



Contact Us



Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.



Web
Make payments and access your account at ColumbiaGasKY.com



Payments 24/7
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1828 (Payment convenience fee may apply)



Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660



Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential Paperless Billing
Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 09/30/2022	\$15.25
Payments Received by 09/23/2022 Thank you	-\$15.25
Balance on 10/17/2022	\$0.00
Charges for Gas Service This Period	+\$30.87

Current Charges Due by 10/31/2022 **\$30.87**

- If paid after 10/31/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



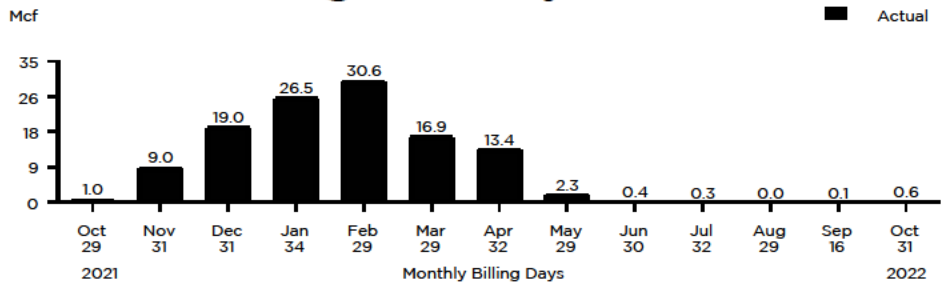
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasKY.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasKY.com/Budget.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasKY.com and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 10/31/2022: \$30.87

Amount Enclosed: \$

[REDACTED]
P.O. Box 14241
Lexington, KY 40512-4241



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:

[REDACTED]

Service Address:

[REDACTED]

Meter Readings - 31 Billing Days

Actual Reading on 10/17	7
Actual Reading on 9/16	1

Gas Used (Mcf) **0.6**

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Oct 21	1.0	67.5°	0.0
Sep 22	0.1	71.8°	0.0
Oct 22	0.6	59.2°	0.0

Your Average Monthly Usage = 9.9 Mcf.

Your Total Annual Usage = 119.1 Mcf.

Your next meter reading date is

11/15/2022.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$3.15

Delivery **+\$22.90**

Gas Supply Cost 0.6 Mcf at \$9.78820 per Mcf	\$5.87
--	--------

Supply **+\$5.87**

Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.01
Ashland City Franchise Fee	\$0.87
School Tax	\$0.87

Taxes & Fees **+\$2.10**

Total Current Utility Charges **\$30.87**

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

One-Time Contribution