Columbia Gas®
A NiSource Company

Dear Customer,

If you are unable to pay this bill, you might be eligible for assistance through various programs that could prevent a loss of service during the winter heating season (November through March).

Low-Income Home Energy Assistance Program (LIHEAP) -- If your household income is at or below 150% of the federal poverty guidelines and you are responsible for paying your heating costs, you might be eligible for a one-time benefit during November and December.

LIHEAP Crisis -- Available between early January and the end of March, customers must be in imminent loss of heat for non-payment and meet criteria for regular LIHEAP. Households at or above 75% of poverty must pay a portion or co-payment of the minimum amount due to avoid the crisis.

Certificate of Financial Need -- A certificate of financial need might be available for customers who are at or below 130% of federal poverty guidelines, which could provide a 30-day extension on their bill during the winter heating season, provided they make payment arrangements with their utility.

For more information about the programs listed above, please contact your local Community Action Agency at the numbers provided in this brochure.

Medical Certification -- Medical certification may be obtained when the loss of service would be especially dangerous to a permanent resident of your home. This certification, which keeps your service on for 30 days while other payment arrangements are established, must be signed by a physician, registered nurse or public health officer.

Columbia Gas of Kentucky will work with you to answer any questions you might have about the amount of your bill and to establish a mutually agreeable payment plan. Please contact our office immediately to avoid termination of service.

(See other side for an agency in your area for possible assistance in paying fuel bills.)

Contact the Office Serving Your County to Apply for Help with Heating Bills

State and federal funds are available to help qualified low-income, elderly and disabled customers pay their gas bills. To determine qualifications, contact your local Community Action Agency in the counties listed below, or call 1-800-456-3452. Applications for LIHEAP are taken in alphabetical order based on the first letter of the head of household's last name. Call to learn what day you should apply.

Bath, Owingsville 23 Cedar Creek Dr. (606) 674-2502	**Clay, Manchester** 1535 Shamrock Rd. (606) 598-5127	**Harrison, Cynthiana** 216 Old Lair Rd. (859) 234-2121	**Letcher, Whitesburg** 2 Main St. (606) 633-4458	**Nicholas, Carlisle** 2323 Concrete Rd., Ste. A (859) 289-7172
Bourbon, Paris 1414 S. Main St. (859) 987-5277	**Estill, Irvine** 120 Tyler Lane (606) 723-4492	**Jessamine, Nicholasville** 300 Southview Dr. (859) 885-3512	**Lewis, Vanceburg** 210 Front St. (606) 796-3893	**Owsley, Booneville** County Courthouse, Rm. 104, Main St. (606) 593-5103
Boyd, Ashland 2301 Greenup Ave. Ste. 8A Ashland (606) 393-1984	**Fayette, Lexington** 1902 Cambridge Dr. (859) 246-1192 913 Georgetown St. (859) 244-2215 520 Toner St. (859) 554-4350 1169 Winburn Dr. (859) 294-5249	**Johnson, Paintsville** 230 Court St. Third Fl., Rm. 333 (606) 789-6515	**Madison, Richmond** 6021 Atwood Dr. (859) 623-6514	**Pike, Pikeville** 478 Town Mtn. Rd. (606) 432-2775
Bracken, Brooksville 110 Grandview Dr. (606) 735-2948	**Floyd, Allen** 60 Court St. (606) 874-3595	**Knott, Hindman** 131 W. Main St. (606) 785-3322	**Martin, Inez** 387 E. Main St. Suite 203 (606) 298-3217	**Robertson, Mt. Olivet** 69 McDowell St. (606) 724-5513
Carter, Grayson 1758 Midland Trail (606) 474-8118 **Olive Hill** 539 Hitchins Ave. (606) 286-4443	**Franklin, Frankfort** 111 Professional Ct. (502) 695-5615	**Lawrence, Louisa** 180 Bulldog Ln. Suite 203 (606) 638-4067	**Mason, Maysville** 1679 Forest Ave. (606) 564-8389	**Scott, Georgetown** 751 Slone Dr. Suite 10 (502) 863-9403
Clark, Winchester 32 Meadow St. (859) 744-3235	**Greenup, Flatwoods** 1309 Lexington Ave. (606) 834-8346	**Lee, Beattyville** 205 Main St. (606) 464-2259	**Montgomery, Mt. Sterling** 103 Bruce Professional Pk. Suite A (859) 498-5345	**Woodford, Versailles** 185 Beasley Rd. (859) 873-8182

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