



Severe Winter Weather Update

We've received many questions asking about rates increasing next month and the impact higher natural gas prices could have on your bill. There's a lot of misinformation circulating out there, so we would like to provide you with the facts and with what we know at this time.

Below, we've gathered the five most commonly asked questions and did our best to answer them. We know this doesn't answer everything, but we hope it will give you some assurance on our commitment to keep you informed as the situation develops.

Do I have to continue to conserve or are things back to normal?

Residential customers can return to normal natural gas usage. We want to thank you for your conservation efforts. Your efforts helped us avoid widespread outages during the extreme weather event.

Will my bill be higher?

Your bill may be higher based on the amount of gas you used during the historic cold temperatures.

Your monthly bill is a combination of the amount of gas you use and the cost of gas. The extreme weather caused many customers to use more gas for heating their homes than they may have in prior years. The higher amount of gas used will be reflected on your bill, regardless of the price of gas. While we do not markup the price of natural gas, these events will have an impact on customer bills. If you conserved energy during the weather event, your bill will most likely be lower than it would have been otherwise.

How much will my bill increase?

Honestly, it's too early to tell. At this time, we can't quantify what the impact on customer bills will be. We experienced much higher natural gas demand which resulted in a significant increase in natural gas market prices on a portion of the supply we purchased during this period.

What are you doing to help reduce the impact to customer bills?

Unlike some other utilities, Kansas Gas Service has the ability to work with our regulators to spread these high gas costs out over several months.

The Kansas Corporation Commission has issued an order that authorizes natural gas and electric utilities to defer any extraordinary costs incurred associated with ensuring that customers continued to receive service during the cold weather event. KGS will make a filing with the KCC which includes a plan to minimize the financial impact of the cold weather event on customers over a reasonable period of time.

If you have concerns when you get your bill, we will work with you to help find options for payment. There are a number of payment options and resources that we offer customers, and we will commit to doing what we can to help you.

What can I do to minimize the impact to my bill?

One important thing you can do right now to minimize the amount of your bill is to follow the conservation tips that we've been communicating throughout this extreme winter event. Following the tips we listed in [this infographic](#) can help you conserve in a number of different places around your home.

While these answers may not provide you with the level of details you're looking for right now, you should know that payment options are available.

Our [Average Payment Plan](#) helps reduce the fluctuations of your monthly gas bill and makes budgeting easier. The Average Payment Plan is based on a 12-month rolling average of your natural gas bill and is a way to reduce the volatility of seasonal energy

expenses by spreading out the cost throughout the year.

You can [enroll by logging into your account](#). If you don't already have online account access, you can [sign up today](#). It's quick, easy and let's you manage your account without having to call.

We also partner with financial assistance agencies throughout the communities we serve that manage funds for eligible customers that need help paying their utility bills. Visit kansasgasservice.com/cares for more details.

As we get more information, we will communicate it to you and post to our website and social media channels.

Thank you again for everything you did to help conserve during the extreme weather event. You played a big part in helping us avoid any widespread gas outages.

If you have any questions about the information provided in this email, please connect with us on [Facebook](#), [Twitter](#) or email us at media@kansasgasservice.com.

As always, if you smell gas, leave the area immediately, then call 911 and call 888-482-4950. We will respond as quickly and as safely as conditions allow.