

Customer Choice Bill Payment Options



Automatic Bill Payment Plan

Sign up for our Automatic Bill Payment Plan and have your monthly bill automatically deducted, on the due date, from your checking or savings account.



Credit Card / ATM Debit Card

You can pay your monthly natural gas service bill with Visa, MasterCard, Diners Club or Discover credit cards, and Star or Pulse issued ATM/debit cards. A convenience fee of \$2.13 per transaction will be charged by the authorized agent for charges up to \$500.



In Person at a Payment Center

If you prefer to pay in person, take your natural gas billing statement to an authorized payment center.



Online

Pay your bill online by check, credit card or ATM/debit card through our Web site at www.kansasgasservice.com.



Telephone

You have 2 ways to pay by phone, 24 hours a day, 7 days a week...

Phone Check – 1-800-794-4780

**Credit Card/ATM Debit Card –
1-866-243-0827**

U.S. Mail

Please allow 3–7 days for mailed payments to be received and posted to your account.

The use of any payment location or method not specifically authorized by Kansas Gas Service may cause a delay in your payment posting to your account in a timely manner.

For more information about Customer Choice Bill Payment Options, or for a listing of authorized payment centers, visit our Web site at www.kansasgasservice.com or call **1-800-794-4780**.

Welcome

to the neighborhood

We deliver.



**KANSAS
GAS
SERVICE**
A DIVISION OF ONEOK

Welcome to the neighborhood. Kansas Gas Service is your natural gas provider. We provide clean, reliable natural gas to more than 642,000 customers in 341 communities in Kansas. Kansas Gas Service is a division of ONEOK, Inc., an Oklahoma-based diversified energy company.

For Your Safety

If you smell a "rotten egg odor" in or around your home, at work, or in your neighborhood, this odor may be the result of a natural gas leak. Leave the area immediately. Use a phone located away from the odor and call us immediately.

To report a gas leak call:
1-888-482-4950
or dial 911

Do not use or store flammable liquids or combustible materials near your appliances. Invisible vapors from flammable liquids such as gasoline, paint, solvents and adhesives are heavier than air and can travel great distances along the floor. A pilot light or lighted burner of a gas appliance can ignite these vapors.

Keep all combustible materials, including cloth rags and paper, away from your water heater, furnace and other gas or electric appliances. Store flammable liquids in tightly closed containers outside and away from gas and electric appliances and children. If you detect a fire, leave immediately and call 911.

The National Fuel Gas Code requires that if appliances are installed in residential garages, or in areas where the open use, handling or dispensing of flammable liquids occurs, the appliances must be placed so that the main burner and pilot light are elevated at least 18 inches above the floor. A qualified appliance service contractor or plumber can check this for you.

Carbon Monoxide Poisoning

Carbon Monoxide is an odorless, colorless and tasteless gas that can make you sick or cause death. Carbon monoxide occurs when fuel does not burn completely. Sources include improperly vented cooking or water heating appliances, auto exhaust, blocked chimney flues and malfunctioning fuel-burning appliances.

The presence of carbon monoxide in your home or business might appear as black soot around vents, flues, furnace filters, burners or appliance access openings; as condensation on windows or interior walls; as a yellow flame instead of a blue flame on appliance burners; as the absence of a draft in your fireplace; or as dying house plants or unexplained illnesses in pets. Harmless humidifiers or vaporizers can also cause condensation on windows.

Symptoms of **carbon monoxide poisoning** are similar to other illnesses. These symptoms include headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting. As carbon monoxide levels increase, symptoms may become more severe and include shortness of breath, extreme muscular weakness, intermittent convulsions, mental confusion and unconsciousness.

Carbon monoxide detectors can alert you to the presence of carbon monoxide. If you install a detector, follow the manufacturer's directions regarding installation. **If you suspect the presence of carbon monoxide in your home or business, leave immediately and use a phone located away from the potential hazard to call 911.**

Helpful prevention tips:

- Clean or replace air filters regularly.
- Don't block air intake areas near appliances.
- Don't use a gas range or space heater to heat your home.
- Don't start your car, lawn mower, snow blower or any combustion engine in a closed garage.
- Don't operate your gas grill inside your home, an enclosed porch or closed garage.

If you see a **yellow flame** instead of a blue one, it's a warning sign that your natural gas appliance is not operating properly.

Protect yourself and your family. Check flammable containers, appliances and carbon monoxide detectors now!

Scalding Hazards

Make sure your water heater is set to a safe temperature. Check the water temperature before placing a child in the bathtub; never leave a child alone or with other young children in the bathtub.

Employee Identification

Kansas Gas Service employees carry a company photo identification card. Before allowing anyone to enter into your home, please ask to see proof of identification.

Important information about your billing statement

Your Kansas Gas Service billing statement will be issued about the same time each month.

- ① **Information Center** telephone number, Gas Leak Emergency number, Kansas Gas Service Web site and customer inquiry address
- ② **Payment Plan Summary**
- ③ **Your Energy Usage** for the previous 13 months
- ④ **Your 18-digit Kansas Gas Service Account Number**
- ⑤ **Rate and security deposit information**
- ⑥ **Summary of rates and charges**

Service Charge partially covers the fixed costs of providing natural gas service to our customers.

Delivery Charge reflects the cost of maintaining and operating the company's natural gas delivery system.

Weather Normalization Adjustment (WNA) is the dollar adjustment made to the "Delivery Charge" on the customer's bill. It appears as a credit if the weather was colder than normal or as a debit if the weather was warmer than normal.

Cost of Gas (COG) Charge represents the total of the COG Factor multiplied by your usage for this billing cycle.

Franchise fees are established by and paid to cities.

City or County Tax includes sales tax assessed on utility service by some cities and counties.

Total Amount Due

- ⑦ **Meter number**
- ⑧ **Meter reading dates**
- ⑨ **Number of days in this billing cycle**
- ⑩ **Meter readings previous / present** If an "E" appears after the "previous" or "present" date, your meter reading has been estimated.
- ⑪ **Constant** is a pressure factor or meter factor used to convert metered volume to billing volume.

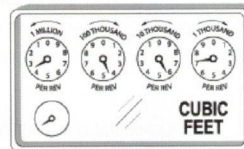
- ⑫ **Mcf Billed** is the natural gas energy used during the billing cycle, measured in thousands of cubic feet (Mcf).
- ⑬ **Weather Normalization Adjustment (WNA) Factor** is based on historical weather data and is an adjustment that reduces the impact of weather extremes on your bill. The WNA Factor changes annually in April.
- ⑭ **Cost of Gas (COG) Factor** changes monthly to reflect charges by natural gas suppliers and transporters.
- ⑮ **Gift of Warmth Program** contribution box. Please check this box when making a contribution.
- ⑯ **Billing statement summary box** To avoid a late payment charge, please pay your bill by this date.
- ⑰ **Bill payment address**

Your actual bill may include additional information and show other adjustments that may not appear on this sample billing statement.

Reading the meter

We encourage you to check the index readings on your gas meter if you have questions about your usage.

Start with the dial on the right and read the number the hand has just passed. When the hand is between numbers, always use the smaller number. Gas usage is determined by taking sequential readings. To find out how much natural gas you used since the last time your meter was read, subtract the previous reading from the present reading shown on your gas bill.



Visit www.kansasgasservice.com for more information about your natural gas account, customer choice programs, safety information, energy saving tips and factors affecting the cost of gas and industry related information.

Call before you dig

Before you dig, excavate, plant a tree or set fence posts, call the toll-free number below. If you notify Kansas ONE CALL two full days in advance, we will mark the underground lines at no charge.

1-800-DIG SAFE

(1-800-344-7233)

For service, bill inquiries, or assistance, call

Phone: 800-794-4780

Gas leaks: 888-482-4950

www.kansasgasservice.com

Kansas Gas Service

PO Box 3535

Topeka KS 66601-3535

Kansas Gas Service provides several ways to get answers to your questions. You may use our automated telephone system, our interactive Web site (www.kansasgasservice.com) or call our Information Center (1-800-794-4780).

CUSTOMER NAME

CUSTOMER ADDRESS

ANYTOWN KS 66601-0000

Amount Due

Current Charges Due

Amount Due After Due Date

Account Number

Rate RESIDENTIAL
Active Deposit NONE Statement Date

Previous Balance

Payments Received

_____ CR

Balance Forward

Service Charge

Delivery Charge

Weather Normalization

Gas Hedge

Cost of Gas

Franchise Fee

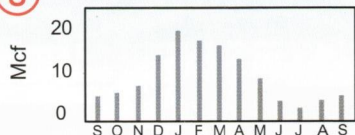
City Tax

County Tax

Current Charges

Total Amount Due

Your Energy Use by Month



Period	Days	Mcf	Mcf/Day
Current	29	10.000	.3449
Last Year	29	10.000	.3449

Meter
Number

Service Period
From To

Number
Days

Meter Readings
Previous Present

Constant

Mcf
Billed

WNA/
Mcf

Cost of
Gas/Mcf

⑦

⑧

⑨

⑩

⑪

⑫

⑬

⑭



**KANSAS
GAS
SERVICE**
A DIVISION OF ONEOK

P:00000 I:NNNNY 18 0123456789

#BWNKPCV

#000000000000000000#

CUSTOMER NAME

CUSTOMER ADDRESS

ANYTOWN KS 66601-0000

Please return this portion when paying by mail. When paying in person, please bring this entire bill with you.

Gift of Warmth is designed to assist Kansas families with winter heating bills. To participate, please check the box and include your Gift of Warmth contribution. Thank you.

⑮

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Account Number

Amount Due

Current Charges Due

Amount Due After Due Date

Total Enclosed \$

Customer Address
Anytown, KS

~02K

⑰

KANSAS GAS SERVICE
PO BOX 22158
TULSA OK 74121-2158

SAMPLE BILLING STATEMENT