



Customer Assistance Program (CAP)

As required by regulations, Columbia Gas of Pennsylvania, Inc. (the Company) filed a revised Universal Service and Energy Conservation Plan (USECP) based on new policy guidelines and recommendations. Interested parties had an opportunity to review and provide comments. The USECP and all comments were reviewed by the Pennsylvania Public Utility Commission (PUC). In April 2024, the PUC issued an order with several revisions to the Company's Customer Assistance Program (CAP). All of the documents filed by interested parties and the order can be found on the PUC's website. The docket number is Docket No. M-2023-3039487.

Based on the PUC's order, the amount you have to pay may be different than in the past.

- Your monthly payment plan may be different as options have changed but should be less than or equal to 6% of your monthly income before taxes.
- If you owe arrears from before you joined CAP, you will no longer be asked to pay \$5.00 toward the balance. You will still receive forgiveness with every full payment until arrears are fully forgiven, which usually takes about three years.
- The CAP plus amount, which changed annually, will no longer be a part of your monthly payment.



Another important change is the Company will no longer count income for children under 18 years of age toward your total household income. We have already deducted this income from your total household income when calculating your new CAP payment.

Your CAP payment plan is based on several factors: income, household size and your gas usage. The amount you are asked to pay this month is the lowest option the Company can offer you. If your income has changed and your new payment amount is more than 6% of your current gross monthly income, you should contact the Company's CAP department, Monday through Friday, 8:00 a.m. to 4:30 p.m. at **1-888-282-6816** to provide your current income or upload your current income at **<https://www.hardshiptools.org/MyDocs/>** which may change your monthly CAP payment plan.

The Low Income Home Energy Assistance Program (LIHEAP) is available to offset the amount you are required to pay. Apply online at **www.compass.state.pa.us** or contact the Company, Monday through Friday, 7:00 a.m. to 7:00 p.m., at **1-800-537-7431** to request a paper application.

When completing your LIHEAP application, please select "Yes" for question #16 to authorize the Department of Human Services (DHS) to share your household information. By authorizing DHS to share your information, you may not be required to submit your household income for continued participation in CAP.