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July 17, 2023

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Columbia Gas of Pennsylvania, Inc.
to Proposed 2024-2028 Universal Service and Energy
Conservation Plan
Docket No. M-2023-3039487**

Dear Secretary Chiavetta:

Pursuant to the Order entered June 15, 2023, by the Pennsylvania Public Utility Commission, enclosed please find the Columbia Gas of Pennsylvania's Supplemental Information for its 2024-2028 Universal Service and Energy Conservation Plan regarding the above captioned matter.

Should you have any questions, please do not hesitate to contact the undersigned at (223) 488-0794.

Very truly yours,

Candis A. Tunilo

/kak

Enclosures

cc: Parties of Record (w/enc.)

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CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing have been served upon the following persons, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant).

VIA E-MAIL ONLY


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Dated: July 17, 2023


Candis A. Tunilo

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Columbia Gas of Pennsylvania, Inc. :
 Universal Service and Energy : Docket No. M-2023-3039487
 Conservation Plan for 2024-2028 :

**COLUMBIA GAS OF PENNSYLVANIA, INC.’S
 SUPPLEMENTAL INFORMATION IN RESPONSE TO THE
 ORDER DIRECTING SUPPLEMENTAL INFORMATION AND
 ESTABLISHING COMMENT PERIOD**

I. INTRODUCTION

On or about March 31, 2023,¹ Columbia Gas of Pennsylvania, Inc. (“Columbia” or “Company”), a natural gas distribution company (“NGDC”), filed its proposed Universal Service and Energy Conservation Plan for 2024-2028 (“Proposed 2024-2028 Plan” or “USECP”) in compliance with 52 Pa. Code § 62.4, relating to natural gas universal service and energy conservation reporting requirements. On June 15, 2023, the Public Utility Commission (“PUC” or “Commission”) entered an Order Directing Supplemental Information and Establishing a Comment Period (“USECP Order”) identifying issues in Columbia’s Proposed 2024-2028 Plan that required further attention and inviting stakeholders to comment on issues raised in the USECP Order or the USECP.

In the USECP Order, the Commission withholds approval of the USECP pending review of the additional information requested and stakeholder comments and reply comments. Columbia’s supplemental information is due within thirty (30) days of the entry of the USECP Order. Stakeholder comments are due within twenty (20) days after Columbia submits supplemental information, and reply comments are due within fifteen (15) days thereafter.

¹ Thereafter, on or about April 4, 2023, Columbia filed an updated USECP that included page numbers.

Columbia appreciates the Commission's efforts in reviewing the Proposed 2024-2028 Plan and in providing the Company with the opportunity to submit additional information supporting its USECP. Columbia provides information in response to each of the 36 requested clarifications, some with additional subparts, raised in the Commission's USECP Order herein.

II. RESPONSES TO CLARIFICATIONS SOUGHT IN THE USECP ORDER

Clarification No. 1: Provide the projected average monthly CAP bills from 2024-2028, broken down by FPIG tier, based on both Columbia's existing and proposed CAP payment options.

Response:

The average May 2023 monthly CAP bills, broken down by FPIG tier and including the current CAP Plus of \$10.00, are as follows:

	0- 50%	51 - 100	>100
% Of Income	\$ 60.00	\$ 77.00	\$ 132.00
Avg of Payments	\$ 55.00	\$ 55.00	\$ 62.00
% of Bill	\$ 69.00	\$ 75.00	\$ 83.00
Minimum Payment	\$ 35.00		\$ -

Based on the proposed CAP payment options in Columbia's Proposed 2024-2028 Plan and the current customer projected budget, the following would be the average CAP bill by FPIG. The current CAP Plus of \$10.00 is included in these amounts.

Future	0- 50%	51 - 100	>100
% of Income	\$ 50.00	\$ 81.00	\$ 113.00
% of Bill	\$ 70.00	\$ 92.00	\$ 105.00
Minimum Payment	\$ 35.00		

Due to the volatility of gas prices, the Company is unable to predict future average CAP bills beyond 2024.

Clarification No. 2: Provide the projected cost impact of the proposed CAP payment changes.

Columbia shall provide an estimate of how the proposed CAP payment changes may impact

CAP expenditures in 2024-2028, as compared to the existing CAP payment options. The cost projections must be broken down by cost component (i.e., administration, CAP credits, PPA forgiveness, CAP Plus, and PPA co-payment), and FPIG tier (i.e., 0%-50%, 51%-100%, and 101%-150%).

Response:

Due to the recent volatility of gas prices, the Company is unable to predict future average CAP bills with any certainty, and therefore, the Company is also unable to predict with any certainty future CAP credit forgiveness levels. That said, the tables below depict the CAP shortfall by FPIG and by payment plan for the current CAP payment options and for the CAP payment options in the Proposed 2024-2028 Plan using Columbia's current Commission-approved rates.

Annual Shortfall: Current USECP Plan Structure

	0- 50%	51 - 100	>100	
% Of Income	\$ 3,693,744.00	\$ 3,047,616.00	\$ 147,000.00	
Avg of Payments	\$ 1,065,600.00	\$ 2,936,736.00	\$ 1,851,600.00	
% of Bill	\$ 752,328.00	\$ 3,694,020.00	\$ 3,141,360.00	
Minimum Payment	\$ 4,943,160.00	\$ -	\$ -	
Totals	\$ 10,454,832.00	\$ 9,678,372.00	\$ 5,139,960.00	\$ 25,273,164.00

Annual Shortfall: Proposed 2024-2028 Plan Structure

Proposed	0- 50%	51 - 100	>100	
% of Income	\$ 4,179,708.00	\$ 9,091,764.00	\$ 2,572,752.00	
% of Bill	\$ 230,400.00	\$ 531,828.00	\$ 962,808.00	
Minimum Payment	\$ 6,773,040.00			
Total	\$ 11,183,148.00	\$ 9,623,592.00	\$ 3,535,560.00	\$ 24,342,300.00

The Company projected increased shortfall costs in its proposed USECP based on an anticipated increase in CAP customer participation.

In the Proposed 2024-2028 Plan, Columbia is not proposing to change the CAP Plus or the PPA forgiveness, therefore there should be no cost impact.

Clarification No. 3: Provide the projected impact on annual collection costs, as defined in 52 Pa. Code § 62.5(1)(ii), from 2024-2028 based on implementation of the proposed CAP payment changes, broken down by FPIG tier.

Response:

There may be an impact to annual collection costs resulting from changes to the asked-to-pay amount for CAP customers. Per the plan changes, some customer's asked-to-pay amount will increase, and some will decrease. Columbia's CAP non-payment default rate over recent years is as follows:

Year	%
2023	1.30%
2022	3.83%
2021	3.80%
2020	0.00%
2019	4.52%
2018	4.18%
2017	4.02%

These non-payment rates span relatively evenly across all FPIG levels, payment plan types and levels of CAP asked-to-pay amounts. Columbia submits that these low default rates support the premise that the Company's existing CAP plans are affordable to most CAP customers. The impact of further reducing some CAP bills, as is proposed in the USECP per the Commission's CAP Policy Statement (2020), may not result in fewer customers defaulting on their CAP bills. Therefore, it cannot be assumed that reducing already affordable payment plans will improve CAP customer payment behavior. Further, to the extent that there is concern about whether non-payment rates might increase for customers whose asked-to-pay amounts will increase, note that the customers could obtain further assistance with their Columbia bills by obtaining a LIHEAP grant.

There will, however, be programming costs associated with implementing the proposed CAP plan and payment changes, which are estimated to be \$42,000.

Clarification No. 4: Columbia is directed to identify what safeguards or processes will be in place to ensure that CAP customers' monthly bills will not exceed Columbia's PIP energy burdens as may be approved in this proceeding.

Response:

Columbia's proposed co-pay toward pre-CAP arrears is \$5.00 per month for up to 36 months or \$180.00 maximum. This co-pay structure was designed in 1992 in order to share the responsibility of pre-CAP arrearage collections between the CAP customer and non-CAP residential customers.

In 2010, Columbia implemented CAP Plus to offset a new Department of Human Services ("DHS") policy that required LIHEAP grants be applied to CAP asked-to-pay amounts rather than to the CAP shortfall. This major shift increased the CAP shortfall, which is recovered from non-CAP residential customers, considerably as LIHEAP grants further reduced approved affordable CAP bills. The initial CAP Plus in 2010 was \$17.00 per month. Since then, the monthly CAP Plus amount has ranged from a minimum of \$2.00 to \$18.00. The current CAP Plus of \$10.00.

Columbia submits that due to the annual change to the CAP Plus, there may be times where CAP customers' bills exceed the applicable energy burdens set forth in the USECP. It is important to note that a minimum LIHEAP grant is more than the current annual CAP Plus and co-pays combined. Further, the Commission's CAP Policy Statement (2020) is guidance, not law. In order to assure that customers' PIP payments, including the co-pay and CAP Plus, never exceed the energy burdens in the CAP Policy Statement (2020), the Company would have to account for the variable co-pay and CAP Plus required and assign a lower than designed payment plan at least once a year when a new CAP Plus is calculated and also when all co-pays have been paid. Since asked-to-pay amounts could only decrease in this scenario, the CAP shortfall would increase.

There will be programming costs associated with such continuous recalculations. Ultimately, the additional programming costs and the increase to the CAP shortfall will be paid by non-CAP residential ratepayers, including those just over the income guidelines for CAP. As discussed above in Clarification No. 3, Columbia submits that its CAP bills are already affordable for most CAP customers.

Further, the number of times a CAP customer's requested payment is changed would increase, which is not preferred. One of the original goals of the CAP program was to encourage consistent monthly payments. Frequent recalculating and updating monthly payments negates this primary focus.

Clarification No. 5: Columbia is directed to describe how its security deposit practices reflect compliance with the relevant statutes and regulations. Columbia is also directed to clarify how customers are notified when they are determined eligible for a security deposit refund and if they are given the choice to receive the refund directly rather than it being applied to preprogram arrears.

Response:

Columbia's security deposit practices comply with relevant statutes and regulations, specifically 52 Pa. Code § 56.32(e) (relating to applications for utility service) and 52 Pa. Code § 56.53(f) (relating to deposit holding periods and refunds). Section 56.32(e) prohibits a utility from requiring a cash deposit from an applicant who is confirmed to be eligible for a utility's customer assistance program based on household income and any other applicable utility-specific program criteria. 52 Pa. Code § 56.32(e). Columbia does not require security deposits from any applicants confirmed to be eligible for CAP, as required by 52 Pa. Code § 56.32(e).

Section 56.53(f) requires a utility to refund a deposit, along with any applicable interest, within 60 days of determining that the customer or applicant from whom a deposit was collected is eligible for the utility's CAP. 52 Pa. Code § 56.53(f). Subsections (c), (d) and (e) permit utilities to deduct outstanding balances prior to returning any remaining security deposit amounts to customers. 52 Pa. Code §§ 56.53(c), (d) and (e). When a security deposit exists on an account where a customer affirms desire to enter Columbia's CAP and provides the necessary documentation to do so, the Company deducts any outstanding balance from the deposit and returns or credits any positive difference plus any applicable interest to the customer within 60 days. Columbia submits that this process complies with Section 56.53, when read in its entirety, and is an integral cost control tool for CAP. At this time, customers with account credits related to a security deposit must request to have it refunded to them directly. At that time, the Company will comply with their request.

Clarification No. 6: Columbia is directed to clarify if it requires CAP customers to apply for LIHEAP annually and to assign the grant to Columbia. To the extent that an amendment is required to the CAP Customer Agreement Form, Columbia is directed to submit a revised form.

Response:

In it USECP proceeding for the period 2019-2021 at Docket No. M-2018-2645401, the Company proposed to remove the requirement that CAP customers apply for LIHEAP because the Company had not enforced the policy. In its Final Order dated August 8, 2019, at Docket No. M-2018-2645401, the Commission stated its concern that removing the LIHEAP application requirement from CAP eligibility may decrease LIHEAP participation by Columbia's CAP customers and that low-income customers should be encouraged to apply for LIHEAP at every

opportunity. The Commission, therefore, rejected Columbia's proposal to amend its CAP Customer Agreement Form to eliminate the requirement that customers apply for LIHEAP.

The Company currently complies with the Commission's aforementioned Order but does not enforce the requirement that CAP customers apply for LIHEAP. Please see Attachment A, which is Columbia's CAP Customer Agreement Form with the LIHEAP requirement removed.

Clarification No. 7: Columbia is directed to clarify how it will calculate household income for CAP. Specifically, whether it will count all earned and unearned income for all adult household members (*i.e.*, age 18 and over) and whether it will exclude the earned and unearned income for minors (*i.e.*, under age 18). If Columbia is proposing to change how it defines or calculates "household income," it should identify the intended effective date of that change.

Response:

Currently, in calculating household income, Columbia excludes all earned income for minors under the age of 19 due to the fact that many 18-year-olds are still in high school and the Company interprets that to be the intent of "adults" in the definition of "household income" in the CAP Policy Statement (2020). The Company is agreeable to using the exact definition as written in 66 Pa. C.S. § 1403, as the Company recognizes the intent of the language was to exclude earned income of a minor as household income. The Company believes the recent interpretation that child support and social security benefits providing for basic life necessities and provided in the name of an adult of the household should be excluded is not only a deviation from the original intent but also an obstacle in the Commission's endeavor to streamline CAP enrollment and reverification processes.

All programs administered by DHS, including LIHEAP, include child support and social security benefits providing for basic life necessities and provided in the name of an adult in the household as sources as “household income.” In comments regarding the FY2023 LIHEAP state plan,² DHS pointed out that multiple factors are considered when determining the amount the responsible parent must pay for child support including the other parent’s income and basic living needs and as such, child support counts toward household income because it provides income for the household to put towards food, utilities, and other household needs. DHS Comments at 8-9. Similarly, regarding the inclusion of Social Security income on behalf of a minor in household income, DHS stated that Social Security income received for a minor is countable toward household income because it provides income for the household to put towards food, utilities, and other household needs. DHS Comments at 9.

Columbia submits that the meaning of “household income” for the determination of CAP eligibility and eligibility for other state programs should be the same as the meaning used by DHS in order to support meaningful coordination among LIHEAP and utility CAP programs. Further, using the same interpretation will reduce confusion and frustration for customers.

There are other concerns with excluding child support and Social Security income from household income for purposes of determining CAP eligibility. Many CAP households’ only source of income is child support or social security benefits for the minors in the home. These customers would be identified in Columbia’s automated system as “zero income” households and would, therefore, be required to reverify income every six months. The reason for the shortened reverification schedule for zero income households is the premise that no household can subsist with zero income for any length of time. It is well recognized that households receiving child

² https://www.dhs.pa.gov/Services/Assistance/Documents/Heating%20Assistance_LIHEAP/FY23_LIHEAP-Approved_State_Plan.pdf

support or social security benefits are receiving income that is intended to cover all of their basic needs.

It is important to note the Company accepts SCDU printouts, which detail child support received, not necessarily what has been ordered. Therefore, a household that is not receiving the full support ordered would not be allocated at full payment for purposes of determining household income for CAP. Columbia's minimum CAP payment is \$25.00 plus the CAP Plus amount. Therefore, household income of \$625.00 or less will be on the minimum payment CAP tier. Currently, sixty-one percent of Columbia's CAP customers receiving child support would be in the minimum payment tier even when counting their support income. The Company submits that allowing the Company to accurately identify household income will facilitate accurate referrals to other resources including LIHEAP, reduce customer confusion and frustration and reduce reverification burdens for households receiving only child support or Social Security income for minors.

Clarification No. 8: Columbia is directed to clarify what forms of income documentation it will accept for verification of earned and unearned income.

Response:

Please see attachment B hereto for a list of income documentation accepted by the Company.

Clarification No. 9: Columbia is directed to clarify (1) if only the customer/ratepayer or all household members must provide verification of identity when applying for CAP and, if so, how it will verify the ratepayer's reported household composition; (2) what forms of state identification numbers, beyond a driver's license, it will accept as proof of identity; and (3) what other forms of non-state identification it will accept, if any.

Response:

In the Proposed 2024-2028 Plan, the Company will require proof of identity for the ratepayer only. The Company will request names and ages of all occupants and accept verbal confirmation thereof. The Company will accept a state-issued driver's license or non-driver's ID card for the ratepayer. In addition, the Company will also accept passports, temporary Social Security cards and alien ID numbers provided by a state refugee and immigration agency for the ratepayer.

Clarification No. 10: Columbia is directed to clarify if it charges CAP customers a true-up charge if their CAP bill is calculated based on budget billing. If so, Columbia should explain how and when this charge is determined and how CAP customers are notified that this charge will be added to their monthly CAP bill.

Response:

The Company does not add a true up charge if a customer is on a percent of budget plan. Once a year, the Company recalculates the budget for the next twelve months and a CAP customer on the percent of budget plan may see a change at that time, but there is no true up or retroactive charge.

Clarification No. 11: Columbia is directed to describe its CAP final billing policy and explain whether this policy has changed since the Commission's CAP Final Billing proceeding. Columbia is also directed to address how its final CAP billing practices reflect compliance with the relevant statutes and regulations as discussed in the CAP Final Billing Order.

Response:

Columbia's CAP final billing policy has not changed since the Commission's CAP Final Billing Order. Currently, the Company only issues a final bill to a CAP customer if the customer has pre-program arrears.

As an alternative to the Company's current policy, Columbia proposes that the final CAP bill be calculated on pro-rated usage plus the customer charge, with the bill capped at the customer's maximum CAP payment. This could reduce the CAP shortfall by as much as \$150,000 annually. The Company estimates the cost to implement this programming change is approximately \$115,000.

Clarification No. 12: Columbia is directed to explain in what circumstances a customer's CAP bill could exceed their budget bill. Columbia is also directed to explain how it determines if CAP is beneficial to a customer in situations when the CAP bill exceeds a customer's budget bill but the customer has a remaining PPA balance.

Response:

The Company automatically transfers a customer's CAP plan when moving from one address to another within Columbia's service territory. A new address will most likely have a different budget due to different usage at the premises. If the new budget is lower than the prior budget, the CAP bill could exceed the budget bill. In this scenario, a memo is generated and reviewed by the Company to lower the customer's CAP payment plan, if possible. If this is not possible, a letter is sent to the customer explaining that the budget is lower than the customer's CAP payment plan and directing the customer to call the Company to be removed from the CAP program and placed on the budget plan. When the customer contacts the Company, the customer's options are explained, and the customer decides whether to remain in the CAP program or be removed.

Clarification No. 13: Columbia is directed to clarify all CAP customer requirements and to submit a revised CAP Customer Agreement Form consistent with its Proposed 2024 USECP and directives from the July 2015 Order.

Response:

Please see Attachment A hereto, which is consistent with the directives in the July 2015 Order.

Clarification No. 14: Columbia is directed to clarify how it enforces the requirement that CAP customers must apply for any free weatherization services offered through DCED.

Response:

The Company has not enforced this policy and does not follow up with customers about meeting this requirement. The Company does, however, enforce the requirement that CAP customers cooperate with the Company's LIURP program and in some cases, such funds are leveraged with DCED funds.

Clarification No. 15: Columbia is directed to (1) clarify whether CAP customers who exceed the \$1,000 shortfall threshold are automatically enrolled in LIURP, if eligible; (2) describe what Columbia will accept as a "legitimate exemption" for a CAP customer to refuse LIURP services and how customers are made aware of these exemptions; and (3) explain the process and methods used to contact a CAP customer about participating in LIURP and how the customer is notified they may or will be removed from CAP. Columbia is directed to include any letters and call scripts related to this communication.

Response:

(1) The Company does not “enroll” customers into LIURP (called Warm Wise) with an application process. Rather, Columbia reviews all referrals and Company lists³ for eligibility and if eligible, the Company proceeds by sending a letter to the eligible customer providing a LIURP contractor’s telephone number to schedule an audit. Columbia also provides the customer’s contact information to the LIURP contractor.

(2) Legitimate exemptions to LIURP participation include, but are not limited to, a sick household member, a household member that has a chronic condition that could be exacerbated with crews in the home, and someone who is very fearful of outsiders being in the home. Every customer that refuses weatherization is contacted by Columbia’s Outreach & Education (“O & E”) Coordinator to determine if there is a way to eliminate the barriers or if the Company needs to defer the job. The O & E Coordinator determines if the customer should not be removed from CAP or if the customer is creating barriers to weatherization just to avoid the inconvenience and needs the added incentive to cooperate with the LIURP process. There are times when the decision is made by a Columbia Manager or LIURP specialist to cancel a job without the need for the O & E Coordinator’s intervention, such as when a customer is in a nursing home or hospital and contact is not possible, and in those cases, the customer is not removed from CAP.

(3) The customer receives a letter welcoming them into the LIURP program and providing a contractor’s name and telephone number and encouraging the customer to make contact. The contractor is also notified of the customer’s name and contact information to proactively make contact. After two failed telephone call attempts at different times and different days and one other attempt either my email, phone, post card or in person by the contractor, a letter is sent to the

³ Every year the Company develops a list of CAP customers that have exceed the \$1,000 shortfall threshold and all income eligible customers that meet the usage thresholds, and these accounts are reviewed for LIURP eligibility.

customer notifying the customer of the risk of removal from CAP for failing to cooperate. If no further contact occurs from the customer, a final letter is sent to the customer notifying of the removal from CAP and identifying how to remain in the CAP program. If at any point, the customer makes contact and refuses weatherization services, we will follow the process outlined above to determine if an exemption applies. Please see attachment C hereto for sample letters.

Clarification No. 16: Columbia is directed to explain how it works with EDCs to recertify CAP customers and to identify the EDCs that it works with.

Response:

The Dollar Energy Fund (“DEF”) currently administers Columbia’s CAP program as well as First Energy’s CAP program. With customer approval, DEF staff will use income received for a First Energy CAP application to verify eligibility for Columbia’s CAP. Although it is currently not standard practice to automatically use the income information received by DEF for recertification, Columbia has begun a conversation with DEF staff to expand abilities to verify customer income using any information in DEF’s possession for the purposes of streamlining CAP enrollment and recertification and reducing customer burden.

Clarification No. 17: Columbia is directed to provide the following clarifications and information related to its CEOP initiatives:

- **Indicate which CEOP initiatives are new (i.e., implemented in 2019 or later) and which initiatives represent existing practices to help its most vulnerable customers (e.g., at or below 50% of the FPIG, LEP, impacted by COVID-19).**

Response:

The Company’s proposed Education and Outreach Plan (“CEOP” or “Plan”) is adjusted annually to reflect the current year’s goals. The categories are broad enough to incorporate new

opportunities that emerge after the Plan is developed. For instance, the Company lists Sponsorships at Senior Fairs and Legislative Events as an initiative and has done so for many years. The specific events can change based on legislator choices, new agency participation, etc., so leaving the category broad allows Columbia some leeway to incorporate these events as schedules permit. Likewise, targeted agency training is not a new initiative, but the agencies that are trained are different based on timing of the last training and staff changes. The Company increased its participation and information dissemination at food banks in 2023, but engagement with food banks is not a new initiative. Similarly, activities associated with school districts are not new initiatives, but Columbia greatly expanded this initiative beginning in the 4th quarter of 2020. The Company's Heat Wise program began in 2013 but has been on hiatus in 2020; the Company hopes to restart this program this year. The Company has always taken applications for LIHEAP, CAP and Hardship Funds for the most vulnerable customers as needed, but there was a greater emphasis on this in a pilot program in 2022. With that context, new areas of focus or increased focus have been highlighted in an excerpt of the CEOP. Please see Attachment D hereto.

As part of its CEOP, the Company provided a breakdown of activities targeting specific populations. In many cases, activities overlap and serve more than one targeted audience. Most events, such as senior fairs, veterans events and community baby showers, tend to promote the event to all residents in the area. Events targeting limited English-speaking populations generally do not target a specific demographic beyond geography. Most events targeted to low-income populations do not specifically target 50% FPIG or less. As further explained below, the Company performs some analysis to determine where customers with the lowest incomes live to ensure Company attendance at multiple events or the provision of information for dissemination in those areas.

- **Explain how it educates customers on how to determine their own “household energy burden” to help encourage interest and participation in CAP and stimulate actions for energy conservation in the household.**

Response:

Through bill inserts and its website, the Company provides tips to encourage customers to actively participate in reducing their own energy burdens. Columbia also promotes the Warm Wise Audits and Rebates, LIURP and CAP programs through various forms of media to prompt customers to contact the Customer Service Center to discuss the benefits and encourage participation. However, the Company has not begun to educate low-income customers specifically on how to calculate energy burden or to compare it to an average. Columbia welcomes templates and sample messaging from the Commission of community campaigns that have successfully increased interest in energy conservation and participation in CAP by educating consumers on energy burdens. Columbia supports the engagement of members of the Universal Service Advisory Council (“USAC”) to further assist with the development of materials and messaging for future education and outreach efforts.

- **Explain whether and how the components of its CEOP are provided to each community within its service territory.**

Response:

As part of the Universal Service Reporting Requirements, the Company provides a snapshot of where its low-income customers reside by county. In addition, the Company analyzes data provided by PA Department of Education that identifies where low-income household students attend school. These sources provide our framework for where activities are prioritized. The Company endeavors to reach all customers in all portions of its service territory through

multiple channels, including media and grassroots events when the opportunities arise. At every USAC meeting, the Company provides detailed updates on its outreach efforts and follows up on leads generated during the meetings.

- **Explain whether its targeted outreach to landlords is tracked and if it has resulted in increased participation of rental properties in LIURP.**

Response:

The Company's most recent targeted outreach to landlords was completed in 2019. A list of twelve landlords that had multiple eligible properties was generated. The O & E Coordinator obtained consent from two landlords for LIURP out of the twelve listed landlords. The Company intends to do another such targeted outreach in 2024. The Company has had slightly more success in the last year with getting landlord approval for LIURP (measured anecdotally but not formally), although Columbia has not made any major changes to its landlord outreach processes in the last year.

- **Provide copies of its CAP brochures and customer bill inserts that outline the program guidelines and customer responsibilities.**

Response:

Please see Attachment E hereto for copies of outreach materials. Please see Attachment A hereto for a copy of the proposed customer responsibilities form.

- **Identify what languages Columbia provides for program applications, brochures, and consumer education materials. Also explain how Columbia determines what languages are needed for its service territories.**

Response:

To determine needs for areas with limited English proficient Columbia customers, the Company uses the American Community Survey conducted by the U.S. Census Bureau, which continues all year, every year. The Census Bureau’s American Community Survey collects answers to create up-to-date statistics used by federal and state agencies. It is the premier source for detailed population and housing information in the United States. (2021 is the last year available from the Census ACS 5-Year Estimate.)

Source— United States Census Bureau
 LANGUAGE SPOKEN AT HOME
 Survey Program: American Community Survey
 TableID: S1601
 Product: 2021: ACS 5-Year Estimates Subject Tables

American Community Survey website: <https://www.census.gov/programs-surveys/acs>

The counties where Columbia delivers natural gas where the percentage of “Language Spoken At Home” for languages other than English where the population is identified as “Speak English less than very well” is over 2.0 percent are Adams, Allegheny, Centre, Franklin, Indiana, and York Counties. In these counties, the predominant other language spoken is Spanish. Therefore, the Company provides some written materials in Spanish and letters that provide instructions in Spanish on how to receive one-on-one assistance in Spanish.

	LANGUAGE SPOKEN AT HOME	LANGUAGE SPOKEN AT HOME English Only	Percent LANGUAGE SPOKEN AT HOME English Only	LANGUAGE SPOKEN AT HOME Language other than English Speak English less than very well	Percent LANGUAGE SPOKEN AT HOME Language other than English Speak English less than very well
Adams County	98,723	96,253	97.5%	2,470	2.5%
Allegheny County	1,181,314	1,154,135	97.7%	27,179	2.3%
Centre County	152,829	148,107	96.9%	4,722	3.1%
Franklin County	146,565	141,916	96.8%	4,649	3.2%

Indiana County	79,760	78,065	97.9%	1,695	2.1%
York County	429,356	417,087	97.1%	12,269	2.9%

There are no counties meeting a threshold of 5% or more in Columbia Gas's service territory with a language other than English.

	LANGUAGE SPOKEN AT HOME	LANGUAGE SPOKEN AT HOME English Only	Percent LANGUAGE SPOKEN AT HOME English Only	LANGUAGE SPOKEN AT HOME Language other than English Speak English less than very well	Percent LANGUAGE SPOKEN AT HOME Language other than English Speak English less than very well
Adams County	98,723	96,253	97.5%	2,470	2.5%
Allegheny County	1,181,314	1,154,135	97.7%	27,179	2.3%
Armstrong County	62,850	62,352	99.2%	498	0.8%
Beaver County	159,903	158,405	99.1%	1,498	0.9%
Bedford County	45,316	44,939	99.2%	377	0.8%
Butler County	183,010	181,418	99.1%	1,592	0.9%
Centre County	152,829	148,107	96.9%	4,722	3.1%
Clarion County	35,619	35,334	99.2%	285	0.8%
Clearfield County	76,923	75,596	98.3%	1,327	1.7%
Elk County	29,487	29,400	99.7%	87	0.3%
Fayette County	122,852	122,048	99.3%	804	0.7%
Franklin County	146,565	141,916	96.8%	4,649	3.2%
Fulton County	13,809	13,773	99.7%	36	0.3%
Greene County	34,401	34,238	99.5%	163	0.5%
Indiana County	79,760	78,065	97.9%	1,695	2.1%
Jefferson County	41,980	41,389	98.6%	591	1.4%
Lawrence County	81,880	80,747	98.6%	1,133	1.4%
McKean County	38,704	38,320	99.0%	384	1.0%
Mercer County	105,931	104,562	98.7%	1,369	1.3%
Somerset County	70,892	69,770	98.4%	1,122	1.6%
Venango County	48,370	48,037	99.3%	333	0.7%
Warren County	36,766	36,407	99.0%	359	1.0%
Washington County	198,638	196,837	99.1%	1,801	0.9%

Westmoreland County	339,408	337,523	99.4%	1,885	0.6%
York County	429,356	417,087	97.1%	12,269	2.9%

Columbia’s language access procedures involve multiple channels of translation to ensure that customers receive information in their preferred language.

1. Website:

The www.columbiagaspa.com website features a Google Translate “Select Language” drop-down widget in the upper right-hand corner of every navigable page on the site. In addition to the default English setting, visitors to the site can translate content to Spanish, Portuguese, Korean, Japanese, German, French, and Simplified Chinese.

2. Customer Care Center:

When a person contacts Columbia through the Customer Care Center (“CCC”), there is a Spanish prompt at the front end of the automatic phone system (“IVR”). When selected, the caller is routed to a Customer Service Representative (“CSR”). The CSR will engage an interpreter from Columbia’s third-party interpreter vendor, Language Line, and they will begin a three-way conversation with the customer, CSR and Language Line interpreter.

All CSRs in the Company’s CCC are trained on the use of Columbia’s third-party translation service, Language Line, which offers 240 languages.

3. Field Personnel:

Columbia field employees interacting with the public have access to the Language Line translation service through their mobile phones. The employee calls Language Line and is prompted to enter a language option (1 - for Spanish, 2 - for all other languages or to reach an agent). When further prompted, the employee enters Columbia’s Client Identification Number, then the employee’s identification number within the Company.

The employee is placed on hold momentarily and a Language Line interpreter is added to the call. If a non-Spanish interpretation is needed, the employee advises which language is needed and waits for an appropriate interpreter to join the call. Once an appropriate interpreter joins the call, the employee continues with the call. Employees are encouraged to use the “speaker” function on their phones in order to add the customer to the conversation.

Clarification No. 18: Columbia is directed to clarify if the H&S Pilot cost formula includes projected savings associated with reduced CAP credits. If so, Columbia is directed to provide those projections and how they are factored into the cost formula. Columbia is also directed to clarify how it increased the eligible pool of customers for its H&S Pilot beginning in January 2022. Further, Columbia is directed to identify how it measures success and cost-effectiveness for the H&S Pilot and provide results based on 2021 and 2022 data.

Response:

The formula has been adjusted to project savings associated with reduced CAP credits. The max spending calculation was adjusted by adding the anticipated reduction in CAP credits for the lifetime of the measures completed. Below is the updated formula. The Company has not had any customers use over 2,000 therms annually in three years.

	Scenario 1	Scenario 2	Scenario 3
User-Entered Fields			
pre-therms	1500	1600	2500
home age	50	30	100
square feet	1500	1250	2000
air seal + insul cost	\$800	\$1,400	\$1,000
Heat sys replace (y=1)	0	0	1
Duct sealing (y=1)	0	1	0
contractor 74	0	0	0
contractor 102	0	1	0
contractor 77	0	0	0
contractor 103	0	0	0
Heating system cost	0	\$0	\$3,500
Other Non H&S Costs	\$800	\$800	\$1,000
Calculated Fields (5% Discount)			
Projected Annual Savings (therms)	214	301	578
Calculated Percent Savings	14%	19%	23%
PDV savings (THERMS)	1897	2672	5126
Max spending	\$1,986	\$2,798	\$5,368
Total Non H&S Costs	\$1,600	\$2,200	\$5,500
H&S Allowance	\$386	\$598	-\$132
Calculated Fields (No Discount)			
12*annual savings	2568	3618	6940
Max spending without discounting	\$7,767	\$10,942	\$20,989
H&S Allowance	\$6,167	\$8,742	\$15,489

The eligible pool of customers increased as a direct result of increasing the cost formula to allow for a higher spend per customer. In 2021, the work required to remediate the issue was more than the allotment allowed by the formula. The Company will review results and seek input from its USAC.

The success of the Pilot will be measured similarly to LIURP by reviewing actual savings and comparing to the cost incurred. Cost effectiveness will be measured by reviewing the original calculation and comparing to actual savings to determine if the job still meets the expected payback.

There were two homes completed by end of year 2021 which realized 33.28% and 24.36% weather normalized savings. The Company will not have actual weather normalized savings for 2022 customers until April 2024.

Clarification No. 19: Columbia is directed to clarify the reason why the IHS Pilot was not used. Columbia is directed to provide IHS Pilot data results for 2019, 2020, and 2021, including the number of dwellings that received heating system repairs or replacement and the estimated savings impact post-treatment.

Response:

No customers received weatherization pursuant to the IHS Pilot. The Company received approval for the Pilot in January 2020. The COVID-19 pandemic had an impact on all LIURP services in 2020, including the IHS Pilot. In 2021, the Emergency Repair Program (“ERP”) budget was increased. The IHS Pilot was to be used primarily when ERP funds were exhausted, and a customer was without options for heat but LIURP funds were available. This situation did not occur. It is preferable to use ERP funds in cases where there is no usage history, then if usage qualifies for LIURP the following year, LIURP funds can be used to weatherize the home and have adequate usage history to evaluate the effectiveness of the program. With the increased ERP budget, there is no need for the IHS Pilot.

Clarification No. 20: Columbia is directed to clarify what steps, if any, are taken when CAP customers fail to reduce energy usage after energy efficiency tips are provided and a survey is completed. Further, Columbia is directed to clarify what steps, if any, are taken for all customers who fail to reduce energy usage after LIURP measures are installed and what energy usage threshold determines the need for follow up steps.

Response:

Currently, the Company does not take any additional steps when a CAP customer fails to reduce energy usage after receiving tips and/or completing a survey.

The CAP Policy Statement (2020) provides:

Exemptions. A utility may exempt a household from maximum CAP credit or consumption limits if one or more of the following conditions exist:

- (A) The household experienced the addition of a household member.
- (B) A member of the household experienced a serious illness.
- (C) Energy consumption was beyond the household's ability to control.
- (D) The household is located in housing that is or has been condemned or has housing code violations that negatively affect energy consumption.
- (E) Energy consumption estimates have been based on consumption of a previous occupant.

52 Pa. Code § 69.265(3)(vi).

The Company conducted a pilot program in 2011/2012 for all CAP customers that exceeded \$1,000 in shortfall. The majority of the customers received a survey and follow-up telephone calls. The intention of the pilot program was to determine which customers fell into one of the exemptions in the then-effective CAP Policy Statement and raise the CAP payments of customers that did meet any exemption criteria. During the pilot, it became clear that the overwhelming majority of customers exceeding \$1,000 in shortfall annually fell into an exemption. Ultimately, it was determined the cost to contact customers to determine if they met an exemption was cost prohibitive as very little reduction to the CAP shortfall resulted from the pilot.

The Company conducted a LIURP “non-savers survey” from 2015 – 2019, wherein a third party was retained to research accounts and make contact attempts via letter, telephone call and email to discuss why usage increased. The results were as follows:

- Customers changed their behaviors, which may have increased household usage
(Examples of such changed behaviors included: admitting to turning the thermostat up

- more often, stopping the use of electric space heaters, and no longer using wood burning stove due to illness);
- Customers improved the health condition of the home by replacing a broken, unused system during the twelve months prior to weatherization;
 - Customers had gas or hot water leaks during the twelve months after weatherization (post-period); and
 - Customers moved or had inactive service for some time during the post period.

The Company did not conduct a survey for the years 2020 or 2021. However, the Company continues to identify specific non-savers to share with LIURPs contractors for follow up for education and development.

Clarification No. 21: Columbia is directed to provide more details about the ERP, including (1) program description; (2) application process; (3) eligibility criteria; and (4) projected budget and enrollment levels for 2024 through 2028.

Response:

Columbia voluntarily proposed the Emergency Repair Program (“ERP”) in 1995 and has subsequently changed the program to meet the needs of its customers in several rate case proceedings. The ERP complements Columbia’s suite of Universal Service Programs but is not subject to the Company’s current USECP. The information provided below are current descriptions and guidelines of the ERP, which had an increase to the budget in the Company’s most recent rate case proceeding (2022).

(1) Program Description

ERP provides services for eligible property owners who are without heat due to a gas line leak, water tank issue or inoperable heating system. Qualified participants will receive repair or

replacement of faulty heating equipment, hot water tanks and/or gas lines. The program is for emergencies only and not intended to assist new homeowners with existing, known faulty equipment.

(2) Application Process

Income eligible homeowners who contact Columbia's CCC are screened for program benefits by Columbia CSRs. Customers are also referred through Columbia's Operations and Construction Departments and Community Based Organizations. The referral is made to a third-party administrator, currently Rebuilding Together Pittsburgh, for follow-up within two hours. In most cases, income documentation is verified by existing documentation provided by LIHEAP, CAP, or other program enrollment. Household ownership is confirmed via county property search websites. Once eligibility is verified, the administrator contacts one of the program's partnering heating, ventilation and air conditioning contractors or plumbing contractors. With customer cooperation, emergencies are resolved within 24 hours during the winter months and initiated no later than the next business day in non-winter months.

(3) Eligibility Criteria

- Must be initiated by the property owner;
- Income at or below 150% of the FPIG;
- Up to 10% of the program budget can be used to assist customers between 151% and 200% of FPIG; and
- Must be an emergency situation and not have received ERP services for the same equipment within the last three years unless asserting an issue with the prior installation or equipment.

(4) Projected Budget and Enrollment

As approved in Columbia's 2022 base rate case, the annual budget is \$1,000,000, which budget is projected to remain at this level for 2024 through 2028.

The Company's current average spend per home is \$3,370. Therefore, Columbia projects serving 296 customers annually. However, equipment and installation costs continue to rise, which renders accurate future projections somewhat difficult and uncertain.

Clarification No. 22: We recognize that LIURP regulations do not mandate a public utility to serve special needs customers with incomes between 151%-200% of the FPIG. It is unclear whether Columbia is proposing to do so in its Proposed 2024 USECP. Accordingly, in its response to this Order, Columbia is directed to provide its guidelines, if any, for using up to 20% of the LIURP budget on special needs customers with incomes between 151%-200% of the FPIG and clarify its definition for the term "special needs" in regard to LIURP eligibility.

Response:

Columbia has not proposed any change to its LIURP program in the USECP and plans to continue using up to 20% of the annual budget for customers between 151% and 200% of the FPIG. Between its 2015 and 2018 USECP proposed plans, the LIURP eligibility guidelines in Columbia's plan were inadvertently removed. Specifically,

- Customer must be at or below 150% of federal poverty guidelines.
- Up to 20% of annual budget eligible for special needs customers as defined in 52 Pa. Code Section 58.2, (relating to definitions), including non-CAP customers who otherwise meet the LIURP eligibility requirements.

The Company supports the inclusion of the above bulleted language in its 2024-2028 USECP LIURP eligibility guidelines.

Clarification No. 23: Columbia is directed to clarify the method by which it receives property owner permission and provide a copy of the form used to verify permission.

Response:

Columbia updates property owner information via county supported property search databases. The Company sends a letter and an agreement form along with a brochure about the LIURP program to property owners identified as owning property of eligible participants. Please see Attachment F hereto for a copy of the forms. If no follow up is received from the property owner, the Company notifies the ratepayer/occupant of the premises of the denial. If an updated address or email for the property owner is provided, the Company sends the letter and agreement form to the updated address(es). The Company accepts US mail, faxed or scanned copies of the completed agreement form.

Clarification No. 24: Columbia is directed to provide details of its contractor training and certification requirements.

Response:

The Company contracts with current DCED county weatherization providers and some for-profit companies. The Company accepts all DCED county weatherization provider training and requires Building Performance Institute qualifications for the other companies. Prior to COVID, the Company held an annual training meeting with all contractors to review Company procedures and typically contracted for training on a specific problem area that the Company was experiencing with multiple contractors or a new technology opportunity.

The Company supports language proposed in the Commission's LIURP Notice of Proposed Rulemaking that would allow a public utility to use up to 1% of its total annual LIURP budget on costs associated with inter-utility trainings, coordinated trainings or outreach, or a combination of

these efforts. See *Initiative to Review and Revise the Existing Low-Income Usage Reduction Program (LIURP) Regulations at 52 Pa. Code §§ 58.1-58.18*, Docket No. L-2016-2557886, NOPR (May 18, 2023) at § 58.14c(d). The Company supports the inclusion of such language in its 2024-2028 USECP.

Clarification No. 25: Columbia is directed to clarify what encompasses “full” weatherization services and if it allows for any exceptions, if warranted, to its seven-year limit between LIURP services on a dwelling.

Response:

Full weatherization services is defined by the Company as the installation of weatherization measures, excluding replacement/repair of heating systems, that would reasonably result in a minimum of 15% savings from installed measures. The Company does allow for exceptions from this policy on a regular basis. If at any time, a customer’s usage is still over the minimum usage requirements after weatherization in the last seven years, it can be reviewed by the Company’s Quality Assurance Coordinator and/or the installation contractor to receive further treatment. Often, it is determined that the obstacle for attic insulation has been removed, and therefore, such work can be done to result in meaningful savings. In these instances, an exception will be made. Sometimes, a larger home will still meet the minimum usage eligibility guideline, but all work including attic and sidewall insulation has been performed and no additional measures will result in savings. In these instances, an exception would not be made.

Clarification No. 26: Columbia is directed to explain its parameters for performing routine health and safety measures, including examples of the health and safety measures that may be installed by weatherization providers. Columbia is also directed to explain if there are circumstances where a LIURP contractor would be permitted to exceed the health and safety

spending limit, with or without prior approval. Further, Columbia is directed to indicate whether it performs incidental repairs prior to the installation of LIURP measures and, if so, to explain its parameters and allowance threshold for performing those repairs.

Response:

Columbia does not specify to contractors what is or is not considered a health and safety measure. That said, for HVAC contractors, any work that needs to be completed to make the heating system safe and operable is considered related to health and safety. The contractor has the authority to spend up to \$650 in incidental repairs without the need to get further Company approval. If the repairs will require more than \$650, the contractor must reach out to Columbia's Quality Assurance Coordinator in every instance to receive approval.

Weatherization contractors are provided a soft cap on every job. The soft cap is calculated for each job based on usage, current gas costs and contractor performance. If they can complete all work under the soft cap, they do not need additional Company approval. If more than the soft cap is needed, they will reach out the Quality Assurance Coordinator to review the job scope and determine next steps. The need to go above the soft cap is often due to health and safety issues. Therefore, most cases are reviewed on a case-by-case basis with the Quality Assurance Coordinator.

Examples of health & safety measures that would be installed by weatherization providers in addition to carbon monoxide detectors include roof repairs, knob and tube remediation, remediation of a faulty bath fan, vermiculite testing, gutter repair or other repairs to eliminate moisture in the basement, dryer venting corrections, replacement of a broken window or broken lock on a door, repair of a step leading to the basement or attic, and removal of mold if the moisture

source has been resolved. These are just examples; each unique situation is reviewed by the Company's Quality Assurance Coordinator.

Clarification No. 27: Columbia is directed to clarify its process for determining whether weatherizing a dwelling would be cost-effective. Columbia is also directed to identify (1) its process for disqualifying dwellings for LIURP; (2) how customers are notified of the reasons for disqualification; (3) the number of dwellings disqualified per year for the last three years, including the reasons for disqualification; (4) what housing development agencies and public utility weatherization programs it refers deferred dwellings to; and (5) how long it maintains the list of LIURP deferrals.

Response:

All installed measures must meet a seven- to twelve-year payback. However, each job is assigned a maximum that can be spent to achieve a total twelve-year payback for the entire cost based on typical savings. If work cannot be completed to expect savings without going over that maximum, then it must be approved by the Company's Quality Assurance ("QA") Coordinator. The QA Coordinator reviews the job with the contractor to determine if the additional cost will contribute to greater than average savings, thus maintaining the payback. If that is not possible, then the job would be screened to be part of the health and safety pilot or possibly deferred.

Since January 2020, no jobs have been deferred as a result of not being cost effective, but there have been deferrals for other reasons. Customers are notified verbally that their job is being deferred and the reason is explained. When possible, the Company will refer to local agencies, the electric utility if wiring is an issue, and state and federal funded programs. Each situation is different, and therefore, possible solutions are unique. The chart below provides the number of deferred jobs and the reasons therefor for years 2020, 2021 and 2022. Deferred jobs are entered

by contractors or Columbia LIURP staff after a contractor has entered a home. The statistics below are those deferred once a customer receives an audit. They do not include any customers that did not follow through with the audit. The Company began tracking deferrals in 2016 and still maintains all data tracked.

	2020	2021	2022
Customer Moved	1	2	1
Customer Request	4	8	5
Health Reasons	1	1	
Knob & Tube Wiring		3	1
Moisture in Basement	3	6	
No Landlord Agreement		2	1
No Show	1	1	4
No Work to be Done	3	1	1
Other	13	5	2
Over Income	2	4	
Property For Sale		2	
Property Not Weatherizable	4	5	7
Repairs Not Completed by Homeowner	2		1
Repairs Not Completed by Landlord	1	2	2
Roof Leaks	3		
Total	38	42	25

Clarification No. 28: Columbia is directed to explain its quality control guidelines and procedures and the methodology it uses to select 25% of weatherized dwellings to receive a post-installation inspection each year.

Response:

Columbia's QA Coordinator oversees the quality control program. Current guidelines require 25% of each contractor's work to receive a post-completion inspection. The QA Coordinator gets a listing of all jobs completed for the prior month and sends all jobs to the external post-completion inspectors. Exceptions to this process include times when the QA Coordinator was at the home after the work was completed, a safety issue in the home, such as an aggressive dog, or only an HVAC measure was installed, such as a new furnace. The post-completion

inspectors are provided the number of post-completion inspections needed by contractor, and the inspectors send letters to all customers of the contractors, which still need post-completion inspections. The inspectors also make outbound calls to encourage cooperation. Though it can be difficult to get cooperation from customers for a post-completion inspection, the quota has been met with the use of persistence.

Clarification No. 29: Columbia is directed to clarify how it funds its CARES program.

Response:

Columbia's CARES program is funded and recovered through base rates.

Clarification No. 30: Columbia is directed to clarify if it accepts any other verification from a customer reporting domestic abuse and, if so, identify all forms of verification it accepts. Columbia should also explain what steps it takes to protect the customer's information when domestic violence is reported.

Response:

The Company accepts a Protection From Abuse Order ("PFA") or a court order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence of domestic violence.

The Company provides a fax number or an email address that is accessible by only five Columbia employees to submit PFAs or court orders. The order is then uploaded to a secure, USER ID-protected file on the Company's server. The five Columbia employees, as well as two outreach and education coordinators and one manager, are the only ones with access to the file on the server. The O & E Coordinator is notified via email that an order was requested, follows up with each customer to ensure it is understood what is needed, determines any additional necessary assistance and monitors going forward until the order is expired.

Clarification No. 31: Columbia is directed to provide a full description of its Hardship Fund eligibility criteria, including its specific payment and balance requirements, especially if its practices differ or expand on the criteria listed on page 22 of its Proposed 2024 USECP.

Response:

The Company's guidelines vary depending on the time of year in order to stretch the funds as long as possible and leverage other programs to provide the most benefits to all customers at or below 200% of poverty. Columbia's proposed USECP includes the following eligibility criteria:

- Columbia residential heating customer;
- Household income at or below 200% of Federal Poverty Level;
- Must have exhausted all other available energy assistance resources;
- Minimum arrearage balance as required by Dollar Energy Fund;
- Demonstrated sincere payment effort as required by Dollar Energy Fund; and
- Exceptions to eligibility criteria may be granted under special circumstances, which may include not requiring a sincere effort of payment, minimum arrearage balance, or CAP status.

Annually, in October, November and February, the program only assists customers without natural gas service or who are in threat of termination. Annually, in December, the program is only open to those without service. In the remaining months, the program is open to all non-CAP customers while funds are available.

Sincere effort of payment of \$150 is required for all customers up to 61 years of age. Customers over 62 require a sincere effort of payment of \$100.

These requirements are reviewed on an annual basis. With flexibility, the Company is able to tweak guidelines to address the needs of its customers at the time. For example, during the

COVID-19 pandemic, the Company waived the sincere effort of payment and served all customers regardless of status to the extent that funds remained available. The Company clearly explains guidelines to its USAC and its customers on an annual basis. Columbia submits that requiring hard and fast criteria in the USECP will reduce the Company's flexibility to assist customers in special circumstances.

Clarification No. 32: Columbia is directed to clarify all the ways that a customer may apply for a Hardship Fund grant and whether, and to what extent, Columbia accommodates customers who may have difficulty applying.

Response:

Columbia's customers can apply for Hardship Fund grants in person, over the telephone, or online. If a customer self declares difficulty with any of these options, a referral is made to the Company's O & E Coordinator. The Coordinator can do applications over the telephone and can provide tailored assistance to ensure a complete application.

Clarification No. 33: Columbia is directed to provide the following additional information related to its LIURP needs assessment:

- **The number of known customers with household income between 151% and 200% of the FPIG.**

Response:

The Company currently has 16,944 active customers self-declaring as having income between 151% and 200% FPIG.

- **The number of income-eligible customers who have consumption greater than 170 therms.**

Response:

Of those identified above, 3,568 have usage greater than 170 therms during the winter months.

- **The number of income- and usage-eligible customers who have not received LIURP within the past seven years.**

Response:

The total number of current customers that meet income (at or below 200% FPIG) and usage eligibility guidelines and have not received LIURP within the past seven years is 17,239. This number includes customers whose LIURP services were cancelled previously.

- **Of those customers, the number who are ineligible for LIURP due to other reasons (e.g., deferred due to health and safety issues). Each issue and the number of customers it applies to should be identified individually.**

Response:

Since 2016, the customers that were deemed ineligible for LIURP due to deferrals are as follows:

Customer Moved	29
Customer Request	109
Customer Service Off	6
Did Not Update Landlord Informatio	1
Health Reasons	20
Knob & Tube Wiring	60
Lead Inactive	67
Moisture in Basement	163
No Landlord Agreement	6
No Landlord Agreement	9
No Response	584
No Show	13
No Work to be Done	74
Other	132
Over Income	85
Property For Sale	21
Property Not Weatherizable	149
Repairs Not Completed by Homeow	6
Repairs Not Completed by Landlord	30
Roof Leaks	103

Clarification No. 34: Columbia is directed to explain how its LIURP enrollment projections are calculated and the reason for a projected decline in LIURP enrollments beginning in 2026.

Response:

LIURP enrollment projections are based on the rounded average per home divided by the projected budget. The budget for 2024 and 2025 includes carryover funding from 2020 through 2023. The budget decreases in 2026 to reflect full spend of the carryover. With less funding, the expectation is that less homes will be completed.

Clarification No. 35: Columbia is directed to explain the reason for the significant reduction in CBOs that accept Hardship Fund applications. Columbia is also directed to explain whether the loss of these 91 CBOs has impacted the ability of customers to access Hardship Fund grants in its service territory.

Response:

The Company erroneously reported the number of screening agencies for Hardship Funds in its USECP. The correct number of screening agencies that currently take CAP applications in Columbia's service territory is 31. The number of agencies that take Hardship Fund applications in Columbia's territory is now 92. These updated numbers reflect a significant drop in agency participation. The Company has not surveyed agencies that no longer take applications to determine the reasons therefor. However, the Company is aware that some agencies stopped taking applications during COVID and have not returned. In addition, the Company was directed in its last USECP proceeding at Docket No. M-2018-2645401 (Order of Aug. 8, 2019, at 20-21) to eliminate the in-person intake requirement for joint applications of Hardship Funds and CAP, as well as service reconnections. The effect of this directive may be that agencies are not able to serve enough customers to support the training and overhead costs. This may be another factor in the reduced agency participation.

Clarification No. 36: Columbia is directed to identify where its Contact Center is located, the key functions of the Contact Center, how many and what employees work at the Contact Center, as well as the responsibilities of those employees.

Response:

The Columbia Gas CCC is located at 100 Laurel View Drive, Smithfield, PA 15478. The CCC is devoted to serving NiSource's mission of delivering safe, reliable, and affordable customer-focused service for our Columbia Gas Companies. The Columbia Gas of Pennsylvania, Inc. team is comprised of 84 CSRs, with 60 supporting Universal Service Programs. Additionally, 81 of the 84 CSRs work from home as remote CSRs.

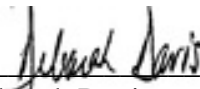
Columbia's Universal Service Programs-trained CSRs specialize in assisting vulnerable customers with billing and payment inquiries that fall into one or more of the following categories: Level 1, CAP, or previous CAP Customers. Their responsibilities include, but are not limited to, verifying service status, checking CAP status, reviewing financial information, conducting pre-screening for CAP, referring customers to energy assistance programs, and providing payment plan options to ensure gas service remains active and connected.

III. CONCLUSION

Columbia appreciates the opportunity to respond to the Order Directing Supplemental Information and Establishing a Comment Period issued in response to the Company's Proposed 2024-2028 USECP. Columbia looks forward to working with Commission staff and other interested parties regarding its USECP.

Respectfully submitted,

Columbia Gas of Pennsylvania, Inc.



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Date: July 17, 2023

Columbia Gas of Pennsylvania, Inc.

C A P

CUSTOMER AGREEMENT FORM

As a participant in the Columbia Gas of Pennsylvania’s Customer Assistance Program, I agree to accept all of the program conditions as listed below. Failure to agree or follow through on any of the accepted conditions will result in removal from the CAP Program.

I agree to:

- Verify gross monthly income at time of application.
- Re-verify gross monthly income once a year; unless you apply and receive an Energy Assistance Grant and it is posted to Columbia Gas.
- Notify the Universal Service Representative at **1-800-537-7431** of any changes in income, household size or residence.
- Pay the CAP payment and \$5.00 co-payment on arrears, monthly, by the due date.
- Resume paying your full CAP installment plus \$5 co-pay when your LIHEAP grant is exhausted.
- Call Columbia Gas CAP immediately if you are no longer able to afford your CAP plan to avoid getting behind on your bill.
- Apply for any free weatherization service including the Columbia Gas Warm Choice Program and my local county weatherization program, if I meet the eligibility requirements.
- Authorize Columbia Gas to share and use data including, but not limited to, income, and household member information furnished by me or on my behalf regarding me or members of my household concerning any application for, or participation in, the Program, with the Public Utilities Commission and entities on which Columbia relies for Program eligibility verification. Such sharing and use of the information shall be consistent with applicable law.
- The facts set forth in this application are true and complete to the best of my knowledge. Dollar Energy Fund, Inc. reserves the right to further verify income if necessary. I understand and accept that false or incomplete statements on this application will be cause for rejecting my application or removal from the program.
- Accept any program change resulting from modifications to the program made by Columbia Gas of Pennsylvania, Inc., with the Bureau of Consumer Services approval.

In addition, by signing below I confirm that the facts set forth in my CAP application are true and complete to the best of my knowledge. I also hereby authorize Columbia Gas to further verify my household income, as Columbia Gas deems appropriate. I understand, agree and accept that false or incomplete statements on my CAP application will be cause for rejecting my application or removal from the Program.

Signature of Applicant

Date

Reviewed by: _____

Agency Code

Income Chart for CAP

Income Type	Acceptable Proof of Income
Black Lung Benefits	Coal mine worker's compensation of expected benefit statement Bank statement from the last 30 days (last resort)
Cash Assistance <i>Public Assistance</i>	Benefits statement (both sides) Printout from DPW website Letter from caseworker on letterhead
Child/Spousal Support	Court order (only if receiving amount ordered) Domestic relations printout (last 30 days) – www.humanservices.state.pa.us Eppicard/Way2Go card printout (last 30 days) www.GoProgam.com Bank Statement (last 30 days) Passthrough Welfare: Benefits statement from welfare both sides Voluntary child support or spousal support: Use other income form
Foster Care/Adoption	Statement from Social Services Letter from the adoption agency or state or county office stating amount of compensation that will be received Copy of all checks (last 30 days) Other Income form (last resort)
Investment Income <i>Interest</i>	Dividend Statement Bank Statement showing payment
Long Term or Short-Term Disability <i>Disability</i>	Benefits statement Copy of disability checks/check stubs (last 30 days) Bank statement (last 30 days)
Other Income (includes cash contributions)	Other Income Form
Rental Income	Copy of the lease or rental agreement Copy of a receipt for the rent Other income form (last resort)
Retirement Income	<i>Called "Pension", "IRA", "Annuity"</i> If Pension: Pension board letter, Copy of pension check with stub attached Copy of 1099 Copy of Form 5498 for Roth IRA Copy of pension check with stub attached Bank statement from current year
Royalties	Monthly Royalty Statement Copy of royalty check (last 30 days) Bank Statement (last 30 days) Other Income Form (last resort)
Salary & Wages <i>(Employment)</i>	Paystubs for the last 30 days Letter from employer Handwritten Paystubs? Complete other income form Uber/Lyft/DoorDash/Instacart/ETC: Last 30 days of payment summary Military Pay: Military LES (Leave & Earnings Statement) from last 30 days 17-year-old and younger/18-year-old still in high school: Wages are not counted as income for any program.
Self-Employment	Quarterly statement from accountant

<p>(Includes subcontractors)</p>	<p>QuickBooks or other type of online ledger Statement from Accountant on letterhead stating the income from the last 30 days Tax Return 1040 and schedule C Copy of 1099 If in partnership, Schedule K1 & Schedule E Other Income Form (last resort)</p> <p>Subcontractor: 1099 for previous tax year is acceptable if they don't have paystubs</p>
<p>Social Security <i>Social Security</i> <i>SS Disability</i> <i>SSI</i> Survivor Benefits list under <i>Social Security</i></p>	<p>Social Security Benefit Statement (also called award letter) Current year www.socialsecurity.gov/myaccount or call 1-800-772-1213 Bank Statement Letter from bank on letterhead confirming direct deposits Copy of 1099</p> <p>NOTE: Medicare is deducted for seniors.</p> <p>SSI State Supplement of \$22.10 or less- No verification needed</p>
<p>Stipend</p>	<p>W2/1099/ Letter stating the offertory amount of the stipend (yearly/monthly)</p>
<p>Unemployment Compensation</p>	<p>Notice of financial determination Unemployment printout – www.uc.pa.gov Bank statement from last 30 days</p>
<p>Veterans Benefits <i>Veteran's Income</i></p>	<p>Letter from VA Benefit statement (current year) Bank Statement from last 30 days</p>
<p>Workman's Compensation <i>Worker's Comp</i></p>	<p>Letter of determination Benefits statement from last 30 days Copy of checks (last 30 days) Bank statement from last 30 days</p>
<p>Zero Income</p>	<p>Zero Income Form</p>



Columbia Gas of Pennsylvania, Inc.
South Pointe Industrial Park
121 Champion Way, Suite 100
Canonsburg, PA 15317
1-800-537-7431

NONE ENTERED

NONE ENTERED
NONE ENTERED
NONE ENTERED

Dear NONE ENTERED,

Congratulations! You have been approved to participate in the Warm Wise weatherization program. Warm Wise participation is required for individuals that receive benefits through the Customer Assistance Program (CAP).

A Warm Wise contractor, NONE ENTERED, will contact you to schedule a pre-weatherization inspection. At the time of the inspection, please be prepared to provide NONE ENTERED with proof of the following:

- The income of the household members (Example: Form W-2, last 30 days' pay stubs, Rental income statements, DPA statement, Child Support statement, Social Security Income statement or Pension statements, etc.)
- Ownership of your home if you are the homeowner (Example: latest property tax statement or a photocopy of the property deed)

The pre-weatherization inspection includes a free energy audit to locate the cold and costly heating leaks inside the home, and provides a free energy consultation to help control energy use.

In addition, a Heating, Ventilation and Air Conditioning Contractor will clean and tune the furnace and water heater as well as complete a gas appliance safety check at no cost to you. Once the clean and tune is complete Mincin Insulation will perform free weatherization services which may include some or all of the following; attic insulation, sidewall insulation, caulking, weather-stripping and sealing of air leakage areas.

If you have any questions, you can contact the energy auditing contractor NONE ENTERED at NONE ENTERED. We show your phone number to be NONE ENTERED. If this is incorrect, please contact your WarmWise Specialist at 724-416-6361 or email warmwisepa@nisource.com.

"Para clientes que hablan español, llame a nuestro especialista en alcance al cliente al NONE ENTERED"

Sincerely,

Deborah Davis
Manager, Universal Services
DD/SW



Columbia Gas of Pennsylvania, Inc.
South Pointe Industrial Park
121 Champion Way, Suite 100
Canonsburg, PA 15317
1-800-537-7431

NONE ENTERED

NONE ENTERED
NONE ENTERED
NONE ENTERED

NONE ENTERED

We have reviewed our records and determined that you are eligible for Columbia's Warm Wise program. Unfortunately, as of today, we have been unable to enter you in the weatherization program. This free program offers weatherization measures such as caulking, weather stripping, side wall and attic insulation. It also provides a free clean and tune of your furnace and safety check of your heating equipment. This service could cost you as much as \$6,500 without Columbia Gas funds. Columbia Gas is offering it to you free of charge in an effort to reduce your current consumption.

When you enrolled in Columbia's CAP (Customer Assistance Program) you agreed to cooperate with Columbia Gas contractors and accept any free weatherization programs that are available to you. Since you have not complied with this requirement of the program, we are forced to remove you from CAP.

It is very important that you contact us immediately to verify your eligibility and schedule an audit of your home. If we do not hear from you in 10 days, you may be removed from the CAP program. If you need to leave a message with us, please leave a phone number and time of day to contact you. You can call NONE ENTERED at NONE ENTERED Monday through Friday from 7:00a.m. until 4:00 p.m.

If removed from CAP, you will need to complete the weatherization program first and then we can re-instate you. For more information about weatherization, please contact Columbia Gas at 724-416-6361 or email warmwise@nisource.com.

"Para clientes que hablan español, llame a nuestro especialista en alcance al cliente al 717-688-9782"

Sincerely,

Columbia Gas Customer Assistance Program



Columbia Gas of Pennsylvania, Inc.
South Pointe Industrial Park
121 Champion Way, Suite 100
Canonsburg, PA 15317
1-800-537-7431

NONE ENTERED

NONE ENTERED
NONE ENTERED
NONE ENTERED

Dear NONE ENTERED,

We have reviewed our records and determined that you are eligible for Columbia's Warm Wise program. Unfortunately, as of today, we have been unable to enter you into the weatherization program. This free program offers weatherization measures such as caulking, weather stripping, side wall and attic insulation. It also provides a free clean and tune of your furnace and safety check of your heating equipment. This service could cost you as much as \$6,500 without Columbia Gas funds. Columbia Gas is offering it to you free of charge in an effort to reduce your current consumption.

You are currently enrolled in Columbia's CAP (Customer Assistance Program). One of the requirements of the program is that you apply for and receive any free weatherization programs that are available to you. You are in jeopardy of being removed from CAP as a result of not enrolling in the Warm Wise program.

It is very important that you contact us immediately to verify your eligibility and schedule an audit of your home. If we do not hear from you in 15 days, you will be removed from the CAP program. If you need to leave a message with us, please leave a phone number and time of day to contact you. You can call NONE ENTERED at NONE ENTERED Monday through Friday from 7:00 a.m. until 4:00 p.m.

We appreciate your cooperation and look forward to working with you to reduce your energy costs.

Sincerely,

Deborah Davis
Manager, Universal Services

External Outreach

All Programs: There are multiple opportunities for the Company to promote all programs during the year.

- **Sponsorship and participation in senior fairs and legislative events**
- **Representation on local community assistance boards and task forces**
- Participation and coordination of Be Utility Wise events
- Provision of all program information on Columbia website
- **Promotion of programs through multiple Company social media channels and Next Door**
- Semi-annual Universal Service Advisory Council meetings
- Customer Care Center referrals
- Press Releases at the start of the winter heating season & throughout the year
- **Promotion of programs to Community Engagement partnering agencies**
- **Targeted agency training**
- **Community Sponsored events such as trunk or treats, school fairs and resource expo's**
- **Food Bank Distribution sites**
- **School District information dissemination**
- **Virtual Annual Training for legislative aides and Social Service /Representatives**

Columbia also sponsors outreach opportunities to support Universal Service programs on an individual program basis:

CAP

- Coordination with electric utilities to solicit CAP customers for re-verification
- Coordination with the Dollar Energy Fund Grant Program for re-verification
- Solicitation of targeted groups
 - CRISIS recipients
 - Inactive account customers (Cold Weather Survey packets)
 - **Targeted outreach for customers below 50% of FPIG**

HARDSHIP FUNDS

- Annual bill inserts requesting contributions and encouraging application
- Monthly solicitation on bills to all non-CAP residential customers with current accounts

- Participation in multiple fundraising events
- Link to make a donation to all customers receiving e-bills
- **Social Media posting of fundraising events**
- **Social Media posting of how to access funds**
- Application processing for vulnerable customers

LIHEAP

- Press releases
- Social Media paid ads
- Newspaper/Community Magazine ads
- Ads in Spanish in certain geographic areas
- Bill inserts promoting LIHEAP
- Mail applications upon request or referred by CSR
- **Application completion for vulnerable customers**
- Inserts promoting CRISIS in eligible termination notices
- Outbound calls to previous recipients reminding them to apply
- Outbound calls to identified eligible customers and CAP customers
- Operation of a toll-free hotline for inquiries and assistance with applications
- Outbound emails to Crisis-eligible customers as part of Direct Referral Process
- Outbound emails to potentially eligible customers
-

WarmWise Programs (Energy Efficiency)

- media buy annually based on consumer trends
- Reciprocal referrals between programs depending on eligibility
- **Social Media paid ads promoting programs**

Targeted Population Outreach

Spanish Speaking Population

- Outreach to existing Hispanic/Latino groups
- Media buys in Spanish
- Information in Spanish on website
- **Materials & program specific letters provided in Spanish**
- CARES one on one intervention

Victims of Domestic Violence

- Representation on Universal Service Advisory Council (USAC)
- CARES involvement with all identified Victims of Domestic Violence
- Confidential access and storage of records
- Protection of accounts from traditional Chapter 14 collections

Landlords

- CARES intervention to encourage LIURP participation
- Brochure designed to explain LIURP sent to all Landlords during LIURP referral process

Seniors

- Advertorials and ads in Senior News
- Representation at Senior Fairs/Legislative events
- **Targeted for Heat Wise participation**
- Additional review/contact for senior cold weather survey customers including referrals to Area Agency on Aging local offices
- Senior Groups/Training
- Representation on USAC

Veterans

- Outreach with targeted organizations
- Targeted for Heat Wise participation
- **Representation on USAC**

Train the Trainer Session and/or Information provided

- Head Start
- **Visiting Nurses organizations**
- Transitional Services
- **Homeowner's trainings**
- Unemployment Offices/Vocational Rehab centers
- Faith Based
- Other Community Agencies

People with Disabilities

- Outreach with community agencies that serve population

People with income 50% of FPIG and lower

- **Targeted emails**
- **Emphasis on geographic areas with high percentage of population**

Information Provided

- **School Districts**
- **Food Banks**
- **Check Cashing Businesses**
- Head Start
- **Back Pack Distribution**
- Area Agency on Aging
- **Meals on Wheels**
- Other Community Agencies

Internal Outreach

The Company recognizes the value of employee ambassadors for promoting programs to customers, neighbors, family and community groups. Therefore, the Universal Service Department engages in multiple activities to promote programs internally.

- Call Aid Scripting

- Detailed explanation of each program including guidelines, application process and benefits
- Reminders to refer to programs at appropriate points in the scripting such as reconnects, payment arrangement requests, high bill complaints
- Up to the minute dates, income guidelines, eligibility guidelines, agency partners hours and contact information
- Training
 - Customer Care Center Customer Service Representatives
 - Administrating and screening agencies
 - Service department personnel
 - Construction services personnel
 - Lunch and Learn with office staff
- Company Internal website articles about programs, contest winners, customer testimonials
- Contests at CCC while LIHEAP/CRISIS are open to encourage referrals

Meetings

- Monthly CAP team meeting with administrator,
- Universal Services Staff monthly meeting
- Universal Services Advisory Council Bi-Annual meeting
- Cold Weather Survey update meeting prior to survey annually
- Monthly meetings between CCC staff and Universal Services to provide updates and discuss current trends/concerns
- Monthly meeting with A & R, ERP and LIURP post inspection staff
- Meetings with local area office staff to update on programs

Customer Programs

PROGRAMS TO FIT YOUR LIFE

Columbia Gas[®]
of Pennsylvania

A NiSource Company



Columbia Gas[®] of Pennsylvania

When Columbia Gas was founded more than a century ago, we made it a priority to assist our customers in staying warm and safe in their homes. Over the years we have established programs and valuable services to help to make our customers' lives easier.

How You Can Help

Columbia Gas customers can help their neighbors experiencing financial hardships by supporting the Dollar Energy Fund with a personal donation. Columbia Gas matches every dollar contributed by its customers, and together, these contributions fund a grant program that helps thousands of customers manage their energy costs every year.

Ask how you can be a donor.
Call 1-888-460-4332.

Proud supporter of the  **DOLLAR ENERGY FUND**

To learn more about home energy assistance programs and bill payment assistance available through Columbia Gas, call 1-888-460-4332.

Para obtener más información sobre programas de asistencia en materia de energía doméstica y pago de facturas asistencia disponible a través de Columbia Gas, llame al 1-888-460-4332.

For our customers with hearing or speech disabilities, dial 711.

PROGRAMS TO FIT YOUR LIFE

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Warmwise

Learn More, Save More 2

Programs for a Warm, Safe and Efficient Home

WarmWise Low Income Usage Reduction
Program (WW LIURP) 3

Emergency Repair Program. 3

WarmWise Audits & Rebates (WW A & R) 4

WarmWise Energy Efficiency Information (WW EEI) .. 4

Financial Assistance Information

Low Income Home Energy
Assistance Program (LIHEAP) 5

CRISIS Program..... 5

Dollar Energy Fund 5

Security Deposit Assistance Fund (S-DAF)..... 6

Affordable Payment Programs

Customer Assistance Referral &
Evaluation Services (CARES) 7

Customer Assistance Program (CAP) 7

Payment Plan Options

Budget Payment Plan 8

Extended Payment Plans 8

Third-Party Notification..... 8

Medical Certificate 8

WarmWiseSM

LEARN MORE · SAVE MORE

WarmWise is a series of energy saving programs to help you identify where your home is losing energy and provide solutions to start saving energy...and money.

WarmWise programs include:

- **WarmWise Low Income Usage Reduction Program**
- **WarmWise Audits & Rebates**
- **WarmWise Energy Efficiency Information**

These days, saving the Earth's resources isn't just a good idea; it's the right thing to do. From recycling to paying bills online, many Pennsylvanians are getting on board. If you've been considering energy saving steps in your home, Columbia Gas of Pennsylvania's WarmWise programs might be just what you need to get started.

Learn more about these programs and get started saving today!



PROGRAMS FOR A WARM, SAFE AND EFFICIENT HOME



WarmWise Low Income Usage Reduction Program (WW LIURP)

WW LIURP is a free home weatherization program which assists customers in reducing their home's natural gas consumption by identifying and remedying areas in the home where heat escapes. This free program is designed specifically for customers with low incomes and high gas usage.

Emergency Repair Program

The Emergency Repair Program offers financial assistance for the repair or replacement of natural gas furnaces, water heaters, service and house lines, and space heaters serving as the primary heat source for low-income customers who own and are living in their home. Income guidelines change annually.

**For more information on
the WarmWise Low Income
Usage Reduction Program or
Emergency Repair Program,
call 1-800-537-7431.**



PROGRAMS FOR A WARM, SAFE AND EFFICIENT HOME



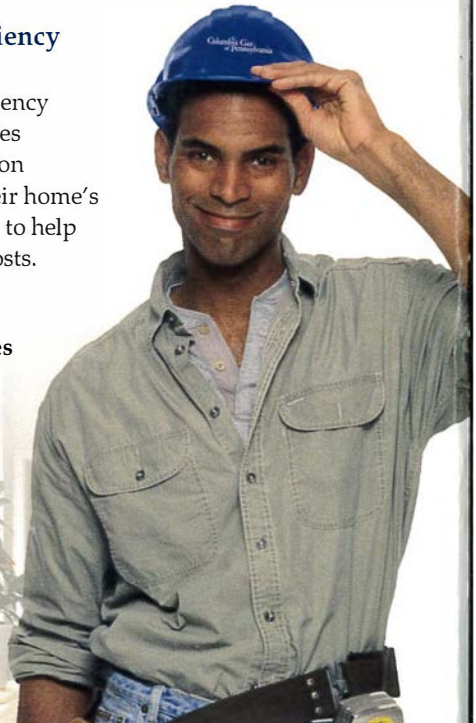
WarmWise Audits & Rebates (WW A & R)

The WarmWise Audits & Rebates program is available to Columbia Gas customers who may not qualify for other consumption reduction programs. WarmWise Audits & Rebates offers a free Building Performance Institute-certified home energy audit, a custom energy efficiency plan with estimated cost-savings and, when appropriate, a free programmable thermostat. In addition, Columbia Gas will pay a portion of the costs for customers to undertake recommended energy efficiency measures. Audits are available on a first-come, first-served basis.

WarmWise Energy Efficiency Information (WW EEI)

The WarmWise Energy Efficiency Information program provides customers with information on opportunities to improve their home's energy efficiency as an effort to help manage natural gas utility costs.

**For more information on
WarmWise Audits & Rebates
and WarmWise Energy
Efficiency Information
Programs, call
1-866-956-0308.**



FINANCIAL ASSISTANCE INFORMATION

Low Income Home Energy Assistance Program (LIHEAP)


A federally-funded program, LIHEAP provides income eligible customers financial assistance to help pay home heating bills and emergency energy assistance to avoid shut-off or to restore service. Homeowners and renters may be eligible to receive LIHEAP funds depending on household size and income level. Guidelines change with each heating season.

CRISIS Program

The CRISIS program provides a grant to customers who face utility service disruption due to lack of payments or an unsafe utility condition at their home. These federally-funded grants may be applied to accounts where service has been terminated (for non-payment) or for the repair of the heating equipment. At certain times of the year, CRISIS grants may be used to halt a pending service termination.

**For more information on LIHEAP or CRISIS, call
1-800-272-2714.**

Dollar Energy Fund



Dollar Energy Fund provides energy grants to customers for use in offsetting overdue payments or restoring service to terminated utility accounts. Columbia Gas matches every dollar contributed by its customers, and together, these contributions fund a grant program that helps thousands of customers every year. The Fund is designed for customers with low incomes who have exhausted all other available energy assistance programs. Income guidelines change annually.

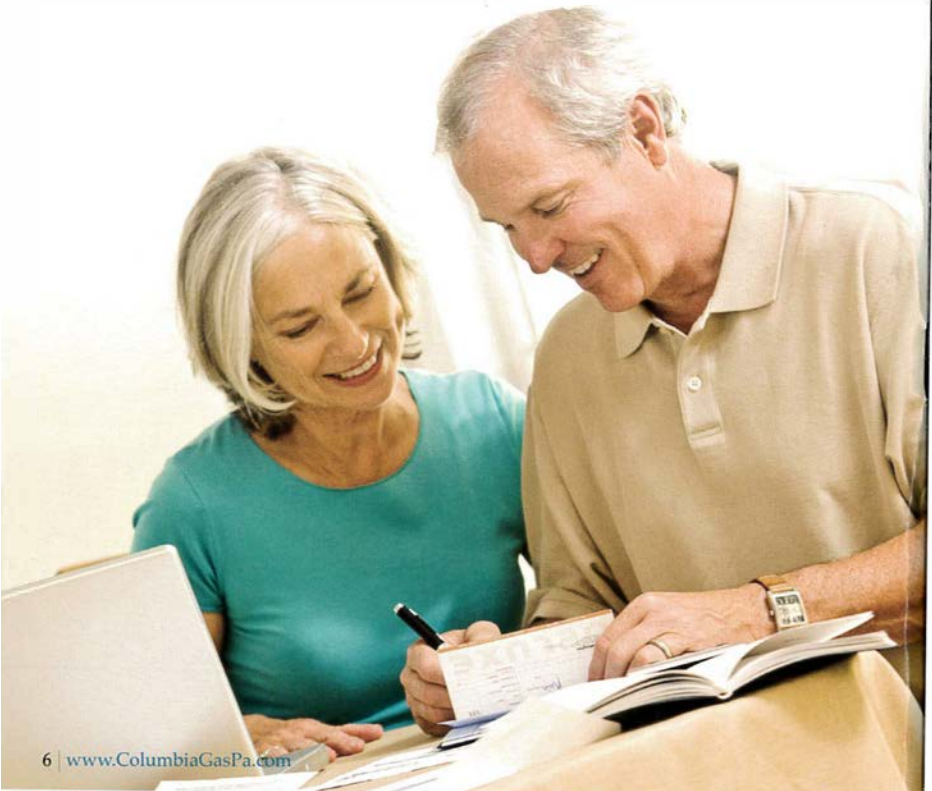
**For more information on the Dollar Energy Fund, call
1-800-537-7431.**

FINANCIAL ASSISTANCE INFORMATION

Security Deposit Assistance Fund (S-DAF)

The Security Deposit Assistance Fund (S-DAF) provides financial help to Columbia Gas customers who may not qualify for other assistance programs. The S-DAF can help when a security deposit is required for establishing utility service. Grants are awarded on a first-come, first served basis. Columbia Gas representatives have current information on eligibility guidelines and program availability.

**For more information on the Security Deposit Assistance Fund, call
1-800-537-7431.**



AFFORDABLE PAYMENT PROGRAMS

Customer Assistance Referral & Evaluation Services (CARES)

The CARES program offers personalized assistance to customers having difficulty paying their gas bill. We know that life can sometimes surprise people with the unexpected. That's why we offer a helping hand during temporary hardships. The Universal Services staff is trained to be helpful in situations requiring sensitivity, resourcefulness and the ability to assist customers through short-term financial problems. Basic budget counseling, customized payment plans and linkage to energy grant programs/ community resources form the supportive framework of the CARES program.

Customer Assistance Program (CAP)

CAP offers affordable payment plans and debt forgiveness for customers with low incomes and long-term bill payment problems. If you are a residential heat customer and need to have a more permanent solution to a bill payment problem, CAP may help provide a more structured bill payment opportunity.

**For more information on CARES or CAP, call
1-800-537-7431.**



PAYMENT PLAN OPTIONS

Budget Payment Plan

The Budget Payment Plan allows customers to spread yearly gas costs over 12 months by paying a monthly budget amount instead of paying their account balance each billing cycle. The Budget season begins in May, but enrollment continues throughout the year.

Extended Payment Plans

Customers with past-due bills may qualify for an extended payment plan, preventing service termination while paying the past-due bill over a period of time.

Third-Party Notification

To guard against a past-due bill or disconnect notice from being overlooked, an account holder may authorize Columbia Gas to send a copy of such notices to a third party of the account holder's choice. The third party is not obligated to pay the bill. This service simply notifies a designated person who can act on the account holder's behalf.

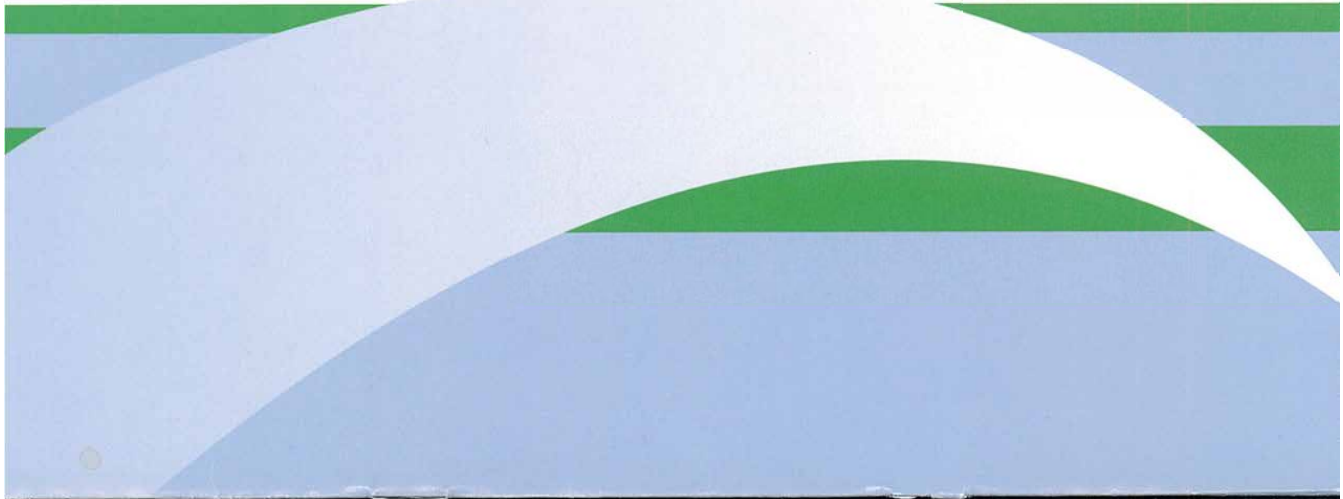
Medical Certificate

Columbia Gas will delay termination of service for up to 30 days if interruption of service would be hazardous to the health or safety of you or a permanent resident of your home. A certificate stating the medical condition is required from a licensed physician or medical practitioner.

For more information on the Budget Payment Plan, Extended Payment Plans, Third-Party Notification or medical deferrals, call

1-888-460-4332.





NOSOTROS ESTAMOS AQUI PARA TI

ARA MÁS INFORMACIÓN
 Llámanos al 1-800-537-7431
 Visite ColumbiaGasPA.com/Assistance
 Contáctenos en Facebook, Twitter o Nextdoor

Columbia Gas[®]
 A NiSource Company

Columbia Gas de Pennsylvania ofrece una variedad de programas de asistencia al cliente. Puede aumentar la eficiencia energética de su hogar, inscribirse en un plan de pago razonable o solicitar ayuda con los saldos vencidos. Para averiguar qué programas se ajustan a sus necesidades, ESCANEE EL CÓDIGO QR en esta página para ingresar su información en la calculadora de elegibilidad o LLÁMENOS AL 1-800-537-7431.



EFICIENCIA ENERGÉTICA

- Programa de reducción del uso de WarmWise para personas de bajos ingresos
- Auditorías y reembolsos WarmWise
- Información de eficiencia energética de WarmWise

PLANES DE PAGO ASECIBLES

- Servicios de evaluación y derivación de asistencia al cliente (CARES)
- Programa de asistencia al cliente (CAP)
- Plan de pago de presupuesto
- Presupuesto Plus

ASISTENCIA CON SALDOS ATRASADOS

- Programa de asistencia energética para hogares de bajos ingresos (LIHEAP)
- Programa de CRISIS
- Programa de asistencia de emergencia para el alquiler (ERAP)
- Fondo de energía del dólar



WE'RE HERE FOR
YOU

FOR MORE INFORMATION

Call us at 1-800-537-7431

Visit ColumbiaGasPA.com/Assistance

Contact us on Facebook, Twitter or Nextdoor

Columbia Gas[®]
A NiSource Company

Columbia Gas of Pennsylvania offers a variety of customer assistance programs. You can increase your home's energy efficiency, enroll in an affordable payment plan, or apply for assistance with overdue balances. To find out which programs fit your needs, **SCAN THE QR CODE** on this page to enter your information into the eligibility calculator or **CALL US AT 1-800-537-7431**.



ENERGY EFFICIENCY	AFFORDABLE PAYMENT PLANS	ASSISTANCE WITH OVERDUE BALANCES
<ul style="list-style-type: none"> • WarmWise Low Income Usage Reduction Program • WarmWise Audits and Rebates • WarmWise Energy Efficiency Information 	<ul style="list-style-type: none"> • Customer Assistance Referral & Evaluation Services (CARES) • Customer Assistance Program (CAP) • Budget Payment Plan • Budget Plus 	<ul style="list-style-type: none"> • Low Income Home Energy Assistance Program (LIHEAP) • CRISIS Program • Homeowner's Assistance Fund (PAHAF) • Dollar Energy Fund

COLUMBIA GAS OF PENNSYLVANIA

Energy Assistance

Please note: Energy Assistance must be applied for annually. If you applied last year, whether you received assistance or not, you must reapply this year.



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.

LIHEAP

You may be eligible to receive assistance to help pay your Columbia Gas bill from the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP helps eligible households maintain utility service during winter months. You can apply online via the state's Department of Human Services website at <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>. For more information, call our Energy Assistance hotline at 1-800-272-2714.

LIHEAP CRISIS

If you face shut-off due to lack of payments or an unsafe utility condition, you could get a grant. These federally funded crisis grants may be applied to accounts where service has been shut off for safety or non-payment, and may be used to halt a pending shut off during the winter months. For more information, call our Energy Assistance hotline at 1-800-272-2714.

DOLLAR ENERGY FUND

You could get a grant to use to pay off past-due bills or restore service. This program is available if you have exhausted all other available assistance programs. To find out if you qualify for a grant, call us at 1-800-537-7431 or apply online at hardshiptools.org/myapp.

PENNSYLVANIA HOMEOWNER ASSISTANCE FUND (PAHAF)

Eligible homeowners can get help paying their natural gas arrears through PAHAF. For more information or to apply online, visit www.pahaf.org

PENNSYLVANIA EMERGENCY RENTAL ASSISTANCE FUNDS (ERAP)

Eligible renters can get help paying their natural gas bill through ERAP. You can apply online via the state's COMPASS Benefits website at <http://www.compass.state.pa.us/>. You are eligible even if you have previously received assistance.

NOTE: Allegheny, Washington, Westmoreland and York counties are not using COMPASS. Please access the County Application Finder at www.dhs.pa.gov/ERAP to find out how to apply.

FINDING AND APPLYING FOR ENERGY ASSISTANCE CAN BE CONFUSING AND EVEN OVERWHELMING.

WE'RE HERE FOR YOU

NOT ELIGIBLE?

Even if you aren't eligible for these energy assistance programs, you may be eligible for one of our flexible payment plans.

Full details are available online:
ColumbiaGasPA.com/PaymentPlans



FOR MORE INFORMATION
Visit ColumbiaGasPA.com/Assistance
Call 1-888-460-4332



Columbia Gas[®]
A NiSource Company

COLUMBIA GAS OF PENNSYLVANIA LIHEAP

Please note: Energy Assistance must be applied for annually. If you applied last year, whether you received assistance or not, you must reapply this year.



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. Don't miss out on funds that may be available to you.

LIHEAP

You may be eligible to receive assistance to help pay your Columbia Gas bill from the Low Income Home Energy Assistance Program (LIHEAP). It helps eligible households maintain utility service during winter months.

**The application period begins
November 1, 2022
and ends on April 28, 2023.**

Do You Qualify?

Total household income (before taxes) must be at or below 150 percent of federal poverty income guidelines. See the chart to the right for income guidelines.

Where To Apply?

You can apply online via the state's COMPASS Benefits website at <https://www.compass.state.pa.us/>. For more information, call our Energy Assistance hotline at 1-800-272-2714.

**2022-2023 Annual Household
Federal Income Guidelines
150% Federal Poverty Level**

HOUSEHOLD SIZE	MONTHLY INCOME	ANNUAL INCOME
1	\$1,699	\$20,385
2	\$2,289	\$27,465
3	\$2,879	\$34,545
4	\$3,469	\$41,625
5	\$4,059	\$48,705
6	\$4,649	\$55,785
7	\$5,239	\$62,865
8	\$5,829	\$69,945
	More than 8 members, add \$590	More than 8 members, add \$7,080

FOR MORE INFORMATION
Visit [ColumbiaGasPA.com/Assistance](https://www.ColumbiaGasPA.com/Assistance)
Call 1-888-460-4332



COLUMBIA GAS OF PENNSYLVANIA Payment Plans & Payment Options



A LITTLE HELP GOES A LONG WAY

Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. Contact us if you are currently behind on your bill or as soon as you realize you need help and we'll quickly get you set up on the best plan for you.

BUDGET PLUS PLAN

Allows you to pay about the same amount each month. It takes your Standard Budget Plan, plus your past due balance and divides it by the length of the program. Your standard Budget Plan is calculated based on usage, weather and projected costs. Call 1-888-460-4332 today to enroll.

CUSTOMER ASSISTANCE PROGRAM

This program offers affordable payment plans for income eligible customers. CAP can help with long-term solutions to chronic bill payment challenges. To get started, call us at 1-888-460-4332 or apply online at hardshiptools.org/MyApp.

NEED HELP FINDING ANOTHER PLAN

There may be other personalized options available. Contact our customer care team at 1-888-460-4332 to learn more.

ALTERNATIVE PAYMENT OPTIONS

Just need an alternate way to pay right now? There are many options.

ONLINE or BY PHONE using:

- Electronic Check
- Credit Card
- Debit Card
- PayPal
- Venmo
- Amazon Pay

Contact Paymentus online at ColumbiaGasPA.com/PaymentOptions or by phone at 1-866-694-1828, 7 days a week, 24 hours a day

Search for IN PERSON PAYMENT LOCATIONS at ColumbiaGasPA.com/PaymentOptions.

FOR MORE INFORMATION
Visit ColumbiaGasPA.com/PaymentPlans
Call 1-888-460-4332



Columbia Gas[®]
A NiSource Company

COLUMBIA GAS OF PENNSYLVANIA

Take Control of Your Bill



TAKE CONTROL OF YOUR ENERGY BILL

You or someone you know may find yourself in a difficult financial situation – maybe for the first time. Options are available to **take control** of your energy bill, including energy assistance, payment plans, efficiency and managing your usage.

Factors that may affect natural gas market pricing, include things such as weather, supply, demand, and financial markets. Natural gas utilities do not set the market pricing for supplies, nor do utilities profit from the sale of natural gas to their customers². **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!

MANAGE YOUR ENERGY USE

- **Monitor Your Usage** - Sign in to your account to view and compare previous usage, weather and bills. Multiple types of historical data on your account are available to review and compare. Don't have an online account? Register today at ColumbiaGasPA.com.
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

MANAGE YOUR BILLING AND PAYMENTS

- Budget Plan
- Billing and Payment Alerts
- Payment Options

FOR MORE INFORMATION
Visit ColumbiaGasPA.com/TakeControl
Call 1-888-460-4332



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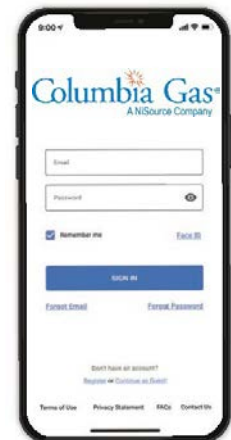
COLUMBIA GAS OF PENNSYLVANIA Mobile App



COLUMBIA GAS MOBILE APP

MANAGE YOUR ACCOUNT FROM ANYWHERE, AT ANY TIME

- View and pay your bill
- Download a PDF of your bill
- View billing and payment history
- View your energy usage and compare month over month
- Start, stop or move your service
- Enroll in billing and payment programs like Alerts
- Easily log in with the safety of Touch ID/Face Recognition



SIMPLE STEPS TO START SAVING

Saving energy can lower your energy bills. Learn how to start saving with a few simple changes at home. Visit ColumbiaGasPA.com/EnergyTips to learn more. As you make changes, monitor your usage on the COLUMBIA GAS MOBILE APP.

MANAGING YOUR USAGE = MANAGING YOUR BILL

FOR MORE INFORMATION
Visit ColumbiaGasPA.com/MobileApp
Call 1-888-460-4332



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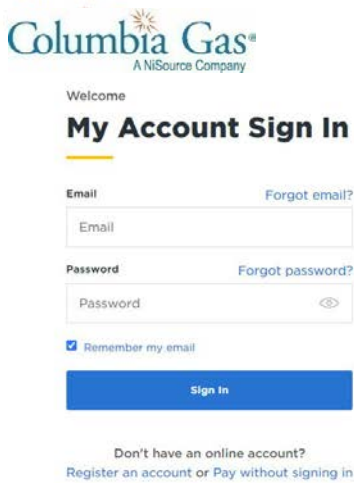
COLUMBIA GAS OF PENNSYLVANIA Chat



CHAT WITH US

VISIT US AT COLUMBIAGASPA.COM, THEN LOOK FOR “CHAT WITH US” IN THE LOWER RIGHT CORNER

- Find what you need on our web site faster with CHAT.
- CHAT can help you self-serve your account.
- CHAT is available 24/7.
- Sign in to your account on our mobile app to access CHAT from anywhere.



FOR MORE INFORMATION
Visit ColumbiaGasPA.com
Call 1-888-460-4332



YourService

Spring | 2023



PA03231

Work Zone Safety is Everyone's Responsibility

Follow these simple work zone safety tips to keep you and Columbia Gas crews safe during road construction projects in your area:

- **Expect the unexpected** – Normal speed limits may be reduced, traffic lanes may change, and people may be working on or near the road.
- **Slow down** – Speeding is one of the major causes of work zone crashes.
- **Keep your distance** – Keep a safe distance between you and the car ahead of you, and don't tailgate.
- **Pay attention to the signs** – Observe the posted signs until you see the one that says you've left the work zone.
- **Obey road crew flaggers** – A flagger has the same authority as a regulatory sign, so you can be cited for disobeying his or her directions.
- **Stay alert and minimize distractions** – Dedicate your full attention to the roadway and avoid changing radio stations or using cell phones while driving.

For more information on staying safe, visit ColumbiaGasPA.com/Safety.



You Have Options. Take Control of Your Energy Bill.

Options are available for assistance, payment plans, efficiency and managing your usage. **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!

What you can do to manage your energy use? Monitor your usage. Find energy savings tips.

What you can do to manage your energy bills and payments? Budget Plan. Billing and payment alerts. Payment options.

For more information go to ColumbiaGasPA.com/TakeControl.

Are You Struggling to Pay Your Energy Bill?

We offer Payment Plans to help you get back on track. You may even be able to enroll online. Find out what plans are available to you at ColumbiaGasPA.com/PaymentPlans or call us at 1-888-460-4332.

KNOW YOUR HOMESM

Know Your Home – Flooding and Your Natural Gas Service

Flooding can damage your natural gas lines and appliances, causing a safety hazard. 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.

If you smell natural gas after a flood, stop what you're doing, leave the area immediately and call **911** and us at **1-888-460-4332**.

Add This to Your Spring Cleaning List

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.



Contact 811 Before You Dig

It's the law. Avoid possible penalties, costly repairs or injuries.

No matter how well you know your home, you should always contact **811** or submit an online ticket at **www.PA1Call.org** at least **three business days** before you dig to have your utility lines marked. Each utility will mark their lines, so you can start your project safely.

Do You Know What a RED TAG Means If You Get One?

RED TAGS 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.



YourService

Fall | 2022



PA09221

Our Mobile App is BUILT FOR YOU

Download the Columbia Gas Mobile App today and customize your account so it's perfect for YOU!

- Easily log in with the safety of Touch ID/ Face Recognition
- View and pay your bill
- Download a PDF of your bill
- Manage multiple accounts
- View billing and payment history
- View your energy usage and compare month-to-month
- Start, stop or move your service
- Enroll in billing and payment programs like AutoPay, Budget Plan and Paperless Billing

Take your account with you wherever you go. Learn more about our mobile app at ColumbiaGasPA.com/App.



We're Here to Help

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 ColumbiaGasPA.com/Assistance.

An expanded number of flexible payment plans are available to help spread the balance due on natural gas bills across multiple months. Find out more at ColumbiaGasPA.com/PaymentPlans.

Our WarmWise energy efficiency programs help you identify where your home is losing energy and provide solutions to improve your home's energy efficiency to save energy and money. Learn more at ColumbiaGasPA.com/WarmWise.



KNOW YOUR HOMESM

Know Your Home – Get an Annual Inspection

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

If you need to repair or replace any appliances, have a qualified professional complete the installation. Learn more about proper venting at ColumbiaGasPA.com/Venting.

Prevent Damage From Cold Weather

Don't let leaves build up on or around your meter. Your meter needs to be visible and accessible at all times for maintenance or in the event on an emergency.

When colder weather hits, take time to gently clear your meter of any leaves with a broom. If you think there's a problem with the outside piping or equipment, call us at **1-888-460-4332**. Visit ColumbiaGasPA.com/Winter to learn more about winter weather safety.



Stop. Leave. Call.

Everyone in your home should know what to do when they smell natural gas – Stop. Leave. Call.

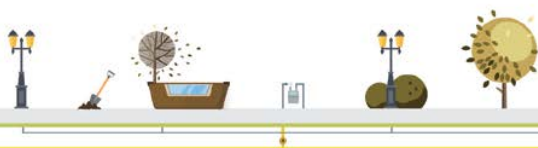
If you smell a sulfur-like or rotten egg odor, it could be a gas leak. Whether you're inside or outside, stop what you're doing and leave the area immediately. Then, call **911** and us at **1-888-460-4332**.

Be Alert for Impostors

Scammers may try to target you by impersonating a Columbia Gas employee or contractor. Know we will never call you directly to ask for account or payment information.

If you are unsure:

- **Ask for ID** – Our employees and contractors wear their IDs visibly
- **Call us** – If you are not sure about a phone call, email, program, offer or person claiming to be affiliated with us, please call us at **1-888-460-4332**



Crisis Funding (Emergency Energy Assistance) Fondos para la Crisis (*Ayuda Energética de Emergencia*)

You might qualify for both a cash and a crisis grant. Crisis funding opens **Nov 1, 2022**, and closes **April 28, 2023**. It provides a payment for low-income households whose utility service has been disconnected. You may receive crisis funding:

- To restore gas service
- To help repair or replace your furnace or gas lines
- To prevent service termination

How to apply

Call your local county assistance office. You will need:

- A denial of service letter or a final bill
- Names and social security numbers for all household members
- Proof of income for all household members

For help repairing your furnace or gas lines, you will need:

- Owners – proof of ownership
- Renters – copy of lease, if responsible for the repair

For more information, contact Columbia Gas at **1-800-272-2714**.

Para obtener más información sobre el Programa de Asistencia de Energía, comuníquese con nuestra línea directa de LIHEAP al **1-800-272-2714**. Un representante que habla español estará allí para ayudarle.

PA11221



You might be
eligible for
LIHEAP funds

**GET HELP PAYING
YOUR GAS BILL**

For more information, visit
ColumbiaGasPA.com



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What is LIHEAP?

Low-Income Home Energy Assistance Program
(Programa de Ayuda Energética para Hogares de Bajos Ingresos)

A federally-funded program, LIHEAP provides income-eligible customers monetary assistance to help pay home heating bills and emergency energy assistance to avoid shut-off or to restore service.

A LIHEAP grant is not a loan or part of the welfare program. You do not need to repay the grant. No lien is placed on your property if you receive help.



Do you qualify?

Homeowners and renters might be eligible to receive LIHEAP funding if total household income (before taxes) is at or less than 150 percent of federal poverty income guidelines.

2022 - 2023 LIHEAP Income Guidelines		
Household Size	Monthly Income	Annual Income
1	\$1,699	\$20,385
2	\$2,289	\$27,465
3	\$2,879	\$34,545
4	\$3,469	\$41,625
5	\$4,059	\$48,705
6	\$4,649	\$55,785
7	\$5,239	\$62,865
8	\$5,829	\$69,945

For family size of more than (8), add \$590 per month or \$7,080 per year for each additional family member.

Where the money goes

If you're eligible for LIHEAP and list Columbia Gas of Pennsylvania as your utility company, the grant will be sent directly to Columbia Gas and the payment will be applied to your account. In some cases, the check will be mailed to you for forwarding to Columbia Gas.

When to apply

November 1, 2022 through April 28, 2023

- Funds are limited, so don't delay in completing your LIHEAP application as soon as you receive it.

Where to apply

Call or visit your local county assistance office.

- If you received an energy assistance grant last year, an application or postcard to apply online will be mailed to you automatically.

How to apply

To ensure your request for LIHEAP is processed promptly, please include:

- Names and social security numbers of all household members
- Proof of income for all household members
- Your most recent gas bill or landlord statement verifying that heat is included in the rental payment

For more information, an application, or assistance in completing the application, call Columbia Gas at **1-800-272-2714**. Our representatives will be happy to assist you. Para más información, llame al **1-800-272-2714**.

County Board of Assistance Offices

Washington County Board of Assistance Office
595 Galiffa Drive - P.O. Box 592
Donora, PA 15033
800-392-6932

Westmoreland Westmoreland County Board of
(LIHEAP) Assistance Office (District 1)
587 Sells Lane
Greensburg, PA 15601
800-905-5413

Westmoreland County Board of
Assistance Office (District 4)
595 Galiffa Drive - P.O. Box 592
Donora, PA 15033
800-238-9094

York York County Board of
Assistance Office
130 N. Duke Street
York, PA 17405-7041
800-991-0929



Columbia Gas of Pennsylvania Program
Year 2022-2023

**Money Available for
Emergency Energy Assistance**

If you received a termination notice, are in danger of termination or your service is currently off, you may be eligible for a crisis grant. Call or visit your County Board of Assistance office before April 28, 2023.

County Board of Assistance Offices

Adams County Board of Assistance Office
225 S. Franklin Street
Gettysburg, PA 17325
800-638-6816

Allegheny Warner Center - Downtown
332 5th Ave, 2nd Fl, Ste 210
Pittsburgh, PA 15222
412-562-0330

Southeast District
220 Sixth Street
McKeesport, PA 15132
412-562-0330

Greater Pittsburgh - East District
5947 Penn Ave
Pittsburgh, PA 15206
412-562-0330

County Board of Assistance Offices

- Armstrong** County Board of Assistance Office
1280 N. Water Street
Kittanning, PA 16201
800-424-5235
- Beaver** County Board of Assistance Office
171 Virginia Avenue
Rochester, PA 15074
800-653-3129
- Butler** County Board of Assistance Office
108 Woody Drive
Butler, PA 16001
866-256-0093
- Centre** County Board of Assistance Office
2580 Park Center Boulevard
State College, PA 16801
800-355-6024
- Clarion** County Board of Assistance Office
71 Lincoln Drive
Clarion, PA 16214
800-253-3488
- Fayette** County Board of Assistance Office
41 W. Church Street
Uniontown, PA 15401
724-439-7125 or 877-832-7545
- Franklin** County Board of Assistance Office
620 Norland Avenue
Chambersburg, PA 17201
877-289-9177
- Greene** County Board of Assistance Office
108 Greene Plaza
Waynesburg, PA 15370
888-410-5658

County Board of Assistance Offices

- Indiana** County Board of Assistance Office
2750 West Pike Road
Indiana, PA 15701
800-742-0679
- Jefferson** County Board of Assistance Office
100 Prushnok Drive
P.O. Box 720
Punxsutawney, PA 15767-0720
800-242-8214
- Lawrence** County Board of Assistance Office
108 Cascade Galleria
New Castle, PA 16101
800-847-4522
- McKean** County Board of Assistance Office
68 Chestnut Street, Ste. B
Bradford, PA 16701
800-822-1108
- Somerset** County Board of Assistance Office
164 Stayrook Street
Somerset, PA 15501
800-248-1607
- Venango** County Board of Assistance Office
530 13th Street
Franklin, PA 16323
877-409-2421
- Warren** County Board of Assistance Office
210 North Drive Suite A
Warren, PA 16365
800-403-4043
- Washington** County Board of Assistance Office
167 N. Main Street
Washington, PA 15301
800-835-9720



Columbia Gas of Pennsylvania, Inc.
South Pointe Industrial Park
121 Champion Way, Suite 100
Canonsburg, PA 15317
1-800-537-7431

NONE ENTERED

NONE ENTERED

NONE ENTERED

NONE ENTERED

Dear NONE ENTERED,

NONE ENTERED the present occupant at:

NONE ENTERED

NONE ENTERED,

has applied for weatherization services with Columbia Gas of Pennsylvania's Warm Wise Program.

The Warm Wise Program targets Columbia's low-income families with high gas consumption. The program includes at **no cost** to the tenant or landlord an energy survey to determine necessary weatherization, installation of weatherization measures, and customer energy conservation education all designed to assist customers in reducing their energy usage and utility bills. Attached is an information piece which further explains the Warm Wise Program.

Repairs may be the responsibility of the landlord if problems are detected regarding the gas equipment such as furnace, water heater, dryer, range, houseline, and service line; and with the house, such as structural problems, roof leaks, wiring or infestations. In some cases, the Company will provide these services as well. In these cases you will be notified prior to installation of services. Please note, your authorization provides the approval for these services as well if your tenant is eligible.

As owner of the property, your signature is necessary on the enclosed Landlord Authorization form. This program is vital to help control your tenant's consumption and any measures installed will improve the value of your property. Please sign, date and return a copy of the agreement back to us in the enclosed postage-paid envelope or sign, scan and email to warmwisepa@nisource.com. This rental release form shall not be considered a contract, nor does it guarantee that the dwelling unit to be inspected will be eligible for services.

If you have any questions about the Warm Wise Program, or choose not to participate, please call us at 724-416-6316 or email warmwisepa@nisource.com.

Sincerely,

Deborah Davis
Manager, Universal Services



**COLUMBIA WEATHERIZATION PROGRAM
LANDLORD AGREEMENT**

**RELEASE OF ALL CLAIMS AND
AUTHORIZATION TO USE DATA**

I, the owner of the property at the address listed below, understand that the purpose of the Columbia Weatherization Program is to benefit low-income families, and that my tenants have applied to participate in the program. I hereby authorize the property at the address listed below to be weatherized as part of this program. I also authorize the property to receive repairs and/or upgrades to heating and gas hot water systems, if the property qualifies based on length of tenant residency.

In consideration of the receipt and installation of weatherization materials, I, the property owner do hereby release, acquit and forever discharge Columbia Gas of Pennsylvania, Inc. and NONE ENTERED, their officers, agents, employees, successors and assigns, of and from any and all actions, causes of action, including way of illustration but not by limitation, claims, demands, damages, costs, loss of services, expenses and compensation, which I now have or may hereafter have, or that my heirs, executors or administrators can or may have against Columbia Gas of Pennsylvania, Inc. or NONE ENTERED, their officers, agents, employees, successors, and assigns, on account of, or in any way growing out of the weatherization materials provided, as well as the installation and use thereof.

I acknowledge that Columbia Gas of Pennsylvania, Inc., Mincin Insulation, and their contractors **DISCLAIM ALL WARRANTIES, IMPLIED OR EXPRESS, INCLUDING ANY WARRANTIES OR MERCHANTABILITY WITH RESPECT TO SUCH GOODS, THEIR INSTALLATION, OR THE RESULTS OF THEIR INSTALLATION.** I also acknowledge that any energy savings projected by Columbia Gas of Pennsylvania, Inc., NONE ENTERED, or their contractors as a result of the installation of weatherization materials are only an estimate.

I authorize Columbia Gas of Pennsylvania, Inc. to release to its designees information about my account at the address below and about weatherization materials installed on the property at the address below.

Property Owners Signature

Date: _____

NONE ENTERED
NONE ENTERED

Address of Rental Property

Tennant(s) Account Number
