

COLUMBIA GAS OF VIRGINIA

Energy Assistance



WE'RE HERE FOR
YOU

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.

LIHEAP (FUEL ASSISTANCE)

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 during the fall at [commonhelp.Virginia.gov](https://commonhelp.virginia.gov) or contact your local Social Services agency at dss.virginia.gov/localagency.

LIHEAP CRISIS

This program provides grants to customers who face shut off due to lack of payments or an unsafe utility condition. 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 safety or non-payment. For more information, call us at **1-800-543-8911** or apply online at commonhelp.virginia.gov.

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**.

FINDING AND APPLYING FOR
ENERGY ASSISTANCE CAN BE
CONFUSING AND EVEN
OVERWHELMING.

WE'RE HERE FOR YOU

NOT ELIGIBLE?

Even if you aren't eligible for these energy assistance programs, you may be eligible for one of our flexible payment plans.

Full details are available online:
ColumbiaGasVA.com/PaymentPlans

FOR MORE INFORMATION

Visit ColumbiaGasVA.com/AssistancePrograms
Call **1-800-543-8911**


Columbia Gas®
A NiSource Company

COLUMBIA GAS OF VIRGINIA

LIHEAP (FUEL ASSISTANCE)



WE'RE HERE FOR
YOU

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. Don't miss out on funds that may be available to you.

LIHEAP (FUEL ASSISTANCE)

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.

**The application period begins October 12, 2021
and ends on November 12, 2021.**

Do You Qualify?

Total household income (before taxes) must be at or below 150 percent of federal poverty income guidelines.

Where The Money Goes?

The Department of Social Services (DSS) will notify you of your eligibility by mid-December. Upon receipt of eligible recipients, Columbia Gas of Virginia will begin to bill DSS for the fuel assistance monies until funds are depleted or mid-April; whichever comes first.

Where To Apply?

You can apply online during the fall at commonhelp.virginia.gov or contact your local Social Services agency at dss.virginia.gov/localagency.

If you received an energy assistance grant last year, an application will be mailed to you automatically.

Questions?

Visit ColumbiaGasVA.com/AssistancePrograms

Call our Energy Assistance Hotline at 1-800-272-2714

2021-2022 LIHEAP Income Guidelines / Fuel Assistance Crisis Regular & Fuel 150% of FPIG

Household Size	Monthly Income	Annual Income
1	\$1,610	\$19,320
2	\$2,178	\$26,130
3	\$2,745	\$32,940
4	\$3,313	\$39,750
5	\$3,880	\$46,560
6	\$4,448	\$53,370
7	\$5,015	\$60,180
8	\$5,583	\$66,990

For family size of more than 8, add \$568 per month or \$6,810 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.

Full details are available online:

ColumbiaGasVA.com/PaymentPlans

Columbia Gas
A NiSource Company

COLUMBIA GAS OF VIRGINIA

Payment Plans & Payment Options



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.

3 MONTH BASIC EXTENDED PLAN

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.

6 MONTH BASIC EXTENDED PLAN

Allows you to pay your past due balance over six 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.

9 MONTH BASIC EXTENDED PLAN

Allows you to pay your past due balance over nine 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.

12 MONTH BASIC EXTENDED PLAN

Allows you to pay your past due balance over 12 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.

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:

- Electronic Check
- Credit Card
- Debit Card
- PayPal
- Venmo
- Amazon Pay

Contact Paymentus online at ColumbiaGasVA.com/PaymentOptions or by phone at **1-855-763-6277**, 7 days a week, 24 hours a day

Search for **IN PERSON PAYMENT LOCATIONS** at ColumbiaGasVA.com/PaymentOptions.

FOR MORE INFORMATION

Visit ColumbiaGasVA.com/PaymentPlans

Call **1-800-543-8911**


Columbia Gas®
A NiSource Company

COLUMBIA GAS

Mobile App



**We want to
make things
easier for YOU!**

Built with **YOU** in mind.



Download our app to take
your Columbia Gas
account wherever you go.



DOWNLOAD THE COLUMBIA GAS MOBILE APP AND MANAGE YOUR ACCOUNT FROM ANYWHERE, AT ANY TIME.

- View and pay your bill
- Download a PDF of your bill
- View billing and payment history
- View your energy usage and compare month over month
- Start, stop or move your service
- Enroll in billing and payment programs like Alerts
- Easily log in with the safety of Touch ID/Face Recognition

SIMPLE STEPS TO START SAVING

Saving energy can lower your energy bills. Learn how to start saving with a few simple changes at home. Visit ColumbiaGasVA.com/Save to learn more.

As you make changes, monitor your usage on the **COLUMBIA GAS MOBILE APP**.

**MANAGING YOUR
USAGE = MANAGING
YOUR BILL**