



Welcome to The Community

We're glad we have the opportunity to serve you and hope you enjoy the comfort, convenience, and reliability of natural gas service for many years. We're dedicated to providing you the best possible service.

Be sure to visit us at **ColumbiaGasOhio.com** and register your account online to take advantage of the variety of self-service options designed to meet your needs and lifestyle; or call us at **1-800-344-4077**.

To keep you connected to important information about your account, natural gas safety and energy saving tips, don't forget to read our monthly bill inserts.

Gas Line Maintenance

Natural gas is delivered to your home or business through an underground pipeline. While Columbia Gas of Ohio maintains the main lines, service lines, and gas meters, the property owner is responsible for house lines that connect your meter to your natural gas appliances inside your home or business.

Proper maintenance of underground piping is important to prevent corrosion and leakage. For your safety, we inspect main lines, service lines and meters for leakage as necessary. If the line is metallic, we also inspect it for corrosion. It's the property owner's responsibility, however, to arrange for inspection and any necessary repair of house lines through a qualified professional, such as a licensed heating/cooling contractor or plumber.

Call before you dig – It's the law! Be sure to call 811 at least two full working days before starting any landscape or construction project that involves digging. The free service will notify all utilities to mark the approximate location of buried lines that might be in the work area.

Visit **ColumbiaGasOhio.com/StaySafe** and learn how to recognize a possible gas leak by smell, sight, or sound and how to respond appropriately.



Welcome
to Columbia Gas

We're part of your
community, and part of
your life.

Rights and Responsibilities

A summary of customer rights and responsibilities as a Columbia Gas customer is available in English on our website at **ColumbiaGasOhio.com** or by calling us at **1-800-344-4077**. The information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; your right to request an actual meter reading upon initiation or termination of service; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE®; privacy rights and complaint procedures. You may obtain a copy of the full minimum gas service standards from the Public Utilities Commission of Ohio (PUCO) at puco.ohio.gov, or by calling **1-800-686-7826 (1-800-686-1570 TDD/TTY)**, from 8:00 a.m. to 5:30 p.m. weekdays.

For general utility information or if a complaint is not resolved after contacting Columbia Gas of Ohio, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at **1-800-686-7826** (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at **www.puco.ohio.gov**. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service).

The Ohio Consumers' Council (OCC) represents residential utility customers before the PUCO. The OCC can be contacted at **1-877-742-5622** (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at **www.pickocc.org**.

Payment Options

Online/Phone – Use our free online bill payment service, or pay by credit/debit card or e-check through BillMatrix. BillMatrix charges a \$1.75 convenience fee for each transaction.

Autopay – Authorize your bank to pay your gas bill from your checking account automatically. You receive a copy of your monthly bill to review before it's paid.

Billing Options

Paperless Billing – Receive your bill electronically through Paperless Billing (e-Bill) and enjoy the convenience of receiving a monthly email alert when your bill is ready, 24/7 access to account information and up to 24 months of bill payment history.

Budget Plan – Spread the higher cost of winter heating more evenly over the year and know how much to expect to pay each month.

Extended Payment Plans – If you ever have trouble paying your gas bill in full, we offer payment plans that can extend payment of past-due bills over several months.

Customer CHOICE® – CHOICE® is a voluntary program that gives you the opportunity to shop and choose who will provide your home or business with natural gas.

Save Energy and Money with Energy Efficiency

WarmChoice – Eligible customers may receive a home energy inspection, attic and wall insulation, air sealing, safety checks on gas appliances and gas furnace or water heater repair or replacement at no cost.

For Customers with Special Needs

Home Energy Assistance Program (HEAP) – If your total annual household income meets current federal low-income guidelines, you might be eligible to receive financial assistance and energy-saving improvements for your home or apartment.

HeatShare – Administered by The Salvation Army through customer contributions and Columbia Gas sponsored funds, this program is a last resort for disadvantaged households that have exhausted all other resources for assistance.

Medical Certification – We will delay termination of service for non-payment up to 30 days when a health care professional completes a medical certification form stating that loss of service would be hazardous to the health of a permanent resident of your home.

Third-Party Notification – You may authorize us to send a copy of notices to a relative, friend, or caregiver so that you don't overlook past-due bills or disconnect notices.