

your SERVICE

■ **NEVER QUESTION. CALL.** - If you even think you smell natural gas inside your home or business, take action. Evacuate. Call 911 and Columbia Gas at **1-800-544-5606**. 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 **VA811.com** at least three business days before you dig. It's the law!

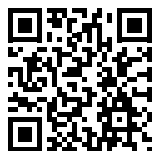


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Property restoration

Do you have questions or concerns about Columbia Gas restoring your property after gas line work? Find need-to-know information and a contact form on our new property restoration web page: **ColumbiaGasVA.com/PropertyRestoration**. Visit our Property Restoration page and stay informed and connected during our restoration process.

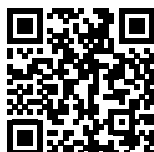
Infrastructure upgrades



We're committed to ensuring you have safe, reliable natural gas service through replacement projects. These projects are designed to upgrade and maintain our infrastructure. Find more information about potential work zones in your neighborhood at **ColumbiaGasVA.com/work**.



Prepare for storms



Summer storms can bring flash flooding which can damage your natural gas lines and appliances, causing a safety hazard. Learn what to do if flooding affects your home or business at **ColumbiaGasVA.com/flooding**.

Partnering with first responders



We're proud to partner with firefighters, police officers and emergency management officials in our communities. See how we train hundreds of first responders each year on how to respond to gas emergencies at **ColumbiaGasVA.com/emergency-responders**.





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Planning a home improvement project? Let us help you find a contractor

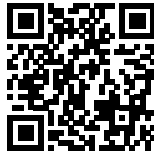
Summertime may have you thinking about your next home improvement project. The best way to stay safe is to ensure a qualified professional performs all work on the equipment inside your home and the natural gas lines that lead to it.

Visit **ColumbiaGasVA.com/Contractors** to find a local Trade Ally Contractor or choose your own to inspect/install your appliances and/or gas lines. Be assured that you are following the right course to stay safe this summer by choosing to let a professional contractor help you with your next project.



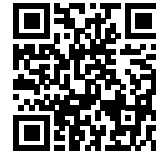
Start. Stop. Move.

Navigating a change has never been easier. Use our online START. STOP. MOVE. service to make a change 24/7. Whether you're starting a new service, moving a current service to a new address, or want to stop your service altogether, making a change is easy. Get started now on our new mobile app or online at **ColumbiaGasVA.com/Start**.



Free online home energy audit

Complete our **free online home energy audit** for personalized recommendations on how to reduce your energy usage. Plus, after you complete it, you could be eligible to **receive a FREE energy efficiency kit** to help you save. Start your audit at **ColumbiaGasVA.com/Audit2025**.



Save with WarmWise home rebates

If you have recently purchased or are planning to upgrade to new qualifying equipment like smart thermostats, furnaces, boilers, clothes dryers, water heaters, fireplaces, windows doors and skylights, you might be eligible for significant rebates. Learn more at **ColumbiaGasVA.com/Rebates2025**.



- **Encroachments** within pipeline easements can be a safety hazard. It is important that property owners understand the significance of keeping these areas clear. Nothing should be placed within the limits of the easement area. Learn more at **ColumbiaGasVA.com/Encroachments**.
- **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. **ColumbiaGasVA.com/PipelineSafety**.