



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*

We want to help you through the process of finding the assistance you need. Financial support is available through a variety of programs.

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

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](#).

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/](#).

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.

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
A NiSource Company



Columbia Gas of Ohio

WE'RE HERE FOR
YOU



Available Now
ENERGY ASSISTANCE & PAYMENT PLANS

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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



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.

HeatShare is a utility assistance program designed to help Columbia Gas of Ohio customers experiencing financial difficulties. Whether facing disconnection or needing relief from past due bills, HeatShare offers grants to alleviate the burden of utility costs.

HOW TO APPLY Getting started is simple!

1. Visit **SAHelp.me** to start your application online
OR
Contact your local Salvation Army office for assistance
Use the SAHelp portal to find a location. You can search by zip code.
2. Work with a Salvation Army caseworker to complete your application and provide the required documentation. You may need to provide income verification and utility bills.



Columbia Gas of Ohio HeatShare Program 2024-2025 Annual Household Income Guidelines

HOUSEHOLD SIZE	MAXIMUM INCOME
1	\$22,590-\$46,950
2	\$30,660-\$63,450
3	\$38,730-\$79,950
4	\$46,800-\$96,450
5	\$54,870-\$112,950
6	\$92,920-\$129,445
7	\$71,010-\$145,950
8	\$79,080-\$162,450

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