We're here for you

Maintain or reconnect service

Struggling to pay your bill? We understand, and we're here for you.

The Public Utilities Commission of Ohio has issued the annual Special Reconnect Order to help customers stay warm during the cold winter months.

Beginning October 13, 2026 through April 15, 2027, Columbia Gas of Ohio customers can reconnect service or avoid disconnection for the winter heating season for just $175 plus a reconnection fee. Customers who take advantage of the SRO program must establish a payment plan for their outstanding balance. If service has already been disconnected, reconnection using the SRO requires an additional $36 charge.

We understand that customers may have trouble paying their bills, and Columbia wants customers to know that payment assistance is available to those who need it. For more information on the Special Reconnect Order and available payment plans, call Columbia Gas at 1-800-344-4077.

You may also be eligible for a grant from the Winter Crisis Program toward your payment (see other side).

Columbia Gas®
A NiSource Company

We're here for you

Winter Crisis Program bill credit

Help is available for income-eligible customers who have received a Termination Notice or whose service has already been disconnected. A one-time credit is available through local Energy Assistance Providers (in most cases, a community action agency). **You may also be eligible to maintain or restore service for $175 plus a reconnection fee** (see other side).

To receive the credit, total household income must be at or below 175 percent of federal poverty guidelines. You must (1) make and attend an appointment with a local Energy Assistance Provider; (2) provide proof of total household income; and (3) provide a disconnection notice. If service is already disconnected, the provider will verify this.

Apply between **November 1, 2026 and March 31, 2027**. Applicants receiving emergency funds could also be eligible for other types of energy assistance. **Customers must enroll in the Percentage of Income Payment Plan ("PIPP") Plus or another payment plan to receive emergency benefits.**

Contact your local Energy Assistance Provider or the Ohio Development Services Agency at 1-800-282-0880
(TDD: 1-800-686-1557). Visit Development.Ohio.Gov/is/is_HeapWinter.htm for income guidelines and to find a provider near you.

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