

# *your* SERVICE

■ **NEVER QUESTION. CALL.** - If you even think you smell natural gas inside your home or business, take action. Evacuate. Call 911 and Columbia Gas 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.

■ **Appliance Safety** - Stay safe when installing or maintaining your natural gas appliances. Check a few simple steps and tips at **ColumbiaGasKY.com/ApplianceSafety**.

**WE'RE HERE**  
*For You*



Scan the QR code  
to learn more

## Need Help with Your Bill? Help Is Available.

While this season brings joy and celebration to many, it can also present challenges, especially for families who struggle to afford heating costs. We're here to help! A number of payment assistance options are available to help our customers stay safe and warm this winter, regardless of their household income, including extended payments and our budget payment plan. If you need help, don't delay. Visit **ColumbiaGasKY.com/Assistance** or contact our Customer Call Center at **1-800-432-9345**. Monday through Friday, from 7 a.m. to 7 p.m.

## Supporting Moms



A group of Columbia Gas women recently served dinner and spent time with Step By Step, a support program for young, single moms. The program relies on donors and volunteers to provide mentoring, financial literacy, parenting and goal-setting classes. Learn more at **Sbslex.org**.



## Bill Alerts for Others

If you're caring for someone who lives alone or deals with chronic illness, you can sign up for bill alerts for their account. You'll be notified when their account is in danger of being shut off for non-payment. Signing up for this service requires authorization from both parties. Call us about third-party notifications at **1-800-432-9345**.

## Keep Meters Clear



As you deck the halls for the holidays, please help us ensure your safety by keeping your meter free of decor, leaves, snow and other obstacles so we have a clear path and access to your meter in case of an emergency. Learn about meter maintenance and safety at **ColumbiaGasKY.com/Exterior**.





Scan the QR code  
to learn more



## Know Your Home – Prevent Carbon Monoxide Poisoning

Carbon monoxide (CO) is an odorless, tasteless, non-corrosive gas created when fuels (like gasoline, wood, natural gas) burn incompletely. CO can be produced when there's not enough oxygen for proper burning.

You can take simple steps to detect and prevent CO build up in your home:

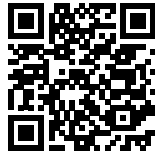
- Install carbon monoxide detectors on every level and outside every room where someone sleeps.
- Regularly test your carbon monoxide detectors - replace the batteries and/or detectors as needed.

Find more carbon monoxide prevention tips at [ColumbiaGasKY.com/CarbonMonoxide](http://ColumbiaGasKY.com/CarbonMonoxide).



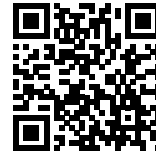
## Project Questions?

If you have a question about a pipeline project in your neighborhood, you can leave a message on our Pipeline Replacement Answer Line at **1-800-562-8970**, providing your name, address, and phone number. We'll respond within 24 hours. Find a project listing and FAQs at [ColumbiaGasKY.com/Projects](http://ColumbiaGasKY.com/Projects).



## Payment Plans

We currently offer payment plans to help you get back on track. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment. Enroll in this program online at [ColumbiaGasKY.com/PaymentPlans](http://ColumbiaGasKY.com/PaymentPlans).



## It's Your CHOICE™

Our Customer Choice program gives you the option to purchase your natural gas from a supplier other than Columbia Gas. We'll continue to deliver the same reliable service, read your meter, perform safety checks and respond to emergencies. Learn more at [ColumbiaGasKY.com/Choice](http://ColumbiaGasKY.com/Choice).



- **Prevent Damage From Winter Weather** - Take time to gently clear your gas meter of any leaves or snow with a broom. Your meter needs to be visible and accessible at all times for maintenance or in the event of an emergency. If you think there's a problem with the outside piping or equipment, call us at **1-800-432-9515**. For more information, visit [ColumbiaGasKY.com/Winter](http://ColumbiaGasKY.com/Winter).
- **Be Alert for Impostors** - Scammers may try to target you by impersonating a Columbia Gas employee or contractor. Ask for ID and call us. If you are not sure about a phone call, email, program, offer or person claiming to be affiliated with us, please call our customer care center at **1-800-432-9345**. Learn more at [ColumbiaGasKY.com/Scams](http://ColumbiaGasKY.com/Scams).