



**HELP WHEN YOU NEED IT MOST**

If you are struggling financially, we want to help you through the process of finding assistance. Financial support is available through a variety of programs. Don't miss out on funds that may be available to you.

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!

**PAYMENT PLANS**

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](http://ColumbiaGasOhio.com/PaymentPlans)

**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](http://ColumbiaGasOhio.com).
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT [ColumbiaGasOhio.com/Assistance](http://ColumbiaGasOhio.com/Assistance) CALL 1-800-344-4077



**WHAT IS THAT SMELL?**

Some say it smells like rotten eggs or sulfur. It is actually mercaptan, an odorant added to natural gas as a safety precaution. Recognizing this smell can alert you to a natural gas leak. Gas leaks can also be detected by sight and sound. Be aware of signs such as blowing dirt, bubbling water or dead vegetation and a hissing or roaring sound. To learn more about leak detection and natural gas safety, visit [ColumbiaGasOhio.com/StaySafe](http://ColumbiaGasOhio.com/StaySafe).



**1. STOP  
WHAT YOU  
ARE DOING**



**2. LEAVE  
THE AREA  
IMMEDIATELY (IF  
INSIDE, GET OUT)**



**3. CALL  
911 & COLUMBIA GAS  
FROM A SAFE  
LOCATION**

Columbia Gas®  
A NiSource Company

[ColumbiaGasOhio.com](http://ColumbiaGasOhio.com)





### **NATURAL GAS APPLIANCES**

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

### **NATURAL GAS DETECTORS**

You've heard of smoke and carbon monoxide (CO) detectors, but did you know there's a detector for natural gas? It monitors for natural gas (methane) and can identify a potential leak. If the alarm goes off, STOP what you are doing, LEAVE the area immediately, and CALL 911 and Columbia Gas at 1-800-344-4077. To learn more, visit [ColumbiaGasOhio.com/Safety/Home-Safety/Products](https://ColumbiaGasOhio.com/Safety/Home-Safety/Products).

### **KEEP YOUR METER CLEAR**

Don't let leaves and snow build up on or around your natural gas or electric meter. Take time to gently clear the meter of any leaves or snow with a broom. This will ensure there is proper ventilation for your meter.

### **PROPERTY DEMOLITION**

Demolition means an operation in which a structure or mass of material is wrecked, razed, rendered, moved or removed using any tool, equipment or explosive.

Contacting 811 at least two days before any digging project is necessary to mark underground utilities. In the event of a demolition, it is essential to safety that natural gas is abandoned prior to the demolition.

If you are aware of a demolition of a property, please contact Columbia Gas at least 30 days prior to the date of the demo to ensure we can verify if the lines are abandoned and have time to do so.

An advertisement with a blue background. On the left, there is a cartoon illustration of a smiling man with a beard, wearing a tan cap, a white t-shirt, and blue overalls. He is holding a yellow and black toolbox in his left hand and giving a thumbs-up with his right hand. Next to him is a red dolly with a silver gas oven on it. Above the man, the text reads "SOME PROJECTS ARE NOT DIY" where "DIY" is in large, colorful letters (purple 'D', yellow 'I', red 'Y'). To the right of the man, the text says "HIRE A QUALIFIED PROFESSIONAL". Below that, it says "TO MAKE SURE THE NATURAL GAS IS TURNED OFF AND THE LINE IS PROPERLY CAPPED." At the bottom right, in large bold letters, it says "BE SAFE AROUND NATURAL GAS".

### **DON'T DIY**

For your safety, a qualified professional should perform all work on natural gas lines, equipment and appliances inside your home. To learn more and find a contractor, visit [ColumbiaGasOhio.com/safety/home-safety/appliance-safety](https://ColumbiaGasOhio.com/safety/home-safety/appliance-safety).