



*Columbia Gas of Virginia*



*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.

### FUEL ASSISTANCE (VIRGINIA ENERGY ASSISTANCE PROGRAM)

You may be eligible to receive assistance to help pay your Columbia Gas bill from the Low Income Home Energy Assistance Program (LIHEAP) also referred to as Fuel Assistance. It helps eligible households maintain utility service during winter months. This program is administered by the Virginia Energy Assistance Program through the Department of Social Services. You can apply online from October 8, 2024 to November 8, 2024 at [commonhelp.Virginia.gov](https://commonhelp.Virginia.gov) or contact your local Social Services agency at [dss.virginia.gov/localagency](https://dss.virginia.gov/localagency).

### LIHEAP CRISIS

This program provides grants to customers who face shut off due to lack of payment. These federally funded crisis grants may be used to halt a pending shutoff during winter months or applied to accounts where service has been shut off for non-payment. For more information, call us at 1-800-543-8911 or apply online at [commonhelp.Virginia.gov](https://commonhelp.Virginia.gov).

### THE APPLICATION PERIODS:

- LIHEAP CRISIS REGULAR: NOVEMBER 1 - MARCH 17
- LIHEAP CRISIS FUEL: JANUARY 2 - MARCH 17

### COLUMBIA GAS HEATSHARE FUEL FUND

This is a special heating assistance program funded by our contributions and donations from our caring customers. The program is administered by Dollar Energy Fund for eligible customers who have exhausted all other available energy assistance programs. Call us at 1-800-543-8911.

**CVA  
2024-2025 Fuel Assistance/Crisis  
Maximum Annual Gross Income  
150% Federal Poverty Level**

HOUSEHOLD SIZE	MONTHLY INCOME	ANNUAL INCOME
1	\$1,882	\$22,590
2	\$2,555	\$30,660
3	\$3,227	\$38,730
4	\$3,900	\$46,800
5	\$4,572	\$54,870
6	\$5,245	\$62,940
7	\$5,917	\$71,010
8	\$6,590	\$79,080

For family size of more than 8, add \$672 per month or \$8,070 per year for each additional family member

### NOT ELIGIBLE?

Even if you aren't eligible for these energy assistance programs, you may be eligible for one of our flexible payment plans. Call 1-800-543-8911.

**FOR ALL THE CURRENT PROGRAMS  
AND INFORMATION AVAILABLE, VISIT  
[ColumbiaGasVA.com/Assistance](https://ColumbiaGasVA.com/Assistance)  
CALL 1-800-543-8911**





*Columbia Gas of Virginia*

WE'RE HERE FOR  
**YOU**



*Available Now*  
ENERGY ASSISTANCE & PAYMENT PLANS

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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

Allows you to pay your past due balance over three months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment. Enroll in this program **ONLINE** at [ColumbiaGasVA.com/PaymentPlans](http://ColumbiaGasVA.com/PaymentPlans).

### NEED HELP FINDING ANOTHER PLAN

There may be other personalized options available. Contact our customer care team at **1-800-543-8911** to learn more.

### ALTERNATIVE PAYMENT OPTIONS

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

**ONLINE** or **BY PHONE** using our payment processing vendor Paymentus. There is no charge for using Paymentus.

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

Search for **IN PERSON PAYMENT LOCATIONS** at [ColumbiaGasVA.com/PaymentOptions](http://ColumbiaGasVA.com/PaymentOptions)

## 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 [ColumbiaGasVA.com](http://ColumbiaGasVA.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

### 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.

**FOR ALL THE CURRENT PROGRAMS  
AND INFORMATION AVAILABLE, VISIT  
[ColumbiaGasVA.com/PaymentPlans](http://ColumbiaGasVA.com/PaymentPlans)  
CALL 1-800-543-8911**



**Columbia Gas**<sup>®</sup>  
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