



**Kansas  
Gas Service**

A Division of ONE Gas

# the pipeline

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## Need Help Paying Your Bill? You Could Be Eligible for Financial Assistance

Some of our customers face financial challenges and may have trouble paying their utility bills, which is why help is available through our partner community agencies. You may qualify for local or statewide energy assistance programs to help keep you warm.

» **Low Income Energy Assistance Program (LIEAP)** is a federally funded program that helps eligible households pay a portion of their home energy costs. Applications are open now through March 31. For assistance completing your LIEAP application, join Kansas Gas Service customer advisors at several community events throughout the month. You can find the complete schedule and more information [here](#).

» **Share The Warmth** is an energy assistance program funded by the generous contributions of Kansas Gas Service customers and other community members. Our company's Foundation matches a portion of customer donations. Interested in applying for aid or contributing a pledge? Learn more [here](#).

» **2-1-1** connects residents with various community services, including utility assistance. Text your ZIP Code to 898211 or dial 211 to see if you qualify.

For more information on financial assistance, visit our [CARES page](#).

## Have Questions about Your Bill?

Natural gas bills typically are higher in the winter for two reasons: the cost of natural gas and the amount of natural gas used.

The cost of natural gas is higher this winter because there is greater demand than the supply available, which increases the price. As a reminder, we do not set the cost of gas; the amount we pay is what the customer pays. Colder weather often means customers use more natural gas to heat their homes.

We always keeps our customers in mind when purchasing gas to help keep bills affordable. In fact, our purchasing strategy includes competitive bids, buying gas in the summer, when prices are typically lower, and placing the gas in storage for winter usage.

You can take easy steps to help reduce energy use and control winter bills. Visit our page about cost-saving tips [here](#).



## We're Here to Help



If you're struggling to pay your bill, don't hesitate to call 800-794-4780, Monday – Friday, 7 a.m. – 7 p.m., to speak to a customer service representative about alternative payment options. We're here and ready to help.



[kansasgasservice.com](http://kansasgasservice.com)

# 3 Ways to Detect Carbon Monoxide



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](https://kansasgasservice.com/carbonmonoxide).



# How to Stay Warm and Save Money this Winter

During colder months, we typically use more energy to heat our homes, which means higher bills in the winter. But don't worry – there are ways to reduce your energy consumption so you can keep the warmth in your home and more money in your pocket.

1. Turn down the thermostat to stay warm, not hot
2. Seal leaks around doors and windows
3. Reduce the temperature on your water heater
4. Close blinds and curtains
5. Change or clean furnace filters
6. Install foam gaskets on electrical switches and outlets

To see more energy tips and start saving money today, visit [kansasgasservice.com/energytips](https://kansasgasservice.com/energytips).

