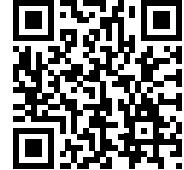


your SERVICE

■ **NEVER QUESTION. CALL** - If you even think you smell natural gas inside your home or business, take action. **Evacuate. Call 911** and us at **1-800-432-9515**. Columbia Gas will send someone to check on the source of the odor **FREE OF CHARGE**, whether there is a leak or not.

■ **Contact 811 Before You Dig** or submit an online ticket at **Kentucky811.org** at least **two full working days** before you dig. It's the law!



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Pardon Our Mess: You'll Thank Us Later

Columbia Gas kicked off its 2025 construction season with about \$44 million in infrastructure upgrades planned across our 30-county territory. The projects are part of the company's plan to eliminate aging pipelines and replace them with state-of-the-art plastic lines that last longer, require less maintenance and include enhanced safety features. These short-term projects can be messy and noisy, but we promise to clean up, repair or replace what we mess up. For more info, visit **ColumbiaGasKY.com/Projects**.

Budget Settle-Up



If you're enrolled in our budget payment plan, look out for your settle-up statement in April. The bill will

show the difference between what you paid and the actual cost of your usage throughout the past year. For more info, visit **ColumbiaGasKY.com/Budget**.



Meter Checkup



We conduct routine meter maintenance and testing to ensure they are operating properly. If you

receive a letter from our team to schedule a meter inspection appointment, please call as soon as possible to avoid service interruptions. For more info, visit **ColumbiaGasKY.com/meter**.



Like Us Back!

Columbia Gas is now on Instagram! We use our social media accounts to share project updates, energy-saving tips, details about emergency pipeline repairs that may impact service or traffic, information about payment assistance programs and more. Follow or like us on Facebook, X, Instagram and NextDoor to stay in touch.





Scan the QR codes to learn more about the articles



Know Your Home – Flooding and Your Natural Gas Service

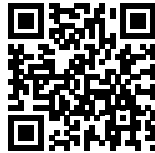
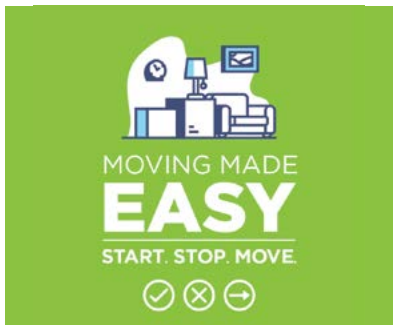
- In the event of a flood, turn off electrical power to each appliance and leave it off.
- If the natural gas is shut off at the meter, call us to turn it back on for you.
- If water levels were high enough to cover the gas meter, call us to check your meter and regulator before using your gas appliances. Floodwaters may have shifted your home or caused other stresses, possibly resulting in a natural gas leak.
- If your appliances have been impacted by flooding, do not attempt to place natural gas appliances back in service yourself. A qualified professional should check, clean, repair and test all gas appliances and pipes.

For more information on flooding safety visit ColumbiaGasKY.com/Flooding.



Start. Stop. Move.

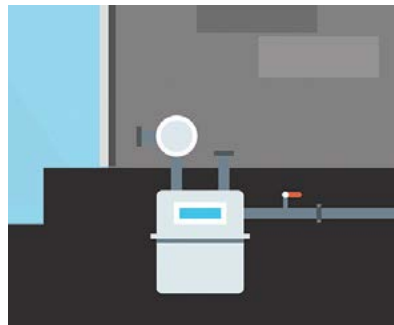
Navigating a change has never been easier. Use our online START. STOP. MOVE. service to make a change 24/7. Whether you're starting a new service, moving a current service to a new address, or want to stop your service altogether, making a change is easy. Get started now on our new mobile app or online at ColumbiaGasKY.com/Start.



Spring Cleaning

Now is the time to clear any debris, overgrown shrubs or landscaping near the gas meter on your property.

Keeping your meter visible at all times makes it accessible for maintenance or in the event of an emergency. Learn more at ColumbiaGasKY.com/Exterior.



Payment Options

Columbia Gas provides payment options tailored to your unique needs. Choose a simple and secure online payment method to simplify your life—no more check writing, stamp buying, or mailing. Explore all our payment options at ColumbiaGasKY.com/PaymentOptions.



- **Red Tag** - These are used to identify and communicate an unsafe condition that needs to be corrected as soon as possible. They are placed on natural gas appliances by our service technicians. RED TAGS have CLEAR AND CONCISE ACTIONS to take if a RED TAG CONDITION is found in your home or business.
- **Know Your Lines** - If you are modifying piping inside a structure, always hire a qualified professional. It is important to trace lines to ensure you know the contents. In the event you were to introduce other contents (water, air, etc.) to a gas line, it may potentially create a hazardous situation and cause service interruptions to you and your neighbors.