



Customer Assistance Programs

Need Help Paying Your Gas Bill?

If you're facing a temporary or longer term hardship and can't afford to pay your gas bill, Columbia Gas can help. We offer a number of options to help you get back on track.

LIHEAP Recovery CRISIS Program

The Low Income Home Energy Assistance Program (LIHEAP) Recovery CRISIS Program has been established to assist customers that may need help with their gas bills as a result of the COVID-19 pandemic. Customers with incomes at or below 150 percent of the federal poverty income guidelines may be eligible for assistance of up to \$800 in grants.

Administered through the Pennsylvania Department of Human Services, the Recovery CRISIS Program runs through August 31, 2020 or until funds have been exhausted. To apply, visit the department's COMPASS website at **www.Compass.State.PA.US**.

You also can download a paper application at **ColumbiaGasPA.com/Covid-19**.

Hardship Fund

Administered by the Dollar Energy Fund, this program provides up to \$500 to customers at or below 200 percent of the federal poverty income guideline. A local community agency can assist you in completing an application and if eligible, funds will be applied directly to your gas bill. Hurry, the program is only open while funds last. To apply, call **1-800-537-7431**.

Customer Assistance Program (CAP)

CAP offers affordable payment plans for customers with low incomes and long-term bill payment problems. To be eligible, a household income must fall at or below 150 percent of the federal poverty income guidelines and service must be for their personal residence. Customers who are interested in a more permanent solution may find CAP to be a valuable tool and resource. To apply for CAP call our toll free hotline: **1-800-537-7431**.

Flexible Payment Plans

Customers experiencing an impact or hardship as a result of COVID-19 may be eligible to enroll in one of our payment plans online. These plans help to spread the balance due over multiple months, so you can pay down a past due balance and continue to stay on track with upcoming payments. You'll need to register an online account to get started.

Not sure where to start? Call Columbia Gas at **1-888-460-4332** or visit **ColumbiaGasPA.com** to find out what programs or services might work best for you and your situation.