



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.

Options are available to **take control** of your energy bill, including:

- **Energy Assistance** ColumbiaGasOhio.com/Assistance
- **Payment Plans** Even if you aren't eligible for Energy Assistance programs, you may be eligible for one of our flexible payment plans. ColumbiaGasOhio.com/PaymentPlans
- **Managing Usage** ColumbiaGasOhio.com/TakeControl

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!

FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT ColumbiaGasOhio.com/Assistance
CALL 1-800-344-4077



IDENTIFYING NATURAL GAS

If you smell a sulfur or rotten-egg-like odor, you could have a gas leak. Natural gas is naturally colorless and odorless. We add an odorant called mercaptan to natural gas, which gives it a distinctive smell. 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.

USE YOUR SENSES TO DETECT A NATURAL GAS LEAK



LISTEN
FOR A HISSING,
BLOWING,
WHISTLING OR
ROARING SOUND



SMELL
A DISTINCT ODOR
LIKE ROTTEN
EGGS OR SULFUR



LOOK
FOR BLOWING DIRT,
BUBBLING
WATER OR DEAD
VEGETATION

FOLLOW THESE STEPS IF YOU EVEN THINK YOU DETECT A NATURAL GAS LEAK OR IF YOU EXPOSE, HIT OR TOUCH A NATURAL GAS PIPELINE OR OTHER NATURAL GAS EQUIPMENT.



1. STOP
WHAT YOU
ARE DOING



2. LEAVE
THE AREA
IMMEDIATELY (IF
INSIDE, GET OUT)

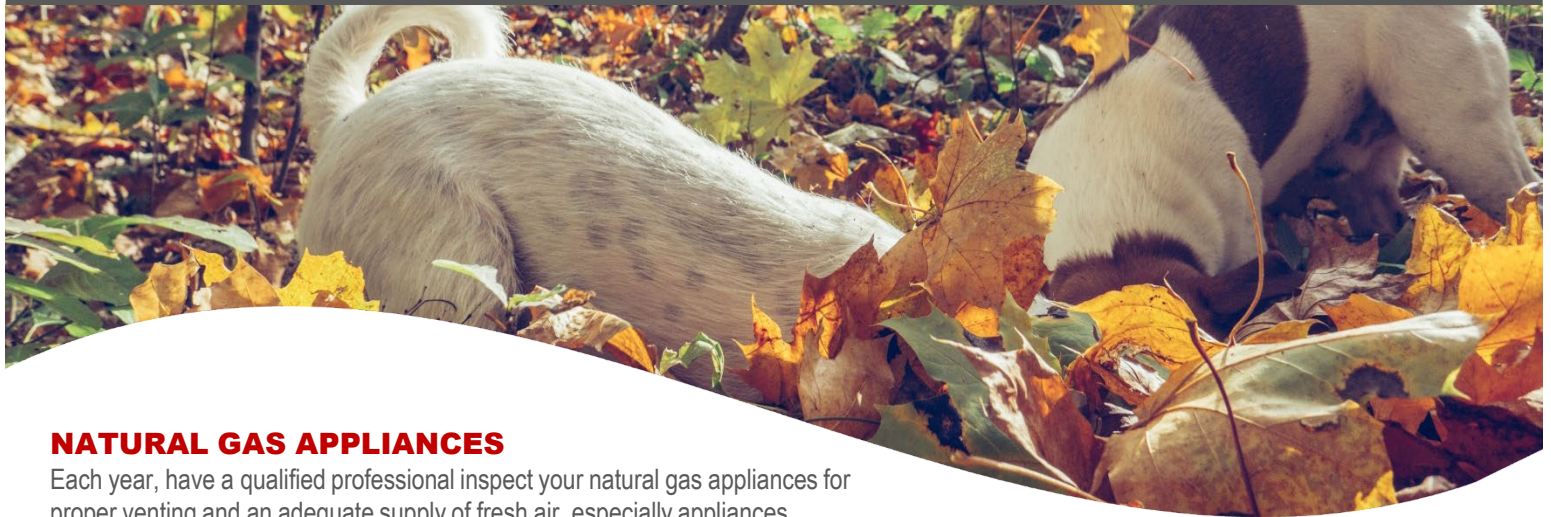


3. CALL
911 & COLUMBIA GAS
FROM A SAFE
LOCATION

Columbia Gas[®]
A NiSource Company

ColumbiaGasOhio.com/Safety





NATURAL GAS APPLIANCES

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

CROSS BORES

Clogged sewer line? Call a professional and 811. A call to 811 will help determine if your clogged line could be caused by another utility line crossing through the sewer line – a rare situation called a cross bore. Cross bores can pose a safety risk, if not addressed properly. Contacting 811 won't guarantee a sewer line is free from cross bores, but it will show you if there are utilities nearby. A possible cross bore does qualify for an emergency utility locate.

KEEP YOUR METER CLEAR

Don't let leaves and snow build up on or around your natural gas or electric meter. Take time to gently clear the meter of any leaves or snow with a broom. This will ensure there is proper ventilation for your meter.

PROPERTY DEMOLITION

Demolition means an operation in which a structure or mass of material is wrecked, razed, rendered, moved or removed using any tool, equipment or explosive.

Contacting 811 at least two days before any digging project is necessary to mark underground utilities. In the event of a demolition, it is essential to safety that natural gas is abandoned prior to the demolition.

If you are aware of a demolition of a property, please contact Columbia Gas at least 30 days prior to the date of the demo to ensure we can verify if the lines are abandoned and have time to do so.

An advertisement with a blue background. At the top left, it says "SOME PROJECTS ARE NOT DIY" with "DIY" in large, colorful letters. To the right, it says "HIRE A QUALIFIED PROFESSIONAL". Below this, a cartoon illustration of a smiling man in a tan cap, blue overalls, and brown boots stands next to a red dolly with a silver gas furnace on it. He is holding a yellow and black toolbox. To the right of the man, text reads: "TO MAKE SURE THE NATURAL GAS IS TURNED OFF AND THE LINE IS PROPERLY CAPPED." At the bottom right, it says "BE SAFE AROUND NATURAL GAS" in large, bold letters.

SOME PROJECTS ARE NOT **DIY** HIRE A QUALIFIED PROFESSIONAL

TO MAKE SURE THE NATURAL GAS IS TURNED OFF AND THE LINE IS PROPERLY CAPPED.

BE SAFE AROUND NATURAL GAS

DON'T DIY

For your safety, a qualified professional should perform all work on natural gas lines, equipment and appliances inside your home. To learn more and find a contractor, visit [ColumbiaGasOhio.com/safety/home-safety/appliance-safety](https://www.ColumbiaGasOhio.com/safety/home-safety/appliance-safety).

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[ColumbiaGasOhio.com](https://www.ColumbiaGasOhio.com)