

VA Home Energy Assistance

The 2011-2012 Virginia Home Energy Assistance program helps with home heating costs; but can also be used for furnace re-starts, late charges, delivery charges, installation charges, and connection or reconnection fees. Benefits are determined and authorized for deliveries or services and are sent to the utility provider in December.

The 2011-2012 Virginia Home Energy Assistance Program will accept applications beginning on the second Tuesday in October (Oct. 12) until the second Monday in November (Nov. 14). Consumers can apply for the Home Energy Assistance benefits at the local Department of Social Services Offices.

VA Home Energy Assistance Income Guidelines are based on 130% of the Federal Poverty Income Guidelines.

Family Size	Monthly Income	Annual Income
1	\$1,180	\$14,157
2	\$1,594	\$19,123
3	\$2,008	\$24,089
4	\$2,422	\$29,055
5	\$2,836	\$34,021

For a family size of more than (5), add \$414 per month or \$4,966 per year for each additional family member.

VA Energy Crisis Program

The Virginia Energy Crisis program will assist consumers in threat of service termination, in need of service restoration and/or have been required to make security deposits. Consumers, who are homeowners, may also use these funds to repair or replace unsafe heating equipment. Consumer security deposits are paid once in a lifetime (maximum up to \$200).

To qualify a consumer must exhaust all Home Energy Assistance benefits to apply for Crisis Funds.

The Crisis Fund program begins accepting applications on November 1, 2011 and closes on March 15, 2012. A consumer can apply for help with termination notices after January 3, 2012. Consumers can apply at the local Department of Social Services Offices.

To learn more about the Virginia Energy Assistance program log on to www.dss.virginia.gov or call the Columbia Gas of Virginia *Energy Assistance Hotline* at 1.800.272.2714.



To learn more about Energy Assistance call 2-1-1 or visit the Department of Social Services office for your community:

Chesapeake Department of Social Services

100 Outlaw Street
Chesapeake, VA 23320
757.382.2000

Isle of Wight County Department of Social Services

17100 Monument Circle, Suite A
Isle of Wight, VA 23397
757.365.0880

Portsmouth Department of Social Services

1701 High Street
Portsmouth, VA 23704
757.405.1800

Suffolk Department of Social Services

135 Hall Ave. Suite B
Suffolk, VA 23439
757.514.7450

Columbia Gas of Virginia
Energy Assistance Hotline
1.800.272.2714

HeatShare Fuel Fund

HeatShare is funded by contributions from Columbia Gas of Virginia and its customers. *HeatShare* is administered by the local Salvation Army Offices across Virginia and **HeatShare funds are available from October 1, 2011 until September 30, 2012 (or until all funds are exhausted).**

The income guidelines are for consumers at or below 175% of the Federal Poverty Income Guidelines.

HeatShare funds are intended for a service emergency, such as no gas service due to non-payment or threat of termination and one security deposit grant of \$300 can be paid per heating season.

HeatShare Fuel Fund Income Guidelines are based on 175% of the Federal Poverty Income Guidelines.

Family Size	Monthly Income	Annual Income
1	\$1,588	\$19,058
2	\$2,145	\$25,743
3	\$2,702	\$32,428
4	\$3,259	\$39,113
5	\$3,817	\$45,798

For a family size of more than (5), add \$557 per month or \$6,685 per year for each additional family member.

Extended Payment Plans

Columbia Gas of Virginia offers customers, with past due bills, a standard 3-month payment plan. This allows customers to avoid termination while paying the past due bill over a 3-month period of time. In households with extenuating circumstances, a longer payment plan may be available. To explore these options call: **1.800.543.8911.**

Third-Party Notification

This notification service can be a “safety net” if you or someone you care for is hospitalized, away from home for an extended time or homebound and misses a payment on their monthly gas bill. To request this service, both parties must complete an authorization form. Go to either www.columbiagasva.com or call us at 1.800.543.8911 for more details.

Gift of Energy

Consider giving a Gift of Energy gift certificate to a friend, loved one or your children off at college. Gift of Energy certificates can be purchased for \$10 or more. To complete the gift request go to either 1.800.543.8911 or log on to www.columbiagasva.com.

Budget Payment Plan

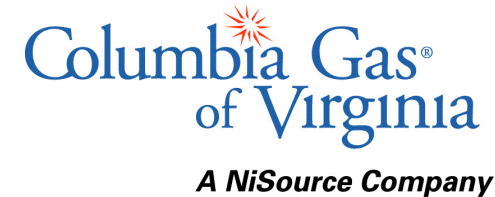
The Budget Payment Plan helps customers reduce the impact of weather and natural gas prices on their household budget by spreading the total annual heating costs more evenly throughout the year. Monthly budgets are calculated by reviewing the history of gas usage at the residence, 30-year normal temperatures, and the present and projected cost of natural gas.

To join, call our Customer Contact Center at: 1.800.543.8911 or go to www.columbiagasva.com.



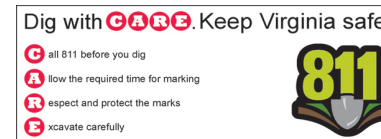
WarmWise – Save money

Through WarmWise residential and commercial customers can benefit from cash rebates while reducing their energy consumption. Residential customers can receive free energy saving items by completing their Home Savings Evaluation. To learn more and save more, go to www.WarmWiseVa.com.



**Columbia Gas of Virginia
Energy Assistance Hotline
1.800.272.2714**

**www.columbiagasva.com
1.800.543.8911**



October 2011
Chesapeake, Isle of Wight County,
Portsmouth, Smithfield, Suffolk

Help For Your Energy Expenses

Columbia Gas of Virginia understands that some consumers have difficulty paying their energy bills. This brochure provides a variety of resources available to consumers who need some assistance.

Columbia Gas of Virginia and the State of Virginia provide several programs that can assist consumers in managing winter heating bills.

Customers can learn more by calling 1.800.543.8911 or log on to www.columbiagasva.com.

To learn more about the Virginia Energy Assistance program log on to www.dss.virginia.gov or call the Virginia Department of Social Services at 1.800.522.3431.

