



WHEN UTILITY SERVICE CAN BE SHUT OFF

We can shut off your utility service for any of the reasons outlined in Section 6 of the General Terms and Conditions of our tariff, including, but not limited to, the situations listed below:

- Non-payment of an undisputed bill for service, non-payment of a payment agreement, non-payment of a security deposit, or a “bad” check/dishonored credit card used to avoid a shutoff. Shutoff for non-payment of services can occur Monday through Thursday.
- Tampering with company meters or other company property or stealing utility service.
- Refusal to allow utility employees to read your meter or check company equipment.
- Violations of rules, approved by the Virginia State Corporation Commission (SCC), which may cause harm to individuals or damage to utility company equipment.

WHEN SERVICE WILL NOT BE SHUT OFF FOR NONPAYMENT

- When the forecasted temperature low is at or below 32 degrees Fahrenheit on the day of or within 24 hours following the scheduled disconnection.
- On Fridays, weekends, state holidays, or the day immediately preceding a state holiday.

Additionally, for disconnections due to nonpayment of bills or fees, residential customer accounts must be 60 days in arrears.

Prior to shutoff due to nonpayment, residential customers will receive two types of communication regarding nonpayment of bills or fees from the following list:

- A mailed or electronic bill statement;
- A text message;
- A mailing;
- An automated phone call; or
- An email;
- A door hanger.



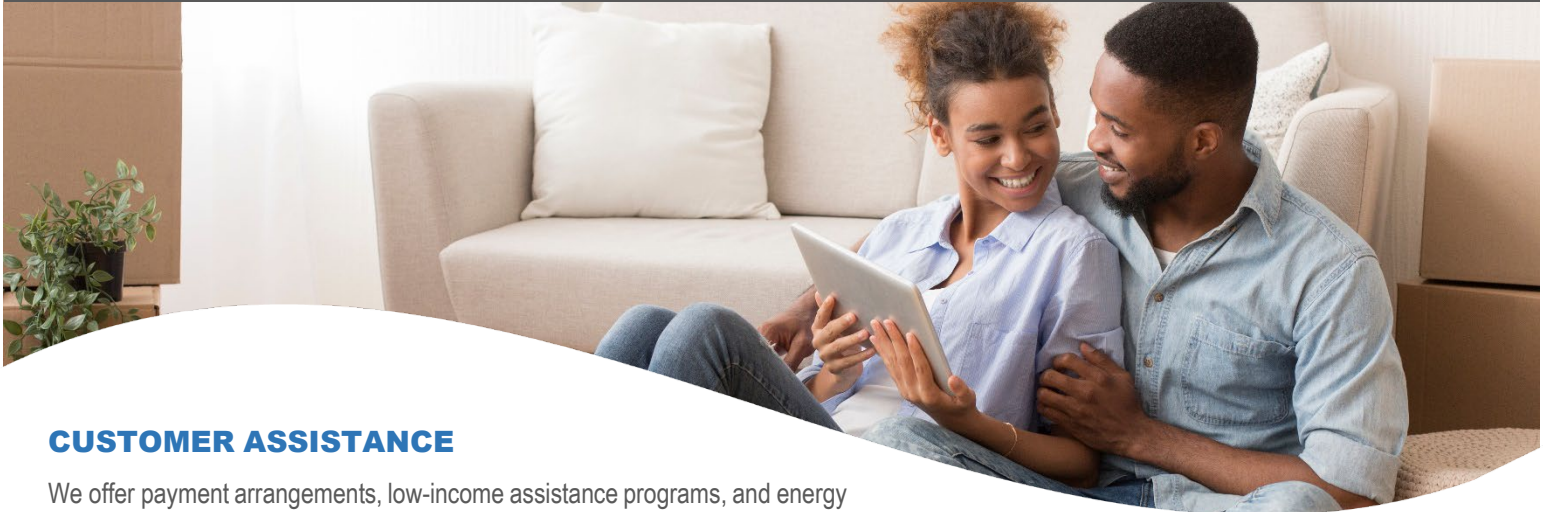
THE SHUTOFF (TERMINATION) PROCESS

Shutoff or termination of utility service is a very serious matter. Paying current utility bills or keeping up with payment agreements helps you to avoid a shutoff. It is important to contact us as soon as you receive a notice about an overdue bill or for failure to provide access to our meter or equipment.

We will follow these steps before shutting off your service:

- Provide a written notice at least 10 days prior to the scheduled shutoff. **Please note:** in certain circumstances unrelated to nonpayment, we do not have to give you a 10-day notice before we shut off your service.
- For shutoff due to nonpayment, in addition to the written notice above, we will provide at least one additional notice via email, text message, automated phone call, or door hanger.

These notices will inform you about what actions you can take to avoid having your service shut off.



CUSTOMER ASSISTANCE

We offer payment arrangements, low-income assistance programs, and energy efficiency programs to help customers seeking assistance. Information regarding these offerings is provided below and customers can contact our customer care team at **1-800-543-8911** to learn more.

PAYMENT ARRANGEMENTS

We offer a variety of payment options to help you get back on track. Under the terms of the extended payment plans below, you will pay a portion of your past-due balance plus your current charges.

- 3-month
- 6-month
- 9-month
- 12-month

In addition to these extended payment plans, there may be other personalized options available. Contact our customer care team at **1-800-543-8911** to learn more.

LOW-INCOME ASSISTANCE

- **FUEL ASSISTANCE** – Federal program administered by the Department of Social Services to help eligible households maintain utility service during winter months. For more information visit Virginia energy assistance page. (<https://www.dss.virginia.gov/benefit/ea/index.cgi>)
- **LIHEAP CRISIS** - Federally funded crisis grant may be used to halt pending shutoff during winter months or applied to accounts where service has been shut off for safety or non-payment. For more information visit the Virginia energy assistance page. (<https://www.dss.virginia.gov/benefit/ea/index.cgi>)
- **HEATSHARE** – Customer donation and company funded program administered by Dollar Energy Fund to help eligible households maintain service for customers in threat of termination or restore utility service. For more information visit <https://www.dollarenergy.org/program/virginia-utility-assistance-program/>.
- **DEPOSIT ADJUSTMENT** -Qualifying residential customers who received funding from the Virginia Department of Social Services for such customer through the Home Energy Assistance Program within the last 12 months, if your service is disconnected, the deposit to restore your service will not be more than 25 percent of the arrearage amount for service, not to include nonpayment fees, penalties or interest. Qualifying customers are only eligible for this deposit adjustment once every three years.



ENERGY EFFICIENCY

Age and Income Qualifying Program - Program designed to help our qualifying customers save money and energy. Eligible customers will receive a home visit from our professional partner to install energy saving products. For qualifying information visit our website at ColumbiaGasVA.com/AgeIncome.

MEDICAL CERTIFICATE

We can delay shut off for up to 30 days if a licensed medical professional completes a form stating that shutting off service would be hazardous to the health and safety of a permanent resident of your home. To learn more contact us at **1-800-543-8911**.