

A man with dark hair, a beard, and glasses is sitting on a light-colored sofa. He is wearing a grey polo shirt and khaki pants. He is looking down at several white papers he is holding in his hands. The background is a blurred indoor setting, possibly a living room, with a white chair and some shelves visible.

Having trouble paying your **natural gas** **heating bills?**

You may be eligible for our new **Bill
Forgiveness Program.**

Due to a COVID-19 exception, enrollment is open to all customers eligible for the low income rate, even if you have participated in the program in the past.



Columbia Gas[®]
A NiSource Company

Columbia Gas of Massachusetts is pleased to offer this new program to provide the opportunity to earn forgiveness credits toward your past-due balance.

HOW IT WORKS

- You must have an active Columbia Gas account.
- You must be the customer of record.
- You must be on Columbia Gas' Discount Rate* Program (see list of programs below).
- Your overdue balance must be greater than \$300 and 60 days past due.
- The monthly budget amount will be calculated based on your estimated future use over the next 12 months, less any fuel assistance grants you might be eligible to receive.
- Every time a payment is made by the due date, a credit equal to 1/12th of your past-due balance at the time of enrollment will be applied to your account until the final payment is made.

HOW TO ENROLL

You can sign up for the program by calling **1-800-688-6160**. Our representatives will explain the program in detail, making sure you fully understand it before enrolling. For more information, visit **ColumbiaGasMA.com**

*You are eligible for the Discount Rate if you are receiving a benefit from one of the following programs: Fuel Assistance, Food Stamps, TAFDC, EAEDC, Refugee Resettlement, MA Health, certain Commonwealth Care Health Plans, Supplemental Security Income, Head Start, Public/Subsidized Housing, National School Lunch or Breakfast Program and MA Veteran's Benefits GLC. 115.