



Kansas Gas Service
A Division of ONE Gas

the pipeline

March 2023

Spring IS here

Who's in Your Yard? Avoiding Utility Scams

There's a knock at your door, and it's someone claiming to be working on your natural gas meter. But how can you be sure it's a legitimate utility worker? Scammers may pose as a utility employee seeking access to your home or saying your service will be cut off if you don't pay them immediately. Falling victim to these scams can be avoided by properly identifying who's working in your home and neighborhood.



Identifying our Employees

- 1. Photo Identification** – Our employees and contractors always carry company photo identification cards, and they will be happy to show you upon request.
- 2. Uniform** – Kansas Gas Service employees are dressed in a yellow safety vest and shirt with our logo on the back, either a hard hat or ball cap with a Kansas Gas Service logo, blue jeans or shorts, and work boots.
- 3. Vehicle** – Our field employees will be driving a truck with a Kansas Gas Service logo on the side.



Concerned About a Potential Scam?

If concerned about a potential scam, call our customer service at **800-794-4780**.

[Share this post](#) on Facebook to help a neighbor.

Contractors working with Kansas Gas Service will not be wearing our uniforms or driving our trucks, but you can ask for identification from any contractors requesting access to your home.



kansasgasservice.com

Spring Is Almost Here! Call 811 Before You Dig

Calling 811 at least two full working days before the start of a digging project is required and alerts owners of registered pipelines, telecommunication cables and power lines to mark their underground facilities – at no charge to you.

Know what's below. Call 811 before you dig. Remember, safe digging for any project always begins with a free call to 811.

[Learn more.](#)



Financial Assistance Is Here to Help

We want to work with you to help find options for paying your bill. There are a number of payment plans and financial resources available for customers, including the Low-Income Energy Assistance Program (LIEAP). This is a federally funded program that helps eligible households pay a portion of their home energy costs. **Applications are open now until March 31.** See if you qualify and learn how to apply [here](#).

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

Have a Natural Gas Emergency? Help Us Find You Quickly

In an emergency, first responders and Kansas Gas Service technicians depend on clearly marked addresses to find the right home as quickly as possible. Finding a residence can be challenging if house numbers are unreadable, hidden, unlit or missing. You can help emergency responders and service technicians locate your home by following these steps:

- Replace aging or faded address numbers
- Clear obstructions from blocking your house address numbers (hanging plants, bushes, flags, etc.)
- Post large numbers that are visible from the street
- Make sure your address can be seen from all directions

Read about what to do if you smell natural gas [here](#).

Sustainable Billing Is on the Way!

Did you know that reducing the production of envelopes can help minimize our impact on the environment?

Beginning in May 2023, Kansas Gas Service customers who have paid electronically for 12 months or more, and do not subscribe to e-statement, will begin receiving their paper bill without a return envelope. This effort is one small but impactful step toward creating a sustainable vision forward for our communities.

Thank you for helping us make a difference, one envelope at a time!

Questions? Contact customer service at **800-794-4780**.



Interested in paperless billing? Sign up at kansasgasservice.com/gopaperless



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