

Assistance for Columbia Gas Customers 2012-2013

Income Eligibility Requirements			
HEAP, Winter Crisis Program, Auction Fuel Fund Up to 200% of Federal Poverty Guidelines			
Winter Crisis Fuel Fund Up to 175%			
WarmChoice, PIPP Plus & HeatShare Up to 150%			
Size of Family	Income		
	150% of Federal Poverty Guidelines	175% of Federal Poverty Guidelines	200% of Federal Poverty Guidelines
1	\$16,755.00	\$19,547.50	\$22,340.00
2	\$22,695.00	\$26,477.50	\$30,260.00
3	\$28,635.00	\$33,407.50	\$38,180.00
4	\$34,575.00	\$40,337.50	\$46,100.00
5	\$40,515.00	\$47,267.50	\$54,020.00
6	\$46,455.00	\$54,197.50	\$61,940.00
7	\$52,395.00	\$61,127.50	\$69,860.00
8	\$58,335.00	\$68,057.50	\$77,780.00
	For Family Units with more than (8) members, add \$5,940 for each member	For Family Units with more than (8) members, add \$6,930 for each member	For Family Units with more than (8) members, add \$7,920 for each member

HEAP – Home Energy Assistance Program

Provides a one-time assistance payment. Applications for the 2012-2013 Regular HEAP program will be accepted through May 31, 2013. For more information or to apply, contact the local Community Action Agency or contact HEAP toll free at 1-800-282-0880.

Winter Crisis Program – Formerly known as Emergency HEAP

Provides assistance once per heating season to eligible households that are disconnected or threatened with disconnection. Must sign up for the Percentage of Income Payment Plan (PIPP) or another payment plan in order to receive emergency benefits. Emergency HEAP can also help pay for heating system repairs in certain cases. Applications will be accepted November 1 through March 31. Applications must be completed at your local Community Action Agency.

Auction Fuel Fund

A fund of last resort – you must have exhausted all other available emergency assistance programs. The fund provides up to \$250 per heating season for customers. PIPP Plus customers will require notice of disconnection. A customer payment must have been made within the last 90 days or a \$25 co-pay is required. To apply for these funds contact your local Community Action Agency.

Winter Crisis Fuel Fund

A fund of last resort – you must have exhausted all other available emergency assistance programs. The fund provides up to \$175 for customers who are disconnected or threatened with disconnection. Apply through your local Community Action Agency.

WarmChoice

Columbia Gas offers an energy inspection and weatherization program for qualifying customers. WarmChoice services are provided at no cost and can reduce customer bills by an average of 30 percent. And all customers are left with safe gas heating equipment and a more comfortable home. For information go to columbiagasohio.com or contact the statewide referral service at 1-800-952-3037 to be directed to your local provider.

PIPP Plus – Percentage of Income Payment Plan Plus



If your total household income is at or less than 150 percent of federal poverty guidelines, you might be eligible to pay just six percent of your monthly household income or a minimum of \$10 for your natural gas bill year-round. The plan includes an arrearage crediting program when a PIPP Plus household pays the monthly PIPP Plus payment on time and in full. Some of your old debt and the rest of that month's bill will go away in the form of a credit on your utility account. Enroll through your local Community Action Agency.

HeatShare

Columbia's fuel fund program combines contributions from our customers, employees, and shareholders with company donations to assist payment-troubled customers who have exhausted other forms of financial help or who have special hardships. To apply for HeatShare, contact your local chapter of The Salvation Army.

Community Action Agencies

For a list of local Community Action Agencies and their contact information, visit ColumbiaGasOhio.com or call Columbia Gas at 1-800-344-4077.

No Income Eligibility Requirement

Payment Plans

Columbia Gas makes every attempt to assist customers who are having difficulty paying their gas bills. Customers should contact us immediately at 1-800-344-4077 to make special arrangements.

Budget Payment Plan

Spreads the cost of winter heating more evenly over the year. It won't reduce your overall cost of home heating, but it can help to avoid peak winter bills so you can plan household expenses more conveniently. For information, call Columbia Gas at 1-800-344-4077.

Home Performance Solutions

Open to all Columbia Gas residential heating customers, this program offers discounted home energy audits and generous rebates on cost-effective energy-efficiency improvements, including air sealing, attic and wall insulation and replacement high-efficiency gas furnaces. The rebates can reduce the cost of the energy-efficiency improvements by hundreds or thousands of dollars, and the improvements can reduce a home's annual energy usage by 30% or more. Call 1-877-644-6674 for details.

Restoring Service

In order to have service restored, areas in and around the appliances must provide a safe and healthy working environment for Columbia Gas representatives. We also request that you know the location of your natural gas meter and all natural gas appliances that require attention as well as appropriate access arrangements.