



## 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 **ColumbiaGasKY.com** and register your account online to take advantage of the variety of self-service options designed to meet your needs and lifestyle. You can also call us at **1-800-432-9345**.

For your convenience, read our monthly bill inserts for important information about your account and for natural gas safety and energy savings tips.

For information regarding our privacy practices, please visit **ColumbiaGasKY.com/PrivacyPolicy**.

## Save Money Through WarmWise Energy Saving Solutions

**Furnace replacement** – If your total annual household income meets current federal low-income guidelines you may qualify to have your old, non-working or inefficient furnace replaced with a high-efficiency model at no cost.

Visit **ColumbiaGasKY.com/Energy-Efficiency** to find more practical ways to start saving instantly.

## If You See, Smell or Hear Natural Gas...



### STOP

**what you are doing.**

Don't light a match or operate anything that could cause a spark. Don't open the windows.



### LEAVE

**the area immediately.**

If you're inside, get out immediately. If you're outside, leave the area quickly.



### CALL

**911 and Columbia Gas.**

From a safe location, away from the building, call **911** and **1-800-432-9515** and wait for crews to arrive.



# Welcome to Columbia Gas

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

## Your Account. Your Way.

Do business with us how you want. We provide a variety of self-service options designed to meet your needs and lifestyle.

### Do business with us online at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)

- View and pay your bill, plus take advantage of our schedule future payments feature.
- Sign up for Paperless Billing (e-Bill) and receive a monthly email from us on the day your bill is ready.
- Join the Budget Payment Plan and take the guess work out of budgeting for your heating bills.
- Enroll in Autopay and never worry about writing a check or missing a payment again.

### Do business with us through our automated phone system at **1-800-432-9345**

- Pay your bill using a credit card, debit card or electronic check.
- Report payment receipts for payments made at authorized pay stations.
- Setup payment plans, including Budget Payment Plan.

## When You Need Help

### Extended payment plans

We offer payment plans that can spread your payment of past-due bills over several months. We can also direct you to programs that offer low-income customers help in paying their heating bills.

### Low-Income Home Energy Assistance Program (LIHEAP)

If your total annual household income is within guidelines, you might be eligible to receive financial assistance in paying a portion of your gas bills. The LIHEAP Program provides qualified low-income customers assistance to maintain or restore their gas service during the heating season. Customers can apply for assistance by contacting their local Community Action agency. For a listing of agencies visit [www.Capky.org/Network](http://www.Capky.org/Network) or call **1-800-456-3452**.

### WinterCare

Customers, employees and shareholders can assist payment-troubled customers who have used up other sources of financial help or who have special hardships. The program is administered by the Community Action Council.

### Medical certification notice

We will delay termination of service for non-payment up to 30 days when a licensed physician completes a medical certification form stating that loss of service would be hazardous to the health of a permanent resident of your home. While the certification does not lower your gas bill, it does give you time to make payment arrangements.

### 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.

### Gas line maintenance

Natural gas is delivered to your home or business through an underground pipeline. While Columbia Gas of

Kentucky owns the main lines, service lines, and gas meters, the property owner owns the house lines from the meter up to and inside the 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 contact Kentucky 811 toll-free at 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 service lines that might be in the work area. Accidental damage to a natural gas line could cause property damage or personal injury from an explosion, fire, or asphyxiation. Visit **Kentucky811.org** and learn how to recognize a possible gas leak by smell, sight, or sound and respond appropriately.

