

Manage Your Energy Expenses

Columbia Gas of Virginia understands that some consumers have difficulty paying their energy bills. This brochure provides a variety of resources available to consumers who need some assistance.

Columbia Gas of Virginia and the State of Virginia provide several programs that can assist consumers in managing winter heating bills.

Columbia Gas of Virginia customers can learn more by calling 1-800-543-8911 or log on to www.columbiagasva.com.

To learn more about the Virginia Energy Assistance program log on to www.dss.virginia.gov or call the Virginia Department of Social Services at 1.800.522.3431.



VA Home Energy Assistance

The Virginia Home Energy Assistance program helps with home heating costs; but can also be used for furnace re-starts, late charges, delivery charges, installation charges, and connection or reconnection fees. Benefits are determined and authorized for deliveries or services and are sent to the utility provider in December.

The 2009-2010 Virginia Home Energy Assistance Program will accept applications beginning on the second Tuesday in October (Oct. 13) until the second Friday in November (Nov. 13).

Consumers can apply for the Home Energy Assistance benefits at the local Department of Social Services Offices.

VA Home Energy Assistance Income Guidelines are based on 130% of the Federal Poverty Income Guidelines.

Family Size	Monthly Income	Annual Income
1	\$1,173	\$14,079
2	\$1,578	\$18,941
3	\$1,984	\$23,803
4	\$2,389	\$28,665
5	\$2,794	\$33,527

For a family size of more than (5), add \$405 per month or \$4,862 per year for each additional family member.

VA Energy Crisis Program

The Virginia Energy Crisis program will assist consumers in threat of service termination, in need of service restoration and/or have been required to make security deposits. Consumers, who are homeowners, may also use these funds to repair or replace unsafe heating equipment. Consumer security deposits are paid once in a lifetime (maximum up to \$200).

To qualify a consumer must exhaust all Home Energy Assistance benefits to apply for Crisis Funds.

The Crisis Fund program begins accepting applications on November 2, 2009 and closes on March 15, 2010.

A consumer can apply for help with termination notices after January 1, 2010. Consumers can apply at the local Department of Social Services Offices.

To learn more about the Virginia Energy Assistance program log on to www.dss.virginia.gov or call the Virginia Department of Social Services at 1.800.522.3431.

Consumers in Fredericksburg, Spotsylvania County and Stafford County can sign up for Energy Assistance at the following locations:

Fredericksburg Department of Social Services
608 Jackson Street
Fredericksburg, VA 22401
540-372-1032

Spotsylvania County Department of Social Services
10304 Spotsylvania Ave., Suite 410
Fredericksburg, VA 22408
540-507-7898

Stafford County Department of Social Services
1300 Courthouse Road
Stafford, VA 22555
540-658-8720

HeatShare Fuel Fund

HeatShare is funded by contributions from Columbia Gas of Virginia and its customers. *HeatShare* is administered by the local Salvation Army Offices across Virginia and *HeatShare* funds are available from October 1, 2009 until September 30, 2010 (or until all funds are exhausted).

The income guidelines are for consumers at or below 175% of the Federal Poverty Income Guidelines.

HeatShare funds are intended for a service emergency, such as no gas service due to non-payment or threat of termination and one security deposit grant of \$300 can be paid per heating season.

HeatShare Fuel Fund Income Guidelines are based on 175% of the Federal Poverty Income Guidelines.

Family Size	Monthly Income	Annual Income
1	\$1,579	\$18,953
2	\$2,125	\$25,498
3	\$2,670	\$32,043
4	\$3,216	\$38,588
5	\$3,761	\$45,133

For a family size of more than (5), add \$545 per month or \$6,545 per year for each additional family member.

Extended Payment Plans

Columbia Gas of Virginia offers customers, with past due bills, a standard 3-month payment plan. This allows customers to avoid termination while paying the past due bill over a 3-month period of time. In households with extenuating circumstances, a longer payment plan may be available. To explore these options call: **1-800-543-8911**.

Third-Party Notification

This notification service can be a “safety net” if you or someone you care for is hospitalized, away from home for an extended time or homebound and misses a payment on their monthly gas bill. Third-party notification is especially helpful for someone who lives alone or who’s dealing with chronic illness.

To request this service, both parties must complete an authorization form. Go to either www.columbiagasva.com or call us at 1-800-543-8911 for more details.

Budget Payment Plan

Columbia’s Budget Payment Plan spreads the annual energy bills evenly so that customers can anticipate their monthly energy costs.

Enrollment in the plan this year will give customers the opportunity to average energy bills over the next two winter heating seasons. After that, the Budget Payment Plan will begin an annual schedule from May through April. To join, call our Customer Contact Center at: **1-800-543-8911** or log on to www.columbiagasva.com.

Gift of Energy

Consider giving a Gift of Energy gift certificate to a friend, loved one or your children off to college. Gift of Energy certificates can be purchased for \$10 or more and are made out in the name of the Columbia Gas customer you want to help.

To complete the gift request go to either 1-800-543-8911 or log on to www.columbiagasva.com.

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