



We exist to deliver safe, reliable energy that drives value to our customers

**Columbia Gas of Ohio
Energy Assistance**



Home Energy Assistance Program (HEAP)

HEAP

- Provides a one-time assistance payment.
- Applications for the 2022-2023 Regular HEAP program are accepted October 1, 2022 through May 31, 2023.
- For more information or to apply, contact the local Community Action Agency or contact HEAP toll free at 1-800-282-0880.



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Special Reconnect Order (SRO)

From October 17, 2022, through April 14, 2023, Columbia Gas of Ohio customers can reconnect service or avoid disconnection for the winter heating season for just \$175 plus a reconnection fee. The Special Reconnect Order applies to all residential customers and can only be used one time during the time frame specified here.

The SRO can be used for the following:

- Prevent termination of service,
- Set up a payment plan to avoid termination,
- Reset an existing payment plan to avoid termination,
- Restore service that has been shut off for Non-Payment, or
- Connect service at a new address
- For customers with an Outstanding Final Balance (OFB) or
- New customers required to pay a security deposit greater than \$175.
 - If the \$175 option is used, a payment plan **MUST** be established for the remaining balance, if applicable.

Energy Assistance

Winter Crisis Program

- Provides assistance once per heating season to eligible households that are disconnected or threatened with disconnection.
- Must sign up for the Percentage of Income Payment Plan (PIPP Plus) or another payment plan in order to receive emergency benefits.
- Emergency HEAP can also help pay for heating system repairs in certain cases.
- Applications will be accepted November 1 through March 31. Applications must be completed at your local Community Action Agency.



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Payment Plan Options

Payment Plans Offered

- *PIPP Plus* – This plan is based on a percentage of a customer’s household income. Customers pay 5% of their gross income or \$10 per month, whichever is less.
- *One-Third Plan / Winter Heating Season Plan (WHS)* – This plan is offered November 1st through April 15th and requires the customer to pay one third of the total account balance each month.
- *One-Sixth Plan* – A variable bill plan that requires six equal payments on the arrearages in addition to the full payment on the current bill.
- *One-Ninth Plan* – A level bill plan that requires nine equal payments on the arrearages in addition to equal payments on the estimated billings over the nine-month period.

Former PIPP Plus customers who are no longer enrolled in the plan but are still carrying a PIPP default may use the Special Reconnect Order to restore or maintain service without having to pay the PIPP default amount up front. Upon payment of the \$175 and receipt of a re-enrollment and reverification record, the customer will be enrolled in PIPP Plus. Any balance remaining after the \$175 payment is made will be placed in the customer’s account balance where it will be eligible for forgiveness provided future PIPP Plus payments are made in full and on time.

Contact Us for Support

Still not sure
where to
start?

For more information on
any of our programs or
services, call us at [1-800-
344-4077](tel:1-800-344-4077).



Email: customerrelations@nisource.com

Customer Service 1-800-344-4077 Monday-Friday 7:00-7:00

Columbia Gas of Ohio: Renee Cook - 614-460-6929

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