



*Please note:* Energy Assistance must be applied for annually. If you applied last program year, whether you received assistance or not, you must reapply this year.

## **HELP** *When You Need It Most*

If you are struggling financially, we want to help you through the process of finding the assistance you need. Financial support is available through a variety of programs. Don't miss out on funds that may be available to you.

### **LIHEAP**

You may be eligible to receive state and federal assistance to help pay your Columbia Gas bill from the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP helps eligible households maintain utility service during winter months. Find out if you qualify at <https://www.benefits.gov/benefit/1539>. If you qualify, visit your local community action agency at [capky.org/network](http://capky.org/network) to apply.

### **WINTERCARE**

WinterCare is a special heating assistance program funded by our contributions and donations from our caring customers. The program is administered by local community action agencies for eligible customers who have exhausted all other available energy assistance programs. Visit your local community action agency at [capky.org/network](http://capky.org/network) to find out if you qualify.

### **ENERGY ASSISTANCE PROGRAM (EAP)**

Gives eligible customers a credit on their account in January, February and March. Since there is limited availability, apply as soon as possible to take advantage of EAP. Get started by applying at your local community action agency at [capky.org/network](http://capky.org/network).

### **TEAM KENTUCKY HOMEOWNERS ASSISTANCE FUND**

Kentucky homeowners financially impacted by COVID can now apply for assistance through the Team Kentucky Homeowner Assistance Fund, a federal program that provides homeowners help with their mortgage and housing-related expenses so they can avoid foreclosure. Visit <https://protectmykyhome.org/Pages/default.aspx>.

#### **NOT ELIGIBLE?**

Even if you aren't eligible for these energy assistance programs, you may be eligible for one of our flexible payment plans.

Full details are available online:  
[ColumbiaGasKY.com/PaymentPlans](http://ColumbiaGasKY.com/PaymentPlans)



*Finding and applying for energy assistance can be confusing and even overwhelming. We can help.*

**FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT [ColumbiaGasKY.com/Assistance](http://ColumbiaGasKY.com/Assistance) CALL 1-800-432-9345**





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### HELP *When You Need It Most*

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### LIHEAP CRISIS

You may be eligible to receive assistance to help pay your Columbia Gas bill from the Low Income Home Energy Assistance Program (LIHEAP) Winter Crisis. It helps eligible households maintain utility service during winter months.

**The LIHEAP CRISIS application period runs from January 9, 2024 to March 31, 2024**

#### Do You Qualify?

Total household income (before taxes) must be at or below 150 percent of federal poverty income guidelines.

#### Where To Apply?

Contact your local Community Action Agency. Info located at [www.capky.org/network](http://www.capky.org/network).

#### How It Works

Apply with your local Community Action Agency. If you qualify for assistance, the Community Action Agency will send qualifying funds to Columbia Gas of Kentucky to be applied directly to your gas account.

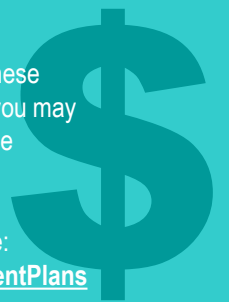
### 2023-2024 Federal Poverty Guidelines 150% Federal Poverty Level

HOUSEHOLD SIZE	12-MONTH INCOME
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710
6	\$60,420
7	\$68,130
8	\$75,840

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## **A LITTLE HELP** *Goes a Long Way*

Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. Contact us if you are currently behind on your bill or as soon as you realize you need help and we'll quickly get you set up on the best plan for you.

### **PAYMENT PLANS**

Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. Contact us if you are currently behind on your bill or as soon as you realize you need help and we'll quickly get you set up on the best plan for you.

ENROLL ONLINE AT [ColumbiaGasKY.com/PaymentPlans](https://ColumbiaGasKY.com/PaymentPlans)

### **NEED HELP FINDING ANOTHER PAYMENT PLAN**

There may be other personalized options available. Contact our customer care team at **1-800-432-9345** to learn more.

### **BUDGET PLAN**

Budget Plan allows you to pay about the same amount each month. Your budget amount is based on usage history at your address, normal weather conditions, current rates for service and delivery, and the current and projected cost of energy.

LEARN MORE AT [ColumbiaGasKY.com/Budget](https://ColumbiaGasKY.com/Budget)

## **ALTERNATIVE PAYMENT OPTIONS**

Just need an alternate way to pay right now? There are many options.

ONLINE or BY PHONE using:

- Electronic Check
- Credit Card
- Debit Card
- PayPal
- Venmo
- Amazon Pay

Our payment processing vendor Paymentus will charge a convenience fee of \$2.00 per transaction.

Contact Paymentus online at [ColumbiaGasKY.com/PaymentOptions](https://ColumbiaGasKY.com/PaymentOptions) or by phone at **1-866-694-1828**, 7 days a week, 24 hours a day

Search for **AUTHORIZED PAYMENT LOCATIONS TO PAY IN PERSON** at [ColumbiaGasKY.com/PaymentOptions](https://ColumbiaGasKY.com/PaymentOptions).

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## TAKE CONTROL of Your Energy Bill

Options are available to **take control** of your energy bill, including:

- Energy Assistance
- Payment Plans
- Ways to Save
- Monitoring and Managing Usage

**WE'RE HERE FOR YOU** to help you every step of the way... from getting back on track, to ensuring you are prepared with options that best suit your energy needs moving forward!

### MANAGING YOUR USAGE = MANAGING YOUR BILL

- **Monitor Your Usage** - Sign in to your account to view and compare previous usage, weather and bills. Multiple types of historical data on your account are available to review and compare. Don't have an online account? Register today at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

### MANAGE YOUR BILLING AND PAYMENTS

- Budget Plan
- Billing and Payment Alerts
- Payment Options

### ENROLL IN BILL DUE ALERTS

Get email and/or text alerts when your bill is due.

### UNDERSTAND YOUR BILL

Get a better understanding of features and charges on your bill by visiting our website and clicking on Bills and Payments and Understanding Your Bill.

## TOOLS to Help You

### MOBILE APP

- View, pay and download your bill
- View billing and payment history
- View your energy usage and compare month over month
- Start, stop or move your service

MANAGE YOUR ACCOUNT FROM ANYWHERE, AT ANY TIME.



### CHAT WITH US

VISIT US AT [COLUMBIAGASKY.COM](http://COLUMBIAGASKY.COM), THEN LOOK FOR "CHAT WITH US" IN THE LOWER RIGHT CORNER.

### IVR PHONE SYSTEM

CALL 1-800-432-9345 AND FOLLOW THE PROMPTS TO MANAGE YOUR ACCOUNT WITH NO WAIT TIMES.

### SAFETY

If you smell natural gas, stop what you are doing, leave the area **IMMEDIATELY** (if inside, get out) and, **FROM A SAFE LOCATION**, call 911 and Columbia Gas at 1-800-432-9515 (24/7).

Other important safety information can be found at [ColumbiaGasKY.com/WinterSafety](http://ColumbiaGasKY.com/WinterSafety).



FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT [ColumbiaGasKY.com/TakeControl](http://ColumbiaGasKY.com/TakeControl) CALL 1-800-432-9345

