

WINTER BILL ASSISTANCE

As the days grow shorter and temperatures continue to drop, Columbia Gas wants to remind Ohioans of programs and resources available to help those struggling to keep up with their gas bill.

- **Home Energy Assistance Program (HEAP):** Provides one-time grants to customers with a household income at or below 175% of the federal poverty level. Last year more than 131,000 Columbia Gas customers received HEAP funding to help manage their energy costs. Applications can be started by visiting [EnergyHelp.ohio.gov](https://energyhelp.ohio.gov), but must be completed through a local energy assistance provider (<https://bit.ly/31LAZma>).
- **Winter Reconnect Order:** Customers whose service has been shut off because of non-payment, or who have received shutoff notice, can reconnect for \$175 plus a reconnection fee, no matter how much is owed. The order runs through April 15, 2022. Call Columbia Gas at 1-800-344-4077.

Columbia Gas offers several other customizable payment plans to help make the gas bill more manageable. Visit <https://bit.ly/3DHZg9M> to find a plan that fits your needs. Additionally, if you know someone struggling to keep up with their bill, please encourage them to reach out to Columbia Gas today.

GIVING THE GIFT OF ENERGY

HeatShare, Columbia Gas of Ohio's fuel fund program, is a fund of last resort for households that have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is supported through donations from Columbia Gas customers and matching contributions from Columbia Gas. To contribute to HeatShare, contact your local Salvation Army Chapter or call Columbia Gas at 1-800-344-4077 to get connected.

ENERGY EFFICIENCY

Columbia Gas of Ohio offers a variety of energy efficiency programs and tips to help customers save energy and be more comfortable in their home. To learn more, visit ColumbiaGasOhio.com/SavingMatters.

800 NUMBER

The Columbia Gas 800 number is 1-800-344-4077. While most customers associate this number with customer service and billing questions, it is also a critical line that should be programmed into all cellphones. Columbia Gas reminds all customers to call the 800 number for suspected gas leaks, odor concerns, damaged facilities and/or all other emergencies that may be related to natural gas. If you haven't taken the time to save the number, please do so today.

WINTER SAFETY MESSAGES

Stop.Leave.Call

Natural gas is safe and reliable but for a variety of reasons, leaks can sometimes occur. Follow these steps if you smell gas or think you have a leak:

- **STOP** what you're doing. Don't smoke or light a match. Don't open the windows. Don't use anything that could cause a spark, like a phone, light switch, appliance or flashlight. Don't start your car or use your garage door to leave.
- **LEAVE** the area immediately. If you're inside, get out immediately. If you're outside, leave the area quickly.
- **CALL 911** and Columbia Gas: From a safe location, away from the building, call 911 and 1-800-344-4077 and wait for crews to arrive.

Never ignore suspected gas leaks or assume the leak will correct itself. Columbia Gas always prefers customers err on the side of caution and call.

Carbon Monoxide

Check your carbon monoxide detectors/smoke detectors to ensure they are operating properly and the batteries are functioning. Carbon monoxide can accumulate in enclosed spaces due to faulty equipment and/or improper venting.

Gas Meters

Keep natural gas meters and exterior vents clear of snow and ice to prevent damage and provide easy access should maintenance be needed. Remove snow from the meter with hands or a broom. Never use a shovel, or kick or hit the meter to break away snow or ice. If the meter is encased in ice, contact Columbia Gas for assistance.

Space Heaters

Space heaters can provide additional comfort during the winter months, but should be used with caution. When using, place the space heater on a hard, non-flammable surface away from bedding, drapes, furniture and flammable products. Further, never use stoves, ovens or outdoor grills as a temporary sources of heat. For additional home safety tips, visit <https://www.columbiagasohio.com/safety/know-your-home>

CHARITABLE GIVING

Through its Columbia Cares Program, Columbia Gas donates time, money and resources each year to local philanthropic programs and organizations. Key focus areas include safety, economic/workforce development, energy education & environment and hardship assistance. Columbia Gas thanks all of its nonprofit partners for the incredible work they are doing amidst difficult circumstances.

Any 501C3 interested in learning more about the grant process should visit columbiagasohio.com/columbiacares

