



**Kansas
Gas Service**
A Division of ONE Gas

the pipeline

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What Do You Know About "ROW"?

ROW is short for right-of-way. So, what does that mean? A pipeline ROW or easement is a strip of land where buried pipelines and other natural gas equipment are permanently placed on public and/or private land. A ROW allows pipeline operators, like Kansas Gas Service, ongoing access to buried pipelines as needed.

Unauthorized use of a ROW or easement may result in an "encroachment" and can create a safety issue. An encroachment may obstruct, prevent access to, or cross on top or within the vicinity of a pipeline or natural gas utility equipment — and can also be illegal.

ROWS should be kept clear of obstructions to enable Kansas Gas Service employees and its contractors to safely operate, patrol, inspect, maintain and repair the pipelines and equipment as needed. To help maintain safety, it's important that you do not build or install any structures, plant trees or shrubs or store anything that could be an obstruction within the ROW area.

Contact 811 Before You Dig



ROWS may not always be marked and can be in areas such as yards, streets and sidewalks. Always contact 811 at least two full working days before you dig. Don't dig until the location of all underground facilities has been marked or cleared.

If you must dig within the tolerance zone, which is the area 24 inches from either side of the underground facility, use hand tools or other soft digging techniques. And always remember, if you smell natural gas, leave the area, then call **911** and Kansas Gas Service at **888-482-4950**.

For more information about ROWs, visit [kansasgasservice.com/safety/right-of-way](https://www.kansasgasservice.com/safety/right-of-way).



[kansasgasservice.com](https://www.kansasgasservice.com)

Struggling to Pay Utility Bills? We're Here to Help

Some of our customers face financial challenges and may have trouble paying their utility bills, especially during the colder winter months as heating costs rise. Help is available through several partner community agencies. You may qualify for local or statewide energy assistance programs to help keep you warm.

- **Low Income Energy Assistance Program (LIEAP)** is a federally funded program that helps eligible households pay a portion of their home energy costs.
- **Share The Warmth** is an energy assistance program funded by the generous contributions of Kansas Gas Service customers and other community members. Our company's Foundation matches a portion of our customer donations.
- **2-1-1** connects residents with various community services, including utility assistance. Dial **211** or text your ZIP code to **898211** to see if you qualify.

Learn more at kansasgasservice.com/cares.

How to Read Your Meter

Have you ever wondered how to read your natural gas meter? It's easy; just follow these three steps:

- 1** Read each dial in the direction of the arrow, starting with the dial on the left.
- 2** Record the last number the needle has passed, even if the needle has almost reached the next highest number.
- 3** Compare that number to the meter reading that appears on your bill.



NOTE: the numbers are in a clockwise position on some dials and in a counterclockwise position on others.

Your Pipeline Responsibility

Kansas Gas Service maintains the pipelines that deliver natural gas to the meter at or near the primary structure (such as a house or building). However, the customer or homeowner is responsible for the maintenance of any natural gas piping and equipment 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 and equipment should be maintained and periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. A licensed contractor should complete inspections and any necessary repairs.

