

# 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 **1-888-460-4332**. 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 **ColumbiaGasMD.com/ApplianceSafety**.



Scan the QR code  
to learn more

## We're Here for You

Columbia Gas offers a variety of options to help with energy bills and paying down past due balances. At the first sign of trouble paying your gas bill, call Columbia Gas at **1-888-460-4332** to explore ways to stay connected. We have an array of payment assistance programs for eligible customers. Learn more about the programs and qualifications by visiting **ColumbiaGasMD.com/Assistance2025**.

## Making a Payment?



Choose one of our simple, secure payment options. With your Columbia Gas online account, you can set up

your bank account to make a one-time payment or pay your bill automatically each month. Learn more at **ColumbiaGasMD.com/Payment2025**.



## How to Read Your Bill



Our bill was designed with you in mind. Our website includes an interactive bill to give you a better

understanding of the features and charges on your bill, so you know you're getting the value you deserve out of your Columbia Gas service. Check it out today. Visit **ColumbiaGasMD.com/MyBill**.



## Employee Safety



Our crews need an accessible, safe working environment. Please secure your pets before

our technicians arrive. Clear shrubs and weeds away from meters and provide a clear path to appliances. Learn more at **ColumbiaGasMD.com/HomeSafety**.





Scan the QR code  
to learn more



## Know Your Home - Get an Annual Inspection

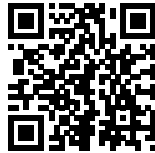
Each year, have a qualified professional inspect your natural gas appliances for proper venting and an adequate supply of fresh air. Without proper venting, combustion gas can lead to carbon monoxide poisoning. A qualified professional will look for signs of deterioration like rust, cracks or holes and 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 [ColumbiaGasMD.com/Venting](http://ColumbiaGasMD.com/Venting).



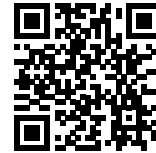
## Start. Stop. Move.

Navigating a change has never been easier. Use our online START. STOP. MOVE. service to make a change 24/7. Whether you're starting a new service, moving a current service to a new address, or want to stop your service altogether, making a change is easy. Get started now on our new mobile app or online at [ColumbiaGasMD.com/Start](http://ColumbiaGasMD.com/Start).



## 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 [ColumbiaGasMD.com/Crossbore](http://ColumbiaGasMD.com/Crossbore).



## Budget Plan

Budget Plan keeps your utility bill balanced and allows you to pay about the same amount each month. Adjustments are based on your usage, weather conditions, rates for service and delivery, and energy costs to reduce the chance of large swings in your monthly payment. Learn more or enroll by visiting [ColumbiaGasMD.com/Budget](http://ColumbiaGasMD.com/Budget).



- **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 [ColumbiaGasMD.com/KnowYourHome](http://ColumbiaGasMD.com/KnowYourHome).
- **Prevent Damage From Winter Weather** - Take time to gently clear your gas meter of any leaves or snow 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 **1-888-460-4332**. For more information visit [ColumbiaGasMD.com/Winter](http://ColumbiaGasMD.com/Winter).