



Please note: Energy Assistance must be applied for annually. If you applied last program year, whether you received assistance or not, you must reapply this year.

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

You may be eligible to receive state and federal assistance to help pay your Columbia Gas bill from the Low Income Home Energy Assistance Program (LIHEAP).

Do You Qualify?

Total household income (before taxes) must be at or below 150 percent of federal poverty income guidelines. Find out if you qualify at benefits.gov/benefit/1539. If you qualify, visit your local community action agency at capky.org/network to apply.

**The LIHEAP application period runs from November 4, 2024 to December 20, 2024
Crisis runs from January 13, 2025 to March 31, 2025**

WINTERCARE

WinterCare is a special heating assistance program funded by donations from our caring customers. The program is administered by local community action agencies for eligible customers who have exhausted all other available energy assistance programs. Visit your local community action agency at capky.org/network to find out if you qualify.

ENERGY ASSISTANCE PROGRAM (EAP)

Gives eligible customers a credit on their account in January, February and March. Since there is limited availability, apply as soon as possible to take advantage of EAP. Get started by applying at your local community action agency at capky.org/network.

2024-2025

**Federal Poverty Guidelines
150% Federal Poverty Level**

HOUSEHOLD SIZE	MONTHLY INCOME
1	\$1,883
2	\$2,555
3	\$3,228
4	\$3,900
5	\$4,573
6	\$5,245
7	\$5,918
8	\$6,590

For family size of more than 8, add \$673 per month 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. Call 1-800-432-9345.

**FOR ALL THE CURRENT PROGRAMS
AND INFORMATION AVAILABLE, VISIT
ColumbiaGasKY.com/Assistance
CALL 1-800-432-9345**



Columbia Gas®
A NiSource Company



Columbia Gas of Kentucky



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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.

PAYMENT PLANS

Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. **Contact our customer care team at 1-800-432-9345** 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.

BUDGET PLAN

Budget Plan allows you to pay about the same amount each month. Your budget amount is based on usage history at your address, normal weather conditions, current rates for service and delivery, and the current and projected cost of energy. Learn more at ColumbiaGasKY.com/Budget

ALTERNATIVE PAYMENT OPTIONS

Just need an alternate way to pay right now? There are many options.

ONLINE or BY PHONE using our payment processing vendor Paymentus. Paymentus will charge a convenience fee of \$2.00 per transaction.

Contact Paymentus online at ColumbiaGasKY.com/PaymentOptions or by phone at 1-866-694-1828, 7 days a week, 24 hours a day

Search for **AUTHORIZED PAYMENT LOCATIONS TO PAY IN PERSON** at ColumbiaGasKY.com/PaymentOptions.

**FOR ALL THE CURRENT PROGRAMS
AND INFORMATION AVAILABLE, VISIT
ColumbiaGasKY.com/PaymentPlans
CALL 1-800-432-9345**

TAKE CONTROL *of Your Energy Bill*

Options are available to **take control** of your energy bill, including:

- Energy Assistance
- Payment Plans
- Ways to Save
- Monitoring and Managing Usage



WE'RE HERE FOR YOU to help you every step of the way... from getting back on track, to ensuring you are prepared with options that best suit your energy needs moving forward!

MANAGING YOUR USAGE = MANAGING YOUR BILL

- **Monitor Your Usage** - Sign in to your account to view and compare previous usage, weather and bills. Multiple types of historical data on your account are available to review and compare. Don't have an online account? Register today at ColumbiaGasKY.com.
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

MANAGE YOUR BILLING AND PAYMENTS

- Budget Plan
- Billing and Payment Alerts
- Payment Options

UNDERSTAND YOUR BILL

Get a better understanding of features and charges on your bill by visiting our website and clicking on Bills and Payments and Understanding Your Bill.



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