

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

Home Energy Savings

Save big by running your heating and cooling system less often. In the winter, set the thermostat to 68°F, or two to four degrees lower than your usual setting, and wear heavier clothing to stay warm. Routine maintenance on your natural gas appliances by a qualified professional can also improve efficiency and reduce costs. Also, consider installing a programmable thermostat to save energy while you're away from home. Find more ways to save energy at ColumbiaGasOhio.com/Energy-Efficiency.

Public Safety Grant



Columbia recently announced that 13 organizations across Ohio have been selected to benefit

from the new Public Safety Grant. Funded by the NiSource Charitable Foundation, the grant supports initiatives focused on community and youth public safety education and training. Visit ColumbiaGasOhio.com/psg to learn more.



Student Success!



We recently partnered with the Columbus Crew and Student Success Stores to sponsor a new store in Columbus' West High School, which provides basic needs items to students completely free of charge. Visit ColumbiaGasOhio.com/ColumbiaCares to learn more.

Natural Gas Outages



Natural gas outages can occur when work is done in your area. If one occurs, we must shut off gas service to each impacted customer before making repairs. Once repairs are completed, crews will perform safety checks and start the restoration process. Visit ColumbiaGasOhio.com/Outage to learn more.





Scan the QR code
to learn more



Know Your Home – Prevent Carbon Monoxide Poisoning

Carbon monoxide (CO) is an odorless, tasteless, non-corrosive gas created when fuels (like gasoline, wood, natural gas) burn incompletely. CO can be produced when there's not enough oxygen for proper burning.

You can take simple steps to detect and prevent CO build up in your home:

- Install carbon monoxide detectors on every level and outside every room where someone sleeps.
- Regularly test your carbon monoxide detectors - replace the batteries and/or detectors as needed.

Find more carbon monoxide prevention tips at ColumbiaGasOhio.com/CarbonMonoxide.



In Your Community

It was a great day at the A Kid Again Capes & Crowns Walk and Family Fun Fest, which helps raise funds for children who are challenged with life-threatening conditions. Columbia volunteers attended the event, handing out safety storybooks and stickers to kids. Visit ColumbiaGasOhio.com/ColumbiaCares to learn more.



Help When You Need it Most

Are you struggling to pay your energy bill? If you are in a difficult financial situation, we offer assistance programs to help you get back on track. For more information or to find out if you qualify, call us at **1-800-344-4077** or visit ColumbiaGasOhio.com/Assistance.



Payment Plans

We currently offer payment plans to help you get back on track. 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.



- **Prevent Damage From Winter Weather** - Take time to gently clear your gas meter of any leaves or snow 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 **1-800-344-4077**. For more information, visit ColumbiaGasOhio.com/Winter.
- **Be Alert for Impostors** - Scammers may try to target you by impersonating a Columbia Gas employee or contractor. Ask for ID and call us. If you are not sure about a phone call, email, program, offer or person claiming to be affiliated with us, please call our customer care center at **1-800-344-4077**. Learn more at ColumbiaGasOhio.com/Scams.