



Kansas Gas Service
A Division of ONE Gas

the pipeline

April 2025



Unleash Your Inner Dig Hero This Safe Digging Month!

April is Safe Digging Month, so it's time to celebrate our Safe Digging Heroes! These heroes represent our customers and partners who contact 811 before they start any digging projects, no matter how big or small. It's not only safe; it's the law.

Join our Safe Digging Heroes and be entered to win a free tree from the Arbor Day Foundation by taking the Safe Digging Pledge at beadigherokansas.com



Scan to Take the Pledge!



Pipeline Purpose and Reliability: How You Receive Safe, Dependable Energy



Natural gas pipelines provide a safe way to move natural gas from one location to another. In the United States, a vast network of underground pipelines delivers the many benefits of natural gas to millions of consumers nationwide. Natural gas is a valuable resource for our country's energy demands. Kansas Gas Service is the largest natural gas distribution utility in Kansas, serving more than 651,000 customers in more than 360 communities across the state.

Contact 811 Before You Dig

With the warmer weather, you might be eager to get outside and start some outdoor projects like planting a tree or tilling soil for a new garden. But before you pick up that shovel, there's an important step you need to take to be a true Dig Hero: **contact 811 or visit kansas811.com.**

All underground facilities must be marked before any digging project begins. This helps reduce the risk of damage, service outages and even potential injuries.

One call to 811 will alert owners of registered pipelines, telecommunication cables, underground power lines and other utilities to mark their buried facilities. **There's no charge to you for this service.**

Always remember to contact 811 at least two full working days before you plan to dig to allow utility lines to be marked. It's that easy to become a Safe Digging Hero!

For more information, visit kansasgasservice.com/digsafe.



Natural Gas Pipeline Natural Gas Pipeline Natural Gas Pipeline



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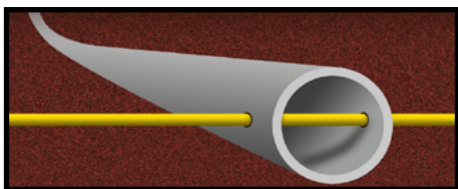
Sewer Backup? Check for Cross Bores First!



A cross bore occurs when a utility line, such as a pipeline, is unintentionally drilled into or through another utility company's line. For example, if a natural gas pipeline was installed through a sewer line, this can create sewer backup in the home. If you have a sewer line clog, it's important to check for a cross bore before you try to clear it!

Tools used to clear clogged sewer lines could damage the natural gas pipeline, allowing natural gas to escape, which can migrate into your home or surrounding buildings and homes. Under certain circumstances, the natural gas could ignite, which is not safe for you and your family.

Before using a tool to clear the clogged sewer line, use a camera to check for a cross bore. If you discover a cross bore or do not have a camera, call Kansas Gas Service **888-482-4950**.



Example of a Cross-bore [↗](#)

» Learn more at kansasgasservice.com/crossbore



Have You Seen Us in Your Yard?

Recently, we've seen a rise in threats to our service technicians, jeopardizing their safety and our ability to serve our customers effectively. These co-workers prioritize safety for not just themselves but the communities we serve. They work tirelessly to provide reliable natural gas, keeping homes warm and businesses operational.

Our utility workers may need to access your property for routine maintenance, emergency repairs, or safety inspections. These tasks are essential for the safe and efficient delivery of natural gas to your home or business. By allowing them to work without interference, you help maintain the integrity of the gas system and prevent potential hazards.

» Learn more at oneg.as/kgs-yard

2025 Security Deposit Interest

The interest rate on security deposits has changed to 4.30% for 2025. To obtain a copy of Kansas Gas Service's terms and conditions regarding the use, retention and return of security deposits, visit kansasgasservice.com/tariffs or call **800-794-4780**.



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