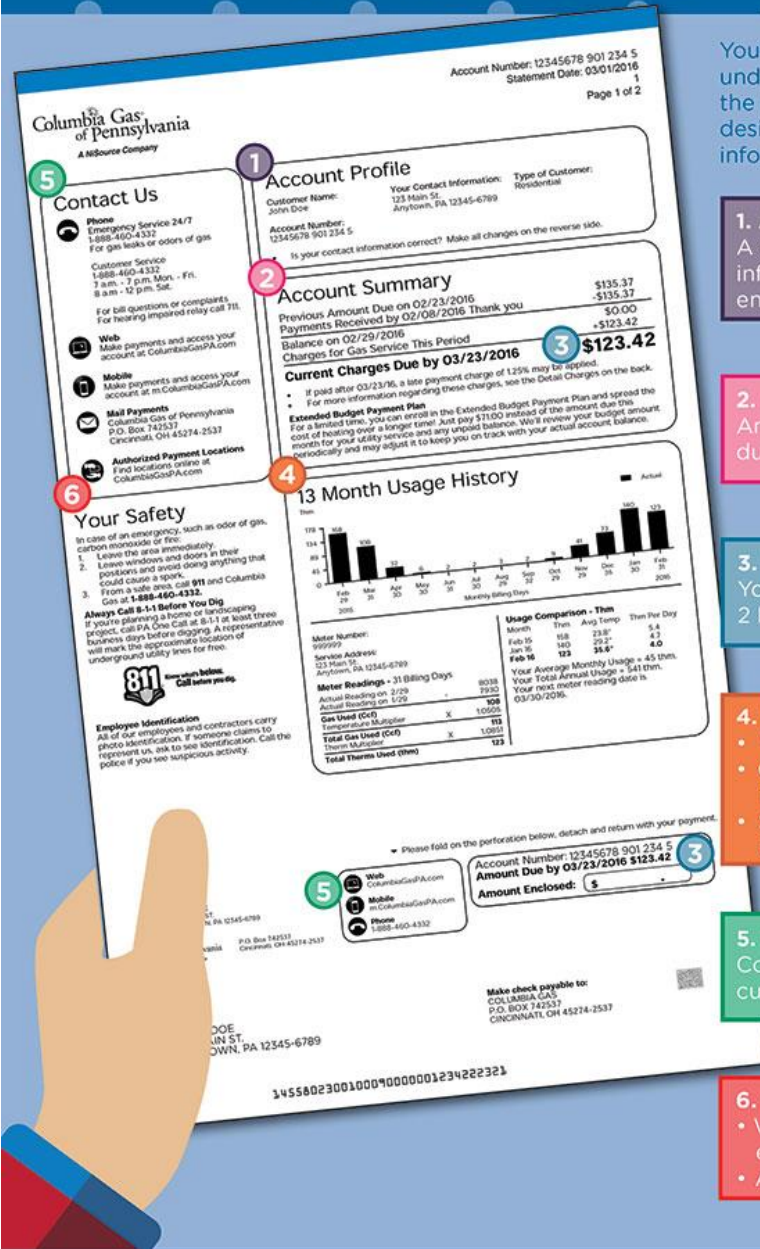


Columbia Gas of PA Bill

YOUR BILL. NEW LOOK. SIMPLE TO READ.



Your new energy bill is now easier to read and understand. Based on customer feedback, the new bill's simple and modern layout was designed to help you quickly find the information that matters most.

1. ACCOUNT PROFILE
A quick snapshot of your account, contact information and the programs you're enrolled in.

2. ACCOUNT SUMMARY
An at-a-glance summary of the amount due and due date.

3. EASY TO FIND
Your current charges are easy to find in 2 locations.

4. USAGE HISTORY

- Visually compare 13 months of usage.
- Compare usage by year, month and day, including average temperature.
- Showing our math to calculate your usage.

5. CONTACT US
Contact information for emergencies, customer issues and to make a payment.

6. YOUR SAFETY

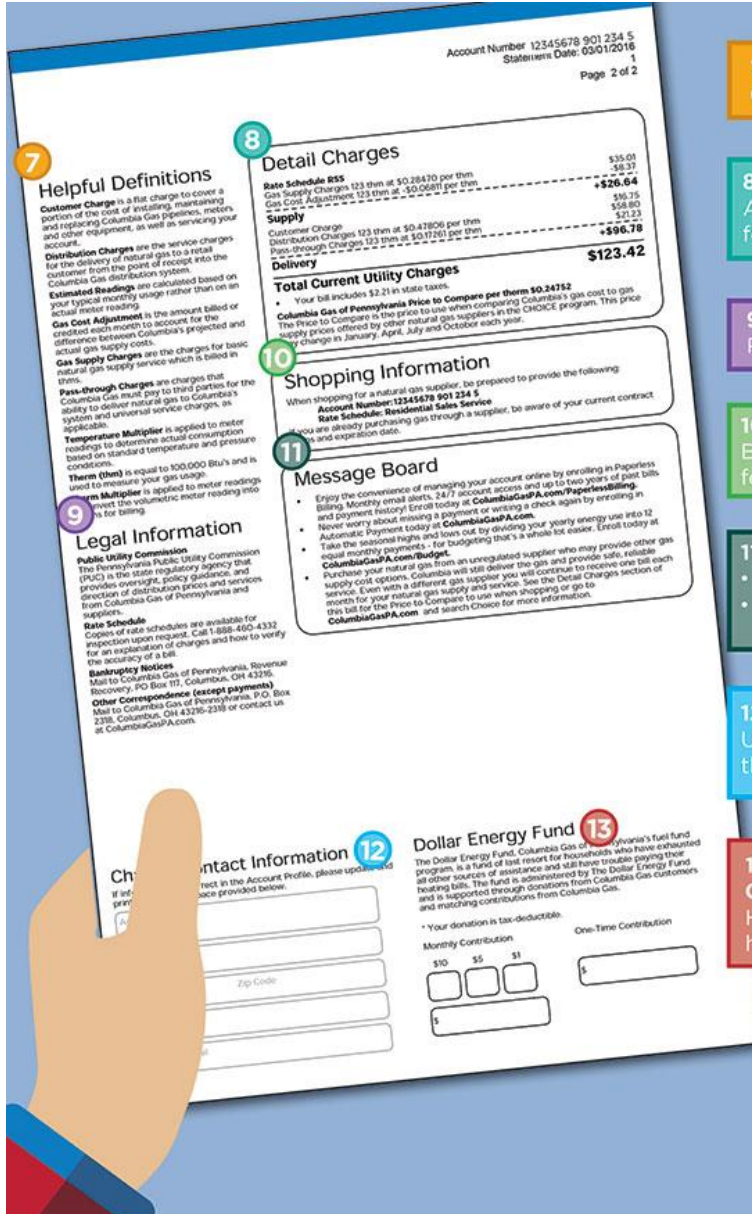
- What to do during a natural gas emergency.
- Always call 8-1-1 before you dig.

EASIER TO READ
Larger, more streamlined text. Icons and a simple layout.

PROMINENT ENERGY USAGE INFORMATION
A larger graph that offers 13 months of historical usage.

FOCUS ON SAFETY
Your safety is important. We put more emphasis on tips to help you stay safe around natural gas.

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7. HELPFUL DEFINITIONS
Glossary of terms on your bill.

8. DETAIL CHARGES
A ledger-style view of total current charges for natural gas service.

9. LEGAL INFORMATION
Relevant legal information.

10. SHOPPING INFORMATION
Basic information needed when shopping for natural gas supply.

11. MESSAGE BOARD
• General and promotional messaging.
• Find out more about energy efficiency and billing options.

12. CHANGE CONTACT INFORMATION
Update contact information with ease on the back of the payment stub.

13. DOLLAR ENERGY FUND CONTRIBUTION
Help your neighbors in need pay their heating bills.

Columbia Gas[®]
of Pennsylvania
A NiSource Company
ColumbiaGasPA.com/MyBill

BUDGET PAYMENT PLAN BILL HIGHLIGHTS

- Improvements based on customer feedback.
- Easier to compare Budget versus Actual.
- Larger print.
- We added the number of months remaining in your Budget year, which helps you keep track.

SIGN UP FOR PAPERLESS BILLING!

You'll receive the same new bill delivered to your email account, the same day your billing cycle ends. No more waiting on the mail.

Learn more at ColumbiaGasPA.com/Paperless.

CONTACT INFORMATION

Emergency Service 24/7
1-888-460-4332
For gas leaks or odors of gas

Customer Service
1-888-460-4332

For hearing-impaired relay call 711

Web
ColumbiaGasPA.com