



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

# the pipeline

September 2024

## What the Cold Weather Rule Means for You

The Kansas Cold Weather Rule applies to residential natural gas customers with unpaid accounts throughout the cold weather period – Nov. 1, 2024, through March 31, 2025. It provides these customers with special payment arrangements and disconnection and reconnection procedures.

The Kansas Corporation Commission oversees the provisions of the Cold Weather Rule for Kansas utility companies, which advises: A utility shall not disconnect a customer's service between Nov. 1 and March 31 when the local National Weather Service forecasts that the temperature will drop below 35 degrees or will be in the mid-30s or colder within the following 48-hour period.

To prevent service interruptions when the temperature is 35 degrees or above, or to have service restored regardless of temperature, you must comply with the following conditions:

- Inform Kansas Gas Service if you are unable to pay the bill in full.
- Provide Kansas Gas Service with sufficient information to initiate a monthly payment agreement.
- Pay one-twelfth of the total account balance, including all disconnection or reconnection fees, plus any required deposit installment.
- Enter into an 11-month payment plan to pay the remainder of the account balance, plus the current bill. You may select the Average Payment Plan for current and future consumption.
- Apply for federal, state and/or local energy-assistance funds. For more information, visit [kansasgasservice.com/cares](https://kansasgasservice.com/cares).

During the Cold Weather Rule period, Kansas Gas Service is required to give you written notice 10 days in advance of discontinuing service. We will also attempt to contact you multiple times before disconnection and will place a disconnect notice on your door if we're unable to reach you. To be vigilant against scams, please note that we will never call you and ask for your credit card number or banking information.

### Questions?



If you have questions about the Cold Weather Rule, visit our website at [kansasgasservice.com/coldweatherrule](https://kansasgasservice.com/coldweatherrule) or call **800-794-4780**.



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

# Making It Easy! Convenient Ways to Pay

Kansas Gas Service offers several payment methods to make paying your monthly bill a little easier for you.

**Online:** Visit [kansasgasservice.com](https://kansasgasservice.com) to set up your account. As a registered customer, all your account information is available at the click of a mouse, and you're able to pay by electronic check, credit card or debit card.

**Mobile App:** Pay your bill and view payment history from the convenience of your smartphone using the free Kansas Gas Service mobile app. You need an online account to access account information on the app.

**Automatic Payments:** Never worry about missing or being late on a payment again. A payment will be automatically withdrawn from your checking or savings account each month. To enroll, visit our website or call **800-794-4780**.

**By Phone:** Call us at **800-794-4780** to pay with a check or by credit or debit card using our Interactive Voice Response System. You may follow the prompts to pay or to speak with a customer service representative.

**Payment Locations:** In more than 150 locations around the state, authorized agents will accept your payment by check, money order or cash. To find a location near you, visit [kansasgasservice.com/payment-locations](https://kansasgasservice.com/payment-locations). Payments made at these locations may take several days to be applied to your account. If you have a disconnect notice, it is extremely important that you call us immediately with your payment information.

Using any payment method not listed above, including online banking, may cause a delay in your payment posting to your account on time. Kansas Gas Service field representatives are prohibited from accepting cash payments at a customer's home or business to avoid service interruption.

## Need assistance? We're here to help!

We have programs and payment options available to our customers who may need assistance paying their natural gas bills. Visit [kansasgasservice.com/cares](https://kansasgasservice.com/cares) or call us at **800-794-4780** to learn more.

## Stay Warm This Winter: Special Reconnection Payment Plan



Financial hardships can sometimes make it difficult for customers to keep up with their utility bills. We're here to help.

From Oct. 1-31, customers without service due to nonpayment and who have exhausted standard payment arrangements can pay one-twelfth of their total account balance to restore their service before cold weather returns. The remaining balance will be billed in eleven equal installments.

To take advantage of this special reconnection payment plan opportunity and restore your service, call our Customer Contact Center at **800-794-4780**, Monday through Friday, 7 a.m. - 7 p.m.

You can also visit [kansasgasservice.com/cares](https://kansasgasservice.com/cares) to find financial resources available in your community.

## Rate Summaries Available Upon Request

Kansas Gas Service rate summaries and tariffs are available upon request for residential and nonresidential customers. For a complete listing, please visit [kansasgasservice.com/rate-information/tariffs](https://kansasgasservice.com/rate-information/tariffs) or contact customer service at **800-794-4780**.

