



**Kansas
Gas Service.**

A Division of ONE Gas

the pipeline

November 2022



Knowing How To Detect Carbon Monoxide Can Save Lives!

Many people might not know how to detect carbon monoxide, a gas created when fuel does not burn completely. Carbon monoxide 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. Since it is odorless, colorless and tasteless, carbon monoxide can be difficult to detect. Here are some things you can look out for to help detect carbon monoxide:

- 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.

We recommend installing a carbon monoxide detector in your home or business to help identify any potential issues. 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

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Need Help Paying Your Utilities Bill?

We know that Kansans have faced significant challenges this year and continue to see increased costs across the board. If you're experiencing financial hardship, we understand and are here to help.

Visit our CARES page for a listing of financial resources, or contact us so we can work together to find the best solution.

CARES PAGE >>



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Winter Storm Uri Update



The February 2021 Winter Storm Uri significantly impacted Kansans. As your natural gas utility provider, we are proud to have served you as safely and reliably as possible during those challenging times.

Like most utilities, Kansas Gas Service experienced unusually high natural gas demand and a significant increase in natural gas market prices during the storm. However, it's important to note that Kansas Gas Service does not set or earn a profit on the gas we deliver to customers. By purchasing natural gas to keep our customers' homes and businesses warm throughout the storm, we made your safety our top priority.

Knowing the high cost of gas would have made our customer bills significantly more than usual, we worked to find a solution to minimize your monthly impact.

What do I need to know about my bill? The Kansas Corporation Commission has approved a securitization mechanism that was developed to allow the collection of those extraordinary costs from Winter Storm Uri over several years, thereby lessening the impact on customers' monthly bills.

How will this impact my bill? The average residential customer will see a fixed monthly charge of \$5.64. This charge will appear as a "Winter Event Securitized Cost" line item on your bill beginning in December 2022. This charge may be adjusted up or down twice a year depending on the amount of collection from customers.

How can I get more information?

Please visit: kansasgasservice.com/securitization

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Employee Volunteers Making a Difference

A simple act of kindness can make a big difference, and our employee volunteers are doing just that. Read about how Kansas Gas Service employees are spreading kindness in their communities.

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