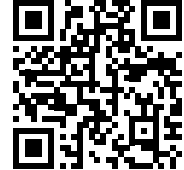


your SERVICE

■ **NEVER QUESTION. CALL** - If you even think you smell natural gas inside your home or business, take action. Call 911 and us 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 codes to learn more about the articles

Home energy savings

Save big by running your heating and cooling system less often. In the winter, keep the thermostat set at 68°F, or two to four degrees below what you're used to and wear heavier clothing to keep warm. 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**.

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**.



Payment plans



We currently offer payment plans to help you get back on track. 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**.

Mobile app



Our mobile app was built to use in long checkout lines or during boring holiday parties. Use it to enroll

in programs like Budget Plan, Paperless Billing and Autopay. Download it today. Learn more at **ColumbiaGasVA.com/App**.





Scan the QR codes to learn more about the articles



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:

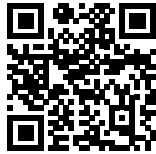
- Install carbon monoxide detectors on every level and outside every room where someone sleeps.
- Regularly test your carbon monoxide detectors - replace the batteries and/or detectors as needed.

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



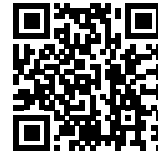
Help when you need it most

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 to new qualifying certified equipment like smart thermostats, furnaces, water heaters, fireplaces, windows doors and skylights, you might be eligible for significant rebates. Learn more at ColumbiaGasVA.com/Rebates.



- **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 team at **1-800-543-8911**. Learn more at ColumbiaGasVA.com/Scams.
- **Prevent Damage From Cold Weather** - Take time to gently clear your meter of any leaves 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**. For more information visit ColumbiaGasVA.com/Winter.