



Please note: Energy Assistance must be applied for annually. If you applied last program year, whether you received assistance or not, you must reapply this year.

HELP *When you need it most*

If you are struggling financially, we want to help you through the process of finding the assistance you need. Financial support is available through a variety of programs. Don't miss out on funds that may be available to you.

HEAP

You may be eligible to receive state and federal assistance to help pay your Columbia Gas bill from the Home Energy Assistance Program (HEAP). HEAP provides one-time payment assistance to your Columbia Gas account. To apply, you can contact your local [Community Action Agency](#) or [apply online](#).

HEAP RUNS JULY 2024 TO MAY 2025

WINTER CRISIS PROGRAM

This program provides assistance once per heating season if you're eligible and disconnected or threatened with disconnection for non-payment. **To be eligible, you must sign up for PIPP Plus or another payment plan.** Applications are accepted November 1 through March 31 each year and are available through your local [Community Action Agency](#) or [apply online](#).

WINTER CRISIS APPLICATIONS ARE ACCEPTED NOVEMBER 1, 2024 THROUGH MARCH 31, 2025

PERCENTAGE OF INCOME PAYMENT PLAN PLUS (PIPP PLUS)

This payment reduction program allows you to pay just 5% of your monthly household income or a minimum of \$10 for your gas service each month. PIPP Plus enrollment is provided by your local [Community Action Agency](#) or [apply online](#).

HEATSHARE

Administered by the Salvation Army, HeatShare is a fuel fund that combines customer and company donations to assist you. Find your local [Salvation Army](#).

WARMCHOICE

Qualified customers may receive a free home energy inspection which includes safety checks on natural gas appliances. Possible energy efficiency services may include attic and wall insulation, air sealing, and repair or replacement of natural gas appliances – **all at no cost.** WarmChoice is for customers with incomes up to 200% of FPG. Learn more by visiting ColumbiaGasOhio.com/Energy-Efficiency.

DOLLAR ENERGY

Dollar Energy provides one-time payment assistance to your Columbia Gas account. You can apply online at hardshiptools.org/MyApp/.

2024-2025 Federal Poverty Guidelines 175% Federal Poverty Level

HOUSEHOLD SIZE	12-MONTH INCOME
1	\$26,355
2	\$35,770
3	\$45,185
4	\$54,600
5	\$64,015
6	\$73,430
7	\$82,845

For family size of 8 or more, the income levels for 60% of the State Median apply

FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT ColumbiaGasOhio.com/Assistance CALL 1-800-344-4077





Columbia Gas of Ohio

WE'RE HERE FOR
YOU



Available Now
ENERGY ASSISTANCE & PAYMENT PLANS

Please note: Energy Assistance must be applied for annually. If you applied last program year, whether you received assistance or not, you must reapply this year.

A LITTLE HELP *Goes a Long Way*

Not eligible for energy assistance? Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. Contact us if you are currently behind on your bill or as soon as you realize you need help and we'll quickly get you set up on the best plan for you.

PAYMENT PLANS

Pay your past due balance over six months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment. Enroll in this program **ONLINE** at ColumbiaGasOhio.com/PaymentPlans.

NEED HELP FINDING ANOTHER PLAN

There may be other personalized options available. Contact our customer care team at 1-800-344-4077 to learn more.

ALTERNATIVE PAYMENT OPTIONS

Just need an alternate way to pay right now? There are many options.

ONLINE or **BY PHONE** using our payment processing vendor Paymentus. Paymentus will charge a convenience fee of \$2.00 per transaction.

Contact Paymentus online at ColumbiaGasOhio.com/PaymentOptions or by phone at 1-866-694-1828, 7 days a week, 24 hours a day

Search for **IN PERSON PAYMENT LOCATIONS** at ColumbiaGasOhio.com/PaymentOptions.

TAKE CONTROL *of Your Energy Bill*

Options are available to **take control** of your energy bill, including:

- Energy Assistance
- Payment Plans
- Ways to Save
- Monitoring and Managing Usage



WE'RE HERE FOR YOU to help you every step of the way... from getting back on track, to ensuring you are prepared with options that best suit your energy needs moving forward!

MANAGING YOUR USAGE = MANAGING YOUR BILL

- **Monitor Your Usage** - Sign in to your account to view and compare previous usage, weather and bills. Multiple types of historical data on your account are available to review and compare. Don't have an online account? Register today at ColumbiaGasOhio.com.
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

MANAGE YOUR BILLING AND PAYMENTS

- Budget Plan
- Billing and Payment Alerts
- Payment Options

UNDERSTAND YOUR BILL

Get a better understanding of features and charges on your bill by visiting our website and clicking on Bills and Payments and Understanding Your Bill.

**FOR ALL THE CURRENT PROGRAMS
AND INFORMATION AVAILABLE, VISIT
ColumbiaGasOhio.com/PaymentPlans
CALL 1-800-344-4077**



Columbia Gas[®]
A NiSource Company