

Contact Us



Phone

Emergency Service 24/7

For gas leaks or odors of gas

Customer Service 1-888-460-4332 7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.



Make payments and access your account at ColumbiaGasMD.com



Payments 24/7

Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1828 (Paymentus convenience fee may apply)



Mail Payments

Columbia Gas of Maryland PO BOX 70322 Philadelphia PA 19176-0322



Authorized Payment Locations

Find locations online at ColumbiaGasMD.com

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- From a safe area, call 911 and Columbia Gas at **1-888-460-4332.**

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Miss Utility at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Know what's **below. Call** before you dig.

Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Account Profile

Customer Name:

Cen Md Home Ventures

Your Contact Information: 454 Guilford Av

Hagerstown MD 21740-6214

Type of Customer: Residential

Paperless Billing Security Deposit

Account Number: 21586125 001 000 4

Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 08/16/2024 Payments Received by 08/26/2024 Thank you	\$22.67 \$0.00
Balance on 08/26/2024	\$22.67
Charges for Gas Service This Period	+\$24.32
Security Deposit Installment Due	+\$4.00

Total Amount Due

Amount Past Due - Pay Immediately Current Charges Due by 09/17/2024 \$28.32

For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasMD.com or call 1-888-460-4332 to learn about payment arrangements and/or financial assistance programs.

Notice

You have a past due utility balance of \$22.67. The amount of the past-due balance is reflected in the Account Summary section of this bill. You should contact Columbia Gas of Maryland at 1-888-460-4332 immediately to negotiate a payment plan in order to avoid service termination action. If you are not satisfied with the terms of the payment plan offered to you, you have a right to appeal the payment plan terms directly to the Public Service Commission of Maryland as specified in COMAR Title 20, Subtitle 32, Chapter 01. Address appeals to the Office of External Relations, Public Service Commission of Maryland, William Donald Schaefer Tower, 6 St. Paul Street, Baltimore, MD 21202, by phone to 1-800-492-0474, or online at www.psc.state.md.us (http://www.psc.state.md.us).

Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$29.00 for your natural gas service, which includes your past due balance, plus any charges for a security deposit, Optional Services, or HeatShare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically.

Message Board

- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasMD.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-888-460-4332** to see if you're eligible.

Please fold on the perforation below, detach and return with your payment.

CEN MD HOME VENTURES 454 GUILFORD AV HAGERSTOWN MD 21740-6214

PO Box 16581 Columbus, OH 43216-6581



Web ColumbiaGasMD.com

Phone 1-888-460-4332

Account Number: 21586125 001 000 4 Amount Due by 09/17/2024: \$50.99 Amount Enclosed: (\$

002038 F

CEN MD HOME VENTURES 454 GUILFORD AV HAGERSTOWN MD 21740-6214 Make check payable to: COLUMBIA GAS PO BOX 70322 PHILADELPHIA PA 19176-0322

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Account Number: 21586125 001 000 4

Statement Date: 08/27/2024

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Helpful Definitions

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Temperature Multiplier is applied to meter readings to determine actual consumption based on standard temperature and pressure conditions.

Therm (thm) is equal to 100,000 BTUs and is used to measure your gas usage.

Therm Multiplier is applied to meter readings to convert the volumetric meter reading into therms for billing.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasMD.com.

Bankruptcy Notices

Mail to Columbia Gas of Maryland, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)Mail to Columbia Gas of Maryland, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasMD.com.

Security Deposit Summary

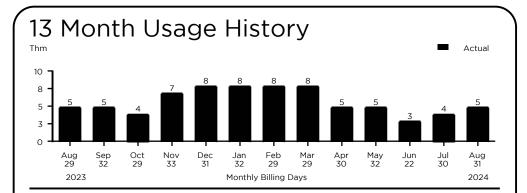
Security Deposit Installment

\$4.00 Beginning Balance Payments Received \$0.00

Ending Balance

\$4.00

Security DepositA \$58.00 security deposit is required in 3 installment(s). We've received payment(s) of \$54.00. The remaining amount due is \$4.00.



Meter Number: 8997478

Service Address: 454 Guilford Av

Hagerstown MD 21740-6214

Meter Readings - 31 Billing Days

Total Therms Used (thm)			5
Total Gas Used (Ccf) Therm Multiplier		Х	5 1.0325
Gas Used (Ccf) Temperature Multiplier		Х	5 0.9774
Actual Reading on 8/26 Actual Reading on 7/26		-	4818 4813

Usage Comparison - Thm

Aug 24	5	65.1°	0.2
Jul 24	4	77.1°	0.1
Aug 23	5	71.8°	0.2
Month	Thm	Avg Temp	Thm Per Day

Your Average Monthly Usage = 6 thm. Your Total Annual Usage = 70 thm. Your next meter reading date is 09/25/2024.

Detail Charges

Total Current Utility Charges	\$24.32
Taxes & Fees	+\$0.02
Volumetric Franchise Tax at \$0.00402 per thm	\$0.02
Gas Supply Charges 5 thm at \$0.25694 per thm Supply	\$1.29 +\$1.29
Delivery	+\$23.01
System Charge Distribution Charges 5 thm at \$1.35260 per thm	\$16.25 \$6.76

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call/text you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed calls/texts and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	