



**Kansas
Gas Service**
A Division of ONE Gas

the pipeline

January 2023



Happy New Year!

At Kansas Gas Service, we are proud to serve you by delivering safe and reliable natural gas to your home or business. We're looking forward to a great 2023!



Pipeline Safety – Be in the Know About “R-O-W”

ROW is short for Right-of-Way. So, what does that mean? A pipeline ROW or easement is a strip of land where buried pipelines and other natural gas equipment are permanently placed on public and/or private land. A ROW allows pipeline operators, like Kansas Gas Service, ongoing access to its buried pipelines.

Unauthorized use of a ROW or easement area that obstructs, prevents access or crosses on top or within the vicinity of a pipeline or equipment is called an encroachment and can create a safety issue.

ROWS should be kept clear of obstructions to enable Kansas Gas Service employees and contractors to safely operate, patrol, inspect, maintain and repair the pipelines and equipment as needed. To help maintain safety, it's important that you do not build or install any structures, plant trees or shrubs or store anything that could be an obstruction within the ROW area.

Rights-of-Way Reminders

- » Always call 811 at least two full working days before you dig.
- » Don't dig until the location of all underground facilities has been marked or cleared.
- » Don't plant trees or tall shrubs on or near a right-of-way.
- » Don't dig, build or store anything on or near a right-of-way.

If you must dig within the Tolerance Zone, which is the area 24 inches from either side of the pipeline, use soft digging techniques. And always remember, if you smell natural gas, leave the area, then call 911 and Kansas Gas Service at 888-482-4950. For more information about rights-of-way, visit: kansasgasservice.com

Call 811 Before You Dig



Rights-of-way may not always be marked, and can be located in areas such as yards, streets and sidewalks.

Be safe and always call 811 prior to the start of any construction or digging projects on your property.



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Your Pipeline Responsibility



Kansas Gas Service maintains the gas pipelines that deliver gas to the primary structure (such as a house or building). However, the customer or homeowner is responsible for the maintenance of any natural gas piping and equipment within the house or running to secondary structures or outdoor appliances (such as natural gas grills, pool heaters, customer-owned distribution networks, etc.).

Customer-owned piping and equipment should be maintained and periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. Inspections and any needed repairs should be completed by a licensed contractor.

Winter Safety Tips



At Kansas Gas Service, safety is our top priority. As colder temperatures settle in, it's important for customers to remember these safety tips:

- » Use an appliance only for its intended purpose. For example, a natural gas range or stove should not be used to heat your home.
- » Make sure nothing blocks a heater's air intake and that vents and flues are intact and unblocked to avoid the potential of carbon monoxide exposure.
- » Installing a carbon monoxide detector is recommended for safety.



Need Help Managing Your Bill?

For more predictability in your monthly natural gas bill, you can enroll in our Average Payment Plan, which is based on a 12-month rolling average of your natural gas bill. This program is a way to reduce seasonal energy expenses by spreading the cost throughout the year. Visit [kansasgasservice.com/billingoptions](https://www.kansasgasservice.com/billingoptions) to learn more and sign up.

If you need help paying your natural gas bills, visit [kansasgasservice.com/cares](https://www.kansasgasservice.com/cares) for information on local assistance programs, such as the Low Income Energy Assistance Program (LIEAP) and Share The Warmth. You can also visit with a customer service representative to explore alternative payment options by calling 800-794-4780, Monday-Friday, 7 a.m. – 7 p.m.

