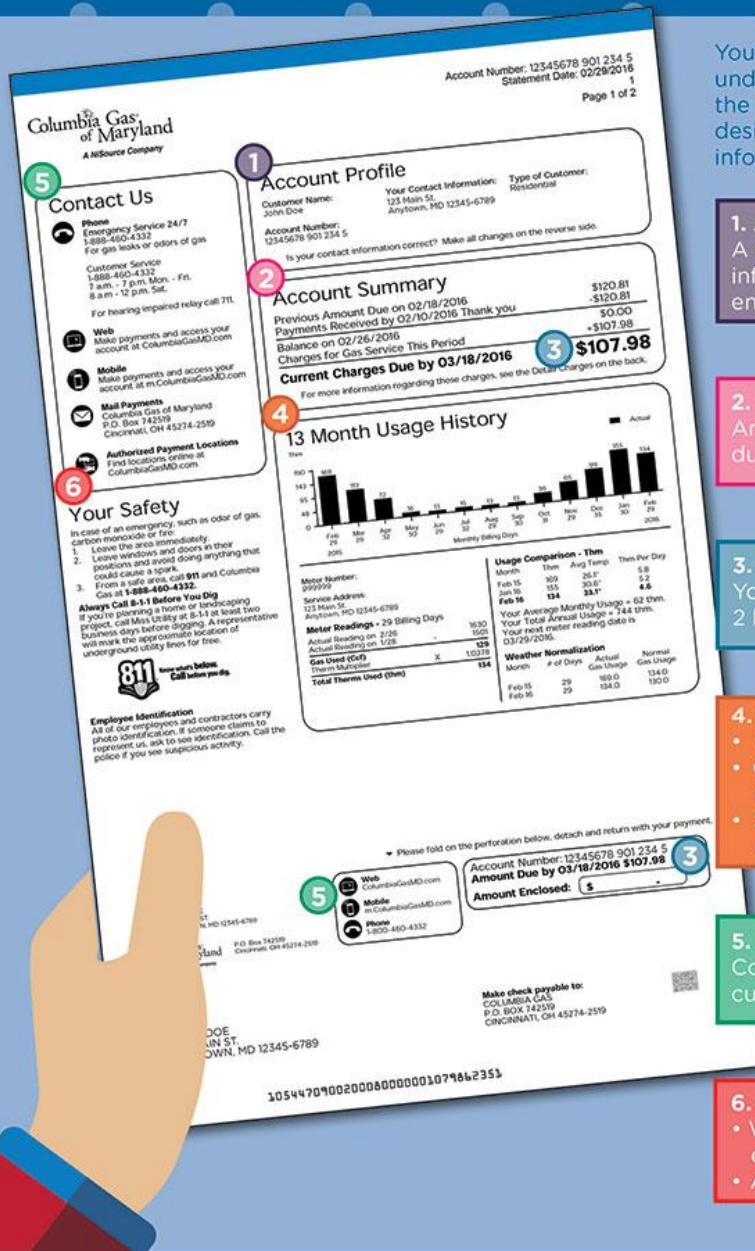


# YOUR BILL. NEW LOOK. SIMPLE TO READ.



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.

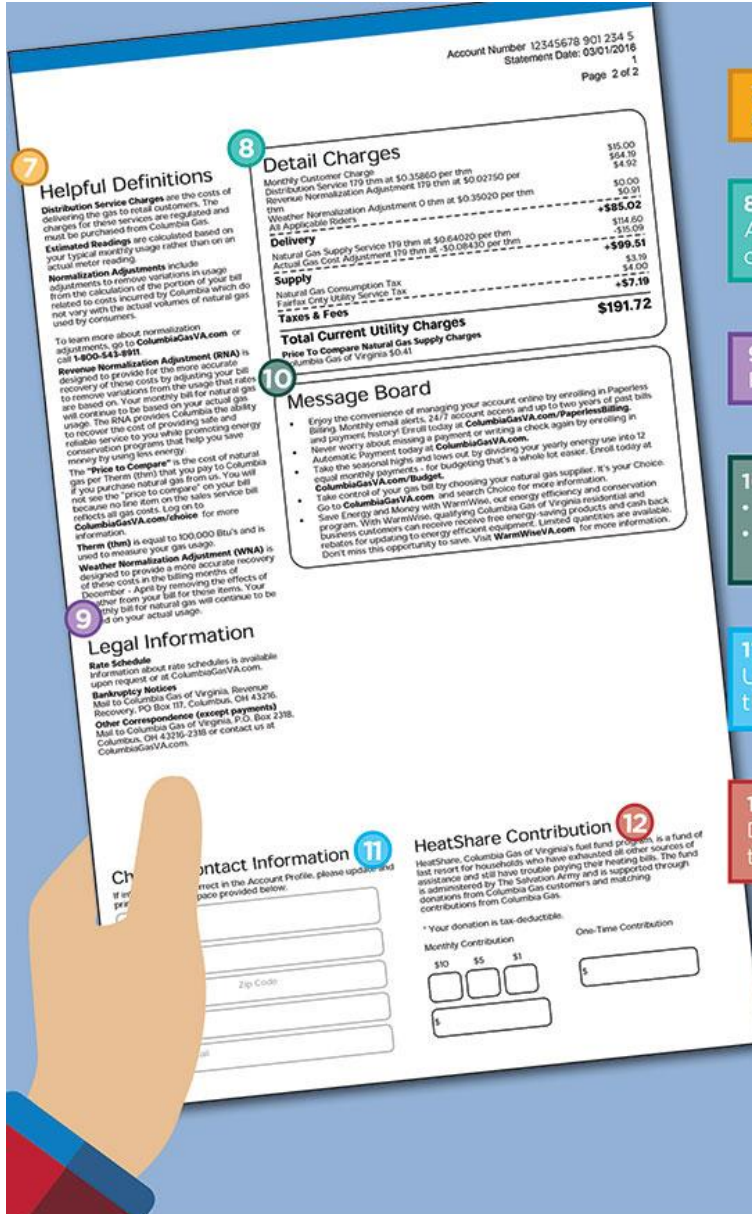
### PROMINENT ENERGY USAGE INFORMATION

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.

# Columbia of MD



**7. HELPFUL DEFINITIONS**  
Glossary of terms on your bill.

**8. DETAIL CHARGES**  
A ledger-style view of total current utility charges.

**9. LEGAL INFORMATION**  
Relevant legal information.

**10. MESSAGE BOARD**  

- General and promotional messaging.
- Find out more about energy efficiency and billing options.

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

**12. HEATSHARE CONTRIBUTION**  
Donate money to help your neighbors pay their heating bills.

**Columbia Gas<sup>®</sup> of Virginia**  
 A NiSource Company  
 ColumbiaGasVA.com/MyBill

**BUDGET 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 [ColumbiaGasVA.com/Paperless](http://ColumbiaGasVA.com/Paperless).

**CONTACT INFORMATION**

**Emergency Service 24/7**  
1-800-544-5606  
For gas leaks or odors of gas

**Customer Service**  
1-800-543-8911

For hearing-impaired relay call 711

**Web**  
ColumbiaGasVA.com