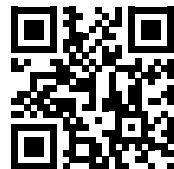


# your SERVICE

■ **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 **1-800-432-9515**. 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 [ColumbiaGasKY.com/ApplianceSafety](http://ColumbiaGasKY.com/ApplianceSafety).



Scan the QR code  
to learn more

## Columbia Gas Donation Supports Families of Veterans

Columbia Gas of Kentucky recently presented the Lexington Fisher House Foundation with a \$2,500 grant through the NiSource Charitable Foundation. The Fisher House is a comfort home for the families of veterans receiving care from the Lexington Veterans Affairs Healthcare System. The home has 16 private suites, shared kitchen and living areas and laundry facilities, all located on the hospital campus on Leestown Road. Proceeds from the annual Veterans VA5K, sponsored and organized by Columbia Gas and the Lexington Detention Center, also support the facility. Registration for the Nov. 2 event is open at [VeteransVA5K.com](http://VeteransVA5K.com).

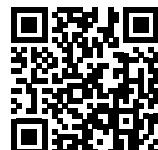
## Back to School Safety



With school back in session and more traffic on the roads, we're reminding customers to use caution in construction zones and to urge student drivers, walkers and cyclists in your household to do the same. For a list of safety tips for navigating our pipeline project sites, visit [ColumbiaGasKY.com/Zone2025](http://ColumbiaGasKY.com/Zone2025).



## College Scholarships



Columbia Gas and the NiSource Charitable Foundation have renewed our \$2,500 scholarships for eligible welding and HVAC students attending Bluegrass Community & Technical College in Lexington. Apply here: <https://bluegrass.kctcs.edu/>.



## Hunger Action Month



September is Hunger Action Month, but hunger is not seasonal for many Kentucky households. We're proud to support several area hunger-prevention agencies, including God's Pantry Food Bank, which recently opened a new facility to serve more families in need. Learn more here: [godspantry.org](http://godspantry.org).





Scan the QR code  
to learn more



## Know Your Home – Get an Annual Inspection

Each year, have a qualified professional inspect your natural gas appliances for proper venting and an adequate supply of fresh air. Without proper venting, combustion gas can lead to carbon monoxide poisoning. A qualified professional will look for signs of deterioration like rust, cracks or holes and make sure the exhaust and vent are in good repair and are not clogged or blocked.

If you need to repair or replace any appliances, have a qualified professional complete the installation. Learn more about proper venting at [ColumbiaGasKY.com/Venting](http://ColumbiaGasKY.com/Venting).



## It's Your CHOICE™

With our Customer Choice program, you can choose to purchase the natural gas you use from a supplier other than Columbia Gas. We'll continue to deliver the same reliable service, read your meter, perform safety checks and respond to emergencies. Learn more: [ColumbiaGasKY.com/CHOICE2025](http://ColumbiaGasKY.com/CHOICE2025).



## Cross Bore

Cross bores are accidental intersections of underground utility lines. For example, a natural gas line intersecting a sewer line. If a sewer backup develops, it's important to CALL BEFORE YOU CLEAR. Contact 811 and a professional plumber to ensure the clog is cleared properly and safely. Learn more at [ColumbiaGasKY.com/CrossBore](http://ColumbiaGasKY.com/CrossBore).



## Built For You

Download the Columbia Gas Mobile App today and customize your account so it's perfect for YOU! Easily view your bill, check usage, or make a payment. Enroll in programs like AutoPay, Budget Plan and many more. Take your account with you wherever you go. Learn more about our mobile app at [ColumbiaGasKY.com/Mobile](http://ColumbiaGasKY.com/Mobile).



- **Make Your Home Safer** - You've heard of smoke and carbon monoxide (CO) detectors, but did you know there's a detector for natural gas? Methane detectors can identify a potential natural gas leak. Natural gas detectors come with various features and are available in home improvement stores and online. Learn about methane detectors and other safety topics by visiting [ColumbiaGasKY.com/KnowYourHome](http://ColumbiaGasKY.com/KnowYourHome).
- **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 1-800-432-9515. For more information visit [ColumbiaGasKY.com/Winter](http://ColumbiaGasKY.com/Winter).