



Columbia Gas of Maryland



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.

MEAP

You may be eligible to receive assistance to help pay your Columbia Gas bill from the Maryland Energy Assistance Program (MEAP). MEAP helps households maintain utility service. This program is administered by the Maryland Office of Home Energy Programs (OHEP) and funds are distributed as energy grants and are only for eligible households. To get started, apply online through the MyDHR website at <https://dhs.maryland.gov/office-of-home-energy-programs/how-do-you-apply/>, call the Energy Assistance hotline at **1-800-272-2714** or contact your local administering agency (Below).

Garrett County
104 E. Center St.
Oakland, MD 21550
(301) 334-9431

Allegany County
1 Frederick St.
Cumberland MD 21502
(301) 784-7000

Washington County
117 Summit Ave.
Hagerstown, MD 21740
(301) 797-4161

GAS ARREARAGE RETIREMENT ASSISTANCE

You may be eligible to receive assistance toward your past due Columbia Gas account through the Gas Arrearage Retirement Assistance Program (GARA). Indicate on your MEAP application you are in need of assistance through GARA. This program is administered by the Maryland Office of Home Energy Programs (OHEP).

COLUMBIA GAS HEATSHARE FUEL FUND

This program provides grants to customers for use in offsetting debts or restoring service after shut off. This program is available if you have exhausted all other available assistance programs. To find out if you qualify for a grant, call Columbia Gas at **1-888-460-4332**.

MEAP/GARA ELIGIBILITY CALCULATOR

**2024-2025 Maximum Monthly Gross Income
200% of the Federal Poverty Income Guidelines (FPIG)**

HOUSEHOLD SIZE	MONTHLY INCOME
1	\$2,510.00
2	\$3,406.67
3	\$4,303.33
4	\$5,200.00
5	\$6,096.67
6	\$6,993.33
7	\$7,890.00
8	\$8,786.67

**For family size of more than 8, add \$896.67 per month
for each additional family member.**

UTILITY SERVICE PROTECTION PLAN (USPP)

In order to participate, ask for USPP when you apply for a MEAP grant. As a USPP participant, the cost of your annual usage, less your MEAP benefit, will be spread over 12 months. Arrangements will be made to pay in installments any arrearages you owe at the time you join USPP. The payment plan for arrearages will be based on your income level and financial conditions.

Customers complying with the terms of their USPP payment agreement will not have their service terminated. However, if the payment terms are not met, gas service may be shut off.

**FOR ALL THE CURRENT PROGRAMS
AND INFORMATION AVAILABLE, VISIT
ColumbiaGasMD.com/Assistance
CALL 1-800-460-4332**



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A NiSource Company



Columbia Gas of Maryland

WE'RE HERE FOR
YOU



Available Now
ENERGY ASSISTANCE & PAYMENT PLANS

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.

A LITTLE HELP *Goes a Long Way*

Not eligible for energy assistance? 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

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 ColumbiaGasMD.com/PaymentPlans.

NEED HELP FINDING ANOTHER PLAN

There may be other personalized options available of up to 24 months. Contact our customer care team at **1-888-460-4332** to learn more.

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 ColumbiaGasMD.com/PaymentOptions or by phone at **1-866-694-1828**, 7 days a week, 24 hours a day

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

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 ColumbiaGasMD.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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AND INFORMATION AVAILABLE, VISIT
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