



HOW TO USE YOUR SENSES TO DETECT NATURAL GAS

The safety of our customers, communities and employees is a top priority for Kansas Gas Service. And, while we use a variety of technology and equipment to monitor and maintain our pipelines, everyone has a role to play when it comes to natural gas safety. Did you know that you also have a set of tools that can help keep our system safe? These tools aren't fancy gadgets or complicated machines – they are your eyes, ears and nose! And they can help recognize the signs of a potential natural gas leak. 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

Do you hear a **hissing or roaring** sound near a pipeline? This could be an indication of a possible natural gas leak.



SMELL

An additive called mercaptan is used to give natural gas its distinct **rotten-egg smell**. A strong odor could be a warning sign of a possible natural gas leak.

If you suspect a natural gas leak, leave the area immediately and avoid doing anything that might create a spark, such as flipping a light switch, using a cellphone or opening your garage door. Warn others to stay away. Once you're in a safe location, call 911 and Kansas Gas Service at 888-482-4950. For more information about natural gas safety, visit [KansasGasService.com/safety](https://www.kansasgasservice.com/safety).



NATURAL GAS

Newsletter

How to Detect Carbon Monoxide

Carbon monoxide is a gas that is created when fuel does not burn completely – it can make you sick and, under some circumstances, may be deadly. Sources may include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues.

Carbon monoxide is odorless, colorless and tasteless, making it more difficult to detect. There are some potential signs of carbon monoxide to look out for, including:

- A yellow flame instead of a blue flame on appliance burners;
- Black soot around vents, flues, furnace filters, burners or appliance access openings; and
- Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

If you suspect the presence of carbon monoxide in your home or business, leave immediately and call 911. For more carbon monoxide safety tips, visit KansasGasService.com/safety.



Have a Concern or Complaint?


Understand the Kansas Corporation Commission's Complaint Procedures

Service is one of our core values that guides how we do business. We strive to provide exceptional service and make continuous improvements in our pursuit of excellence. However, we understand that there may be times when we fall short of your expectations. If you have a concern or complaint, call us at 800-794-4780.

If there is a concern we cannot resolve, the Kansas Corporation Commission 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 commission's administrative rules.

Visit www.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
Public.Affairs@kcc.ks.gov
800-662-0027



LINE MARKER COLOR CODES

	ELECTRIC
	GAS, OIL OR STEAM
	TELEPHONE OR TELEVISION
	WATER
	SEWER
	TEMPORARY SURVEY MARKINGS
	PROPOSED EXCAVATION

811 – It's All About Your Safety

Practicing safe digging is about protecting yourself, your property and your neighbors. Calling 811 at least two full working days before beginning a digging project will ensure that all underground utility lines are marked.

By seeing where all the lines in your yard are located, you can get a better understanding of what lies below the surface. This is done to help you avoid hitting a line while digging, which could cause inconvenient outages, costly fines or even injury or death.

It's easy, it's free and it's the best way to stay safe while digging. So, remember: *For every digging project – no matter how small – be a Dig Hero and make the call!*

Learn more about 811 and safe digging at BeADigHeroKansas.com.