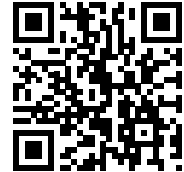


your SERVICE

- **NEVER QUESTION. CALL** - If you even think you smell natural gas inside your home or business, take action. **Call 911** and us at **1-888-460-4332**. 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 **PAoneCall.org** at least **three business days** before you dig. It's the law!



Scan the QR codes to learn more about the articles

We're here for you

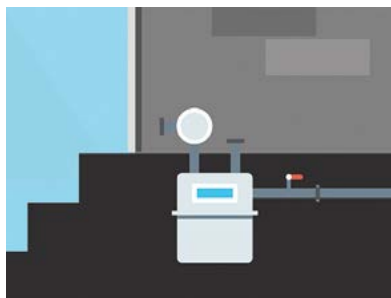
Columbia Gas offers a variety of options to help with energy bills and paying down past due balances. At the first sign of trouble paying your gas bill, call Columbia Gas at **1-888-460-4332** to explore ways to stay connected. We have an array of payment assistance programs for eligible customers. Learn more about the programs and qualifications by visiting **ColumbiaGasPA.com/Assistance**.

Work zone safety



As the weather improves, drivers can expect to see more road construction projects.

Staying alert, slowing down and minimizing distractions are keys to personal safety and the safety of work zone crews. For more information about our focus on safety, please visit **ColumbiaGasPA.com/Safety**.



Installing appliances



Adding new natural gas appliances or equipment, such as a new water heater or generator, should be installed

by a qualified professional. Before buying new equipment, make sure you have enough gas pressure to support your improvements by calling us at **1-800-250-9182** or visit **ColumbiaGasPA.com/HomeSafety**.



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 **ColumbiaGasPA.com/Exterior**.





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.



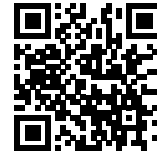
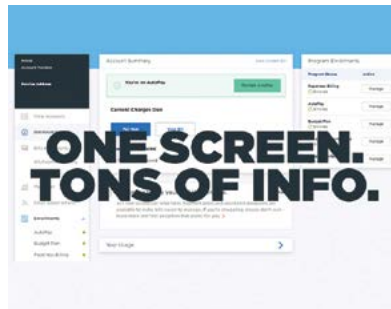
Energy efficiency rebates program

Get cash back when you upgrade to qualifying high efficiency equipment such as furnaces, boilers, tankless water heaters and smart thermostats that can help lower your energy costs and help you start comfortable all year long. Apply to your rebate at ColumbiaGasPA.com/Rebates.



Have you seen your online dashboard?

Sign in and view bills, payments and usage - past and present. Manage program enrollments - enroll or unenroll with a few clicks. Learn about other programs and services available. Self-serve, 24/7. See it all on one screen! Create an online account today. ColumbiaGasPA.com/SignIn.



Payment plans

Are you struggling to pay your energy bills? We offer Payment Plans to help you get back on track. You may even be able to enroll online. Find out what plans are available to you at ColumbiaGasPA.com/PaymentPlans or call us at **1-888-460-4332**.



- **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.
- **Pipeline Reliability** - Each day, the underground network of over a million miles of pipeline safely and reliably carries natural gas from supply areas to customers' homes, businesses and factories across the country. The natural gas industry has a proven record of safety. The safe delivery of natural gas to the communities and customers we serve is not only our commitment, but also a core value. ColumbiaGasPA.com/PipelineSafety.