

We're Here for You!

If you are having difficulty paying your natural gas bill, we're here to help!

Residential customers with a disconnect notice due to inability to pay may be eligible for a payment arrangement. Call us at 800-794-4780, Monday – Friday, 7 a.m. – 7 p.m., to speak to a customer service representative about alternative payment options.

You may also fill out the Contact Us form at KansasGasService.com



Cold Weather Rule

Customers with delinquent accounts may avoid disconnection based on temperatures by requesting a Cold Weather Rule pay arrangement. The program begins November 1 and continues through March 31 each year. For questions visit KansasGasService.com/ColdWeatherRule or call 800-794-4780.

Assistance Programs

If you or someone you know needs help paying utility bills, financial assistance is available.

LIEAP

The Low Income Energy Assistance Program (LIEAP) is a federally funded program that can assist families with home energy costs. (Application period January - March)

Share The Warmth

Share The Warmth is a program that helps families who are in an immediate financial emergency and need assistance paying their heating bills. You can apply at your nearest Salvation Army location. (Available November 15 – April 30)

2-1-1

Connects residents with various community services, including utility assistance. Text your ZIP Code to 898211 or dial 211 to see if you qualify.

Kansas Gas Service partners with several agencies throughout Kansas that provide utility assistance. For a listing of resources in your county, call **800-794-4780** or visit KansasGasService.com/CARES



Scan to learn more about these and other assistance programs in Kansas.



Tips to Start Saving Energy and Money

Conserving energy can help you reduce your energy bills. Here are no-cost/low-cost tips to help you save.

- **Seal doors and windows.** Apply weatherstripping or caulk to seal gaps and cracks to stop air leaks and save 10%–20% on your heating and cooling bills
- **Reduce the temperature on your water heater.** Set the temperature on your water heater to 120 degrees Fahrenheit or put it on the “warm” setting.
- **Change or clean filters.** A clean filter on your furnace can lower your energy consumption by 5% to 15%.
- **Adjust your thermostat.** Save as much as 10% per year on the A/C by turning down your home’s temperature to 68 F during winter and up to 78 F during summer.

For more useful energy-saving tips visit:
KansasGasService.com/EnergyTips



Making it Easy! Convenient Ways to Pay

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



Online – Visit 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, view payment history and more, from the convenience of your smartphone using the free Kansas Gas Service mobile app. You must have an online account to access account information on the mobile 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. 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.*

The use of any payment method not listed, including online banking, may cause a delay in your payment being posted to your account in a timely manner.

Reduce Bill Fluctuations with Average Payment Plan

If you’re looking for more predictability in your bill each month, consider enrolling in our Average Payment Plan, which is based on a 12-month rolling average of your natural gas bill. This is a way to reduce fluctuations in your monthly bill by spreading out your energy expenses throughout the year. Learn more at KansasGasService.com/Pay-Bill/Billing-Options