

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.

■ **Appliance Safety** - Stay safe when installing or maintaining your natural gas appliances. Check a few simple steps and tips at **ColumbiaGasVA.com/ApplianceSafety**.

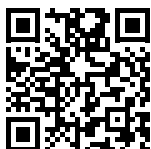


Scan the QR code
to learn more

Home Energy Savings

Save big by running your heating and cooling system less often. In the winter, set the thermostat to 68°F, or two to four degrees lower than your usual setting, and wear heavier clothing to stay warm. Routine maintenance on your natural gas appliances by a qualified professional can also improve efficiency and reduce costs. Also, consider installing a programmable thermostat to save energy while you're away from home. Find more ways to save energy at **ColumbiaGasVA.com/Energy-Efficiency**.

Manage Your Usage



Sign in to your account to view and compare previous usage, weather and bills. Also, find valuable ways to save on your energy usage, conservation tips and more. See more ways to manage your usage and bills at **ColumbiaGasVA.com/TakeControl**.



Bill Alerts for Others

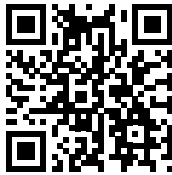
If you're caring for someone who lives alone or deals with chronic illness, you can sign up for bill alerts for their account. You'll be notified when their account is in danger of being shut off for non-payment. Signing up for this service requires authorization from both parties. Call us about third-party notifications at **1-800-543-8911**.

Red Tag



Red Tags are used to identify and communicate an unsafe condition that needs to be corrected as soon as possible. They are placed on natural gas appliances by our service technicians. Learn what to do if your appliance receives a Red Tag at **ColumbiaGasVA.com/KnowYourHome**.





Scan the QR code
to learn more



Know Your Home - Prevent Carbon Monoxide Poisoning

Carbon monoxide (CO) is an odorless, tasteless, non-corrosive gas created when fuels (like gasoline, wood, natural gas) burn incompletely. CO can be produced when there's not enough oxygen for proper burning.

You can take simple steps to detect and prevent CO build up in your home.

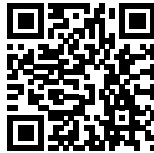
- Install carbon monoxide detectors on every level and outside every room where someone sleeps.
- Regularly test your carbon monoxide detectors - replace the batteries and/or detectors as needed.

Find more carbon monoxide prevention tips at ColumbiaGasVA.com/CarbonMonoxide.



Help When You Need it Most

Are you struggling to pay your energy bill? If you are in a difficult financial situation, we offer assistance programs to help you get back on track. For more information or to find out if you qualify, call us at **1-800-543-8911** or visit ColumbiaGasVA.com/Assistance.



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/Free.



Save with WarmWise Home Rebates

If you have recently purchased or are planning to upgrade, **Columbia Gas offers rebates on qualifying energy-efficient equipment upgrades**, including smart thermostats, furnaces/boilers, water heaters, fireplaces, gas dryers, windows, doors and skylights. Learn more at ColumbiaGasVA.com/Rebates.



- **Prevent Damage From Winter Weather** - Take time to gently clear your gas meter of any leaves or snow with a broom. Your meter needs to be visible and accessible at all times for maintenance or in the event of an emergency. If you think there's a problem with the outside piping or equipment, call us at **1-800-543-8911**. Learn more at ColumbiaGasVA.com/Winter.
- **Be Alert for Impostors** - Scammers may try to target you by impersonating a Columbia Gas employee or contractor. Ask for ID and call us. If you are not sure about a phone call, email, program, offer or person claiming to be affiliated with us, please call our customer care center at **1-800-543-8911**. Learn more at ColumbiaGasVA.com/Scams.