



Kansas Gas Service

A Division of ONE Gas

the pipeline

July 2026



Use Your Senses to Detect a Natural Gas Leak

Everyone plays a part in natural gas safety, including you. We use technology and equipment to monitor and maintain our natural gas facilities. You also have a set of tools to keep the natural gas system safe. Here's how:



Look

If you see unexplained dry or dead vegetation, blowing dirt or bubbling puddles in your yard or around your meter, this may indicate a potential natural gas leak.



Listen

If you hear a hissing or roaring sound near natural gas piping, meters or appliances, or if your natural gas appliance fails to ignite, you may have a natural gas leak.



Smell

If you smell a rotten egg or sulfur-like odor, it might be a natural gas leak. Natural gas is naturally colorless and odorless, so we add an odorant to warn you of a leak.

Natural gas odor may sometimes go undetected, so it is essential to watch for warning signs listed above. Purchasing a methane detector can help protect your home and family. Please note, it is the customer's responsibility to select, install and maintain these detectors in accordance with the manufacturer's guidelines.

If you suspect a natural gas leak, leave the area immediately then call **911** and Kansas Gas Service at **888-482-4950**.

For more information about natural gas safety, visit kansasgasservice.com/safety.

Your Pipeline Responsibility

Kansas Gas Service maintains the pipelines that deliver natural gas to your meter for the primary structure (such as a house or building). However, the customer or homeowner is responsible for the maintenance of natural gas piping beyond the meter, within the house or running to secondary structures or outdoor appliances (such as natural gas grills, pool heaters, customer-owned distribution networks, etc.).

Customer-owned piping should be periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. Inspections and any necessary repairs should be completed by a licensed contractor, such as a qualified plumber.



kansasgasservice.com

Complaint Procedures

Kansas Corporation Commission

Service is one of our Core Values, and it guides how we do business. We strive to provide exceptional service and make continuous improvements to better meet the needs of our customers. If we exceeded your expectations or you have a concern, we invite you first to call us at **800-794-4780**.

If there is a concern we cannot resolve, the Kansas Corporation Commission (KCC) has informal and formal procedures for resolving complaints. The informal procedure may be initiated by contacting the Office of Public Affairs and Consumer Protection. The formal complaint procedure requires filing and processing under the KCC's administrative rules.

Visit kcc.ks.gov for more information about formal and informal complaint procedures, or contact:

Kansas Corporation Commission Office of Public Affairs and Consumer Protection

1500 S.W. Arrowhead

Topeka, KS 66604-4027

kcc.public.affairs@ks.gov | 800-662-0027



E-Statements

Less Clutter, Easy Bill Management

Between mail piling up at home and the stress of misplacing important papers, e-statements will simplify your life with account and billing history all in one place. You'll receive an email with a link to pay online each month, or you can set up auto-payments. You will also have online access to your natural gas usage anytime, anywhere, while reducing paper use and supporting environmental sustainability.

Plus, your online account provides convenient access to important safety information and resources whenever you need them.

To enroll:

1. Log in to or create your account at kansasgasservice.com/account.
2. Click the "E-Statements" toggle to subscribe.

