



Kansas Gas Service
A Division of ONE Gas

the pipeline

March 2024

Spring IS here

Stay Alert, Stay Safe: How to Spot 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?

March is Scam Prevention Month, a reminder to stay vigilant against fraud and scams. Utility 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. We will never call you and ask for your account number, and we will not threaten to disconnect service immediately over the phone. For workers in your neighborhood, pay attention to these three things – photo identification, uniform and vehicle – and you can stay on guard against scammers.

3 Ways to Identify Our Employees or Contractors

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

1. Photo Identification — Our employees and contractors always carry company photo IDs, and they will be happy to show you upon request.

2. Uniform — Kansas Gas Service employees are dressed in a yellow safety vest, a uniform shirt with our logo, a hard hat or ball cap with our logo, blue jeans or shorts, and work boots. Contractors will not be wearing our uniforms, but you can ask them for identification.

3. Vehicle — Our field employees will drive a vehicle with a Kansas Gas Service logo on the side. Contractors will not be driving our vehicles, but you can ask them for identification.



Concerned about someone posing as a utility worker?

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

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Get in the Spring-Cleaning Spirit!

Spring is here, and it's the perfect time to tackle some household chores. What better way to start than by making sure your natural gas appliances are in tip-top shape? Add these items to your to-do list:

- Schedule inspections for your furnace and water heater.
- Replace your air filters.
- Deep clean your natural gas stove.
- Inspect and deep clean your outdoor grill.
- Clean your dryer exhaust vent.

Want more details on appliance maintenance and cleaning?

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Apply for Low Income Energy Assistance Program by March 31

There are a number of payment plans and financial resources available for customers, including the Low Income Energy Assistance Program (LIEAP). This federally funded program 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](#).

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Can We Find Your Home in an Emergency?

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 our 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.
- If allowed, place your address number near the street or on the curb, with a reflective coating and contrasting background.
- Make sure your house address number can be seen from all directions – or if your home is on a corner, post the number on all sides facing the street.

Make Your Bill More Predictable with Average Payment Plan

Want to see less fluctuation in your monthly natural gas bill throughout the year to make budgeting easier? There's a solution!

Check out the **Average Payment Plan**, which is based on a 12-month rolling average of your natural gas bill. This helps reduce the volatility of seasonal energy expenses by spreading the cost throughout the year. Once you enroll, the plan will begin with your next bill.

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