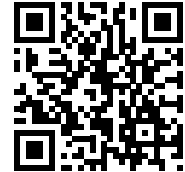


# your SERVICE

- **NEVER QUESTION. CALL** – If you even think you smell natural gas inside your home or business, take action. **Evacuate. Call 911** and us 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.
- **Contact 811 Before You Dig** or submit an online ticket at **MissUtility.net** at least **three business days** before you dig. It's the law!



Scan the QR codes to learn more about the articles

## 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/Assistance](https://ColumbiaGasMD.com/Assistance).

## Work zone safety



As the weather improves, drivers can expect to see more road construction projects.

Staying alert, slowing down and minimizing distractions are keys to personal safety and the safety of work zone crews. For more information about our focus on safety, please visit [ColumbiaGasMD.com/Safety](https://ColumbiaGasMD.com/Safety).



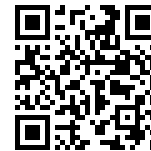
## Spring cleaning



Now is the time to clear any debris, overgrown shrubs or landscaping near the gas meter on your property.

Keeping your meter visible at all times makes it accessible for maintenance or in the event of an emergency. Learn more at [ColumbiaGasMD.com/Exterior](https://ColumbiaGasMD.com/Exterior).

## Installing appliances



New natural gas appliances or equipment, such as a water heater or generator, should be installed by

a qualified professional. Before buying new equipment, make sure you have enough gas pressure to support your improvements by calling us at **1-844-864-7880** or visit [ColumbiaGasMD.com/HomeSafety](https://ColumbiaGasMD.com/HomeSafety).





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## Know Your Home – Flooding and your natural gas service

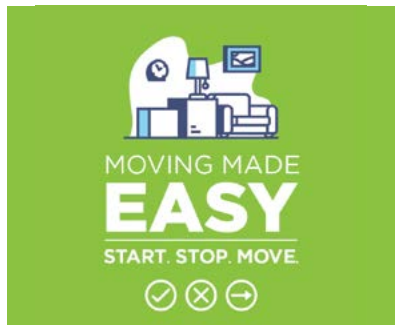
- In the event of a flood, turn off electrical power to each appliance and leave it off.
- If the natural gas is shut off at the meter, call us to turn it back on for you.
- If water levels were high enough to cover the gas meter, call us to check your meter and regulator before using your gas appliances. Floodwaters may have shifted your home or caused other stresses, possibly resulting in a natural gas leak.
- If your appliances have been impacted by flooding, do not attempt to place natural gas appliances back in service yourself. A qualified professional should check, clean, repair and test all gas appliances and pipes.

For more information on flooding safety visit [ColumbiaGasMD.com/Flooding](http://ColumbiaGasMD.com/Flooding).



## 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).

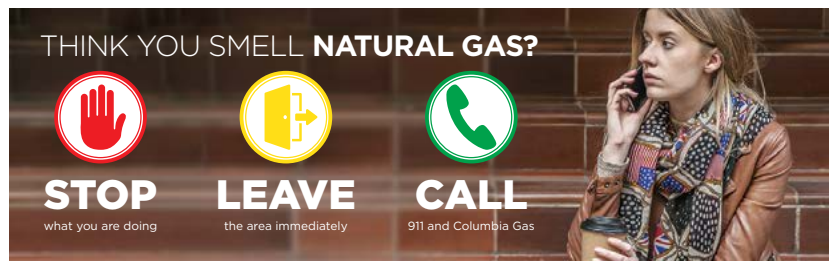


## Recognizing & responding to gas leaks

Natural gas lines can be buried anywhere, even in areas where homes don't use natural gas. If a leak should occur, it is possible for gas to migrate into buildings, including those without natural gas service. It's important that you know how to recognize and react to a natural gas leak, wherever you are. Natural gas is naturally colorless and odorless. We add an odorant called mercaptan as a safety precaution. If you smell a sulfur or rotten-egg-like odor, you could have a gas leak. In some cases, you can also identify natural gas by sight or sound. If you see blowing dirt, bubbling water or dead vegetation, or hear a hissing or roaring sound, that could be caused by natural gas.

**WHAT TO DO:** Stop what you're doing. If inside, get out immediately. Leave the area quickly. From a safe location, call 911 and Columbia Gas at **1-888-460-4332** and wait for crews to arrive.

**WHAT NOT TO DO:** Don't light a match or candle or operate anything that could cause a spark, including cell phones, lights, appliances, garage door openers, etc. Don't open windows and doors in an attempt to ventilate. Don't try to find the leak yourself or operate pipeline valves. To learn more visit [ColumbiaGasMD.com/StaySafe](http://ColumbiaGasMD.com/StaySafe).



- **Red Tag** - These are used to identify and communicate an unsafe condition that needs to be corrected as soon as possible. They are placed on natural gas appliances by our service technicians. RED TAGS have CLEAR AND CONCISE ACTIONS to take if a RED TAG CONDITION is found in your home or business.
- **Know Your Lines** - If you are modifying piping inside a structure, always hire a qualified professional. It is important to trace lines to ensure you know the contents. In the event you were to introduce other contents (water, air, etc.) to a gas line, it may potentially create a hazardous situation and cause service interruptions to you and your neighbors.