



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

# the pipeline

November 2023



## Don't Fall for Tricks! Avoiding Utility Scams

Imagine this: someone is at your door or on the phone claiming to be a natural gas utility employee, but how can you be sure it's legitimate? Scammers may pose as a utility employee over the phone or at your door, seeking access to your home or personal information. Pretty tricky, right?

Nov. 15 is Utility Scam Awareness Day, a reminder to stay vigilant against scammers posing as utility representatives. These scams can occur in person, over the phone or via email with the scammer threatening to shut off service, demanding immediate payment or access to your home, or trying to obtain personal information.

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### Concerned about a potential scam?

Call our customer service line at  
**800-794-4780**



## Tips to Identify our Workers or Contractors

Unsure how to identify a legitimate Kansas Gas Service worker or contractor? Here are three easy signs to look for:



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

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](http://kansasgasservice.com)

## Life-Saving Tips: How to Detect Carbon Monoxide

November is Carbon Monoxide Awareness Month, a perfect time to refresh on how to avoid the dangers of this gas. Fuel that does not burn completely creates carbon monoxide. It 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.

Because 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
- Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting

It is recommended to install 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.



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## Expect the Unexpected: Customer Protection Program Launches

We've partnered with American Home Solutions to offer optional whole-home protection plans to our customers to help with the costs of unexpected home repairs. Home warranty plans help relieve some of the worry and stress of owning a home by offering plans that cover many types of repairs that property owners could face, including repairs to customer-owned natural gas lines.

[Enroll today!](#) American Home Solutions answers claim calls 24 hours a day, seven days a week, and has a dedicated customer service team.

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## 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. This program is a way to reduce the fluctuations of your monthly bill and make budgeting easy by spreading the cost throughout the year. Learn more and sign up [here](#).

If you need help paying your natural gas bills, visit our [CARES page](#) for information on local assistance programs, such as Share The Warmth and statewide resources. You can also visit with a customer service representative to explore alternative payment options by calling **800-794-4780**.

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