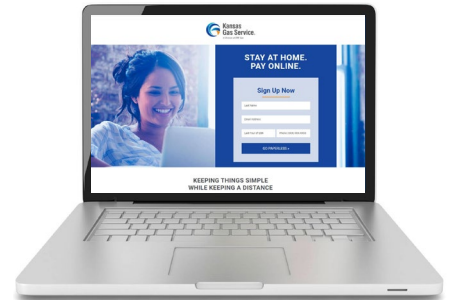
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Go Paperless and Save Time!

If you shop online, bank online or even work from home online, why not get your natural gas bill online? Sign up for electronic statements!

Paperless billing offers a quick, simple and safe solution to keep up with your statements. Plus, you don't have to 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 to view, 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. If you ever need to print one of your statements, they're available to view and download for 12 months. It's easy and convenient! Sign up today at [KansasGasService.com/GoPaperless](https://www.KansasGasService.com/GoPaperless).



Relax and Soak Up the Savings of a Natural Gas Water Heater



When you're relaxing in a warm bath or steamy shower, the last thing you want to think about is your energy bill. With a natural gas water heater, that will be the furthest thing from your mind. According to the American Gas Association, the average household can save approximately \$300 a year on energy bills by replacing an electric water heater with a gas water heater.

Plus, natural gas water heaters heat water about twice as fast as electric water heaters – letting you relax quicker.

To enjoy even more energy savings and an endless supply of hot water, go tankless! Tankless water heaters heat water instantaneously and only when you need it, and since they don't store water, there is no standby heat loss.

So, turn on that shower and enjoy peace of mind with natural gas!

Options Available to Help You Pay Your Bill

The past year has been difficult and has created hardships for many people. If you are having difficulty paying your natural gas bill, we want to help and make sure you're aware of all the options available.

We offer a variety of options to make payments and we can work with you to set up a payment plan that works for your unique situation. Establishing a payment plan now can help lessen the burden of higher amounts owed later in the year.

You may also qualify for additional financial assistance, including programs designed specifically to help you pay your energy bills. For information on these energy assistance programs and other financial resources, visit [KansasGasService.com/cares](https://www.KansasGasService.com/cares).

To speak to a customer service representative about payment options, call **800-794-4780**.