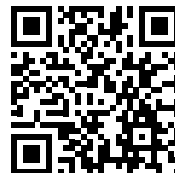


your SERVICE

■ **NEVER QUESTION. CALL.** - If you even think you smell natural gas inside your home or business, take action. Evacuate. Call 911 and Columbia Gas at **1-800-344-4077**. Columbia Gas will send someone to check on the source of the odor **FREE OF CHARGE**, whether there is a leak or not.

■ **Appliance Safety** - Stay safe when installing or maintaining your natural gas appliances. Check a few simple steps and tips at **ColumbiaGasOhio.com/ApplianceSafety**.



Scan the QR code to learn more

Contributing to Our Communities

Columbia team members were all smiles as they participated in the Habitat for Humanity Playhouse Project Blitz Build event. Columbus and Toledo teams worked to build customized playhouses to give children a safe place to play at no cost to their families. But that's not all! Building tiny homes was just a warm-up. Columbia volunteers have again joined forces with the Habitat for Humanity team to help build a single-family home for a deserving family looking for a fresh start. To see what else we're doing in communities across Ohio, please visit **ColumbiaGasOhio.com/Care2025**.

Spot the Scam



Columbia recognizes that scams exist where our customers could be contacted by imposters.

That's why we want to ensure you know what to do if you are uneasy about a phone call, email, program, offer or person claiming to be affiliated with Columbia Gas. Visit **ColumbiaGasOhio.com/Scams2025** for tips on how to stay safe.



HeatShare Can Help



Since December, approximately 4,000 Columbia customers have benefited from The Salvation Army's expanded HeatShare program - and so can you. To see if you're eligible, reach out to your local Salvation Army office while funds are still available. For more info, visit **ColumbiaGasOhio.com/Heatshare**.

Modernizing Safety



We continuously work to modernize our natural gas systems. Installing automatic shut-off devices is one way

we do that. Automatic shut-off devices are designed to stop gas flow when pressure is too high or too low. To learn more about this device and other measures we're taking, visit **ColumbiaGasOhio.com/Stay-safe/Excess-flow-valves**.





Scan the QR code
to learn more



Know Your Home – Get an Annual Inspection

Each year, have a qualified professional inspect your natural gas appliances for proper venting and an adequate supply of fresh air. Without proper venting, combustion gas can lead to carbon monoxide poisoning. A qualified professional will look for signs of deterioration like rust, cracks or holes and make sure the exhaust and vent are in good repair and are not clogged or blocked.

If you need to repair or replace any appliances, have a qualified professional complete the installation. Learn more about proper venting at ColumbiaGasOhio.com/Venting.



Cross Bore

Cross bores are accidental intersections of underground utility lines. For example, a natural gas line intersecting a sewer line. If a sewer backup develops, it's important to **CALL BEFORE YOU CLEAR**. Contact 811 and a professional plumber to ensure the clog is cleared properly and safely. Learn more at ColumbiaGasOhio.com/Crossbore.



Start. Stop. Move.

Navigating a change has never been easier. Use our online **START. STOP. MOVE.** service to make a change 24/7. Whether you're starting a new service, moving a current service to a new address, or want to stop your service altogether, making a change is easy. Get started now on our new mobile app or online at ColumbiaGasOhio.com/Start.



Budget Plan

Our Budget Plan keeps your utility bill balanced and allows you to pay about the same amount each month. Adjustments are based on your usage, weather conditions, rates for service and delivery, and energy costs to reduce the chance of large swings in your monthly payment. Learn more or enroll by visiting ColumbiaGasOhio.com/Budget.



- **Make Your Home Safer** - You've heard of smoke and carbon monoxide (CO) detectors, but did you know there's a detector for natural gas? Methane detectors can identify a potential natural gas leak. Natural gas detectors come with various features and are available in home improvement stores and online. Learn about methane detectors and other safety topics by visiting ColumbiaGasOhio.com/KnowYourHome.

- **Prevent Damage From Cold Weather** - Take time to gently clear your meter of any leaves with a broom. Your meter needs to be visible and accessible at all times for maintenance or in the event of an emergency. If you think there's a problem with the outside piping or equipment, call us at 1-800-432-9515. For more information visit ColumbiaGasOhio.com/Winter.