

Columbia Gas of Ohio Q4 Municipal Newsletter Northeast and North Central Ohio



Winter bill assistance available

Many Ohio families are struggling to pay their bills because of COVID-19's impact on the economy. There are several resources available to help customers maintain or reconnect gas service.

- The [Winter Reconnect Order](#) went into effect October 5. Customers whose service has been shut off because of non-payment, or who have received a shutoff notice, can reconnect for \$175 plus a reconnection fee, no matter how much is owed. The order runs through April 21, 2021. Call Columbia Gas at 1-800-344-4077.
- [The Winter Crisis Program](#) begins November 1. This program provides grants to income-eligible customers who have either been shut off or are currently facing shut off. Those interested should contact their local [Energy Assistance Provider](#) to learn more and verify income. These organizations can also connect customers to other helpful assistance programs.
- Columbia Gas also offers a wide variety of [payment plans](#) to help make bills more manageable.

For more information on winter bill assistance and available help, call Columbia Gas at 1-800-344-4077 or visit ColumbiaGasOhio.com/WinterHelp. Customers can also reach out on Facebook, Twitter and Nextdoor.

Columbia's COVID-19 protocols

While COVID-19 has created challenges, Columbia Gas is still working to deliver the safe and reliable energy communities across the state depend on. Should a crew need to work inside your home, here are some of the safety measures employees and contractors are taking:

- Assessing their health daily
- Wearing a face covering in accordance with state orders
- Maintaining at least six feet of social distance
- Using additional protective gear when needed
- Cleaning work surfaces

We respectfully request when interacting with Columbia Gas employees that you also wear a face covering (if able) and maintain six feet of social distance.

For any questions on COVID-19 protocols or information on available help for those who may be struggling during the pandemic, please call 1-800-344-4077 or visit www.columbiagasohio.com/campaigns/covid-19.

Cold weather safety messages

Stop. Leave. Call

As temperatures continue to drop, we become increasingly reliant on gas to keep our homes comfortable. Gas is safe and reliable but for a variety of reasons, leaks can occur. Gas is colorless and odorless in its purest



form, but Columbia Gas adds an odorant called mercaptan to give it that distinctive sulfur-like rotten egg smell. If you catch the scent, STOP what you're doing, LEAVE the area immediately and from a safe place CALL 911 and Columbia Gas at 1-800-344-4077. Crews will respond 24/7/365 to ensure everything is safe. Even if you aren't sure whether it's a gas leak, always err on the side of caution and call. Potential leaks should never be ignored.

Carbon monoxide

Carbon monoxide is created when fuels burn incompletely. It's tasteless and odorless, but can become deadly if too much accumulates without proper venting. The most reliable way to know whether you have a leak is to have fully functioning carbon monoxide detectors at home, especially in areas where someone sleeps. Be sure to test the detectors once per month and replace the batteries every six months. If the carbon monoxide alarm sounds, or if residents suspect a carbon monoxide leak, they should STOP what they are doing, LEAVE the area immediately and from a safe place CALL 911 and Columbia Gas at 1-800-344-4077.

For additional home safety tips, visit <https://www.columbiagasohio.com/safety/know-your-home>

Energy efficiency programs

Columbia Gas has a variety of energy efficiency programs and rebates currently available for customers.

- Receive instant rebates on [energy-saving products](#), including a [\\$4 Honeywell Home Wi-Fi 7-Day Programmable Thermostat**](#) and a \$75 instant rebate on top brands: Google Nest, ecobee and Emerson Sensi.
- See if you qualify for no-cost home weatherization services through the [WarmChoice@](#) program.
- Schedule a [home energy audit](#) and have a certified energy auditor perform a comprehensive evaluation of your home. Now through December 31, get your home energy audit for free using offer code: HARVEST.
- Business customers with existing facilities can [receive rebates](#) when energy efficiency upgrades are made.

**Offer ends 11/1/20 at 11:59 PM. While supplies last. Sales tax and shipping fees apply.