



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](#).

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](#).

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, employee 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.

NOT ELIGIBLE?

Even if you aren't eligible for these energy assistance programs, you may be eligible for one of our flexible payment plans.

Full details are available online:
ColumbiaGasOhio.com/PaymentPlans



Finding and applying for energy assistance can be confusing and even overwhelming. We can help.

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





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HEAP

You may be eligible to receive assistance to help pay your Columbia Gas bill from the Home Energy Assistance Program (HEAP). It helps eligible households maintain utility service during winter months.

HEAP runs July 2023 to May 2024

Do You Qualify?

Total household income (before taxes) must be at or below 175 percent of federal poverty income guidelines. See the chart to the right for income guidelines.

Where To Apply?

To apply, you can contact your local local [Community Action Agency](#) or [apply online](#).

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Applications are accepted

November 1, 2023 through March 31, 2024

Where To Apply?

To apply, you can contact your local local [Community Action Agency](#) or [apply online](#).

**2023-2024
Federal Poverty Guidelines
175% Federal Poverty Level**

HOUSEHOLD SIZE	12-MONTH INCOME
1	\$25,515
2	\$34,510
3	\$43,505
4	\$52,500
5	\$61,495
6	\$70,490
7	\$79,485
8	\$88,480

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A LITTLE HELP *Goes a Long Way*

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.

1/6TH PLAN

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.

1/9TH PLAN

Pay your past due balance over nine months. Each month you will pay a portion of your past due balance, plus your Budget Plan amount for your projected monthly costs each month. Enroll in this program **ONLINE** at ColumbiaGasOhio.com/PaymentPlans.

PERCENTAGE OF INCOME PAYMENT PLAN PLUS (PIPP)

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](#).

GRADUATE PERCENTAGE OF INCOME

Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) is a 12-month payment plan. Under the plan, your payment is based on your most recent PIPP Plus installment, plus your calculated Budget Plan divided by two. Example: \$30 (PIPP Installment) + \$110 (Budget amount) = \$140/2 = \$70 Graduate PIPP monthly installment amount. Call **1-800-344-4077** to learn more.

1/3RD PLAN

The 1/3rd Plan is only offered November 1 through April 15 for bills that include any usage during this time period. Any customer that is on a 1/3rd Plan after the April billing will be removed. Customers pay 1/3 of their account balance on the 1/3rd Plan. The customer will be notified via a bill message. Call **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:

- Electronic Check
- Credit Card
- Debit Card
- PayPal
- Venmo
- Amazon Pay

Our payment processing vendor 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.

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





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

ENROLL IN BILL DUE ALERTS

Get email and/or text alerts when your bill is due.

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.

TOOLS *to Help You*

MOBILE APP

- View, pay and download your bill
- View billing and payment history
- View your energy usage and compare month over month
- Start, stop or move your service

MANAGE YOUR ACCOUNT FROM ANYWHERE, AT ANY TIME.



CHAT WITH US

VISIT US AT COLUMBIAGASOHIO.COM, THEN LOOK FOR "CHAT WITH US" IN THE LOWER RIGHT CORNER.

IVR PHONE SYSTEM

CALL 1-800-344-4077 AND FOLLOW THE PROMPTS TO MANAGE YOUR ACCOUNT WITH NO WAIT TIMES.

SAFETY

If you smell natural gas, stop what you are doing, leave the area **IMMEDIATELY** (if inside, get out) and, **FROM A SAFE LOCATION**, call 911 and Columbia Gas at 1-800-344-4077 (24/7).

Other important safety information can be found at ColumbiaGasOhio.com/WinterSafety.



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