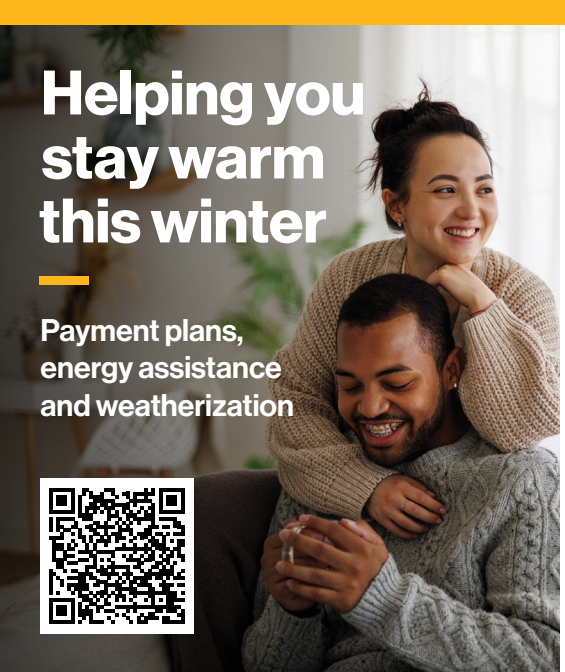


Helping you stay warm this winter

Payment plans, energy assistance and weatherization

Manage your bills with a payment plan

Refer to the **"Payment Programs for Eligible Customers"** section of your bill or visit **enbridgegas.com/ohio175** for details and to determine eligibility, including the Percentage of Income Payment Program (PIPP Plus).

Budget billing

You can avoid seasonal swings with Budget Billing. Your monthly bill is the average of your previous 12 bills. This option is also available for small businesses, midsize businesses and places of worship.

Special reconnect order

Maintain or restore service for the winter. Once between **Oct. 12, 2026 and April 16, 2027,** residential customers may make a reduced payment to avoid shut-off or restore gas service.

Maintain or have service restored by paying the lesser of:

- The entire past-due balance on your gas bill.
- The past-due payments if you are on a special payment plan.
- $175, plus a $76 reconnection fee applied to the first bill (if applicable).

Medical certification

Medical certification delays a loss of, or restores, gas service within 21 calendar days when a loss of service would be especially dangerous to the health of a permanent member of a household. Available year round. For details, refer to the **"Billing, Service Inquiries or Concerns"** section of your bill.

Local community action agencies have information on these and other programs. For more information, scan the QR Code, visit **enbridgegas.com/ohio/billing/billing-options-and-assistance,** or call us at **800-362-7557,** Monday through Friday from **7 a.m. to 7 p.m.** Hearing impaired customers with Telecommunications Devices for the Deaf (TDD) can call **711**.

Energy assistance and weatherization for income-eligible households

To qualify for the following programs, your gross household income from all sources must be at or below the income guidelines listed on the chart below:

- For help to avoid a shut-off or to restore service, income-eligible households can apply for the **Winter Crisis Program (WCP)**, which provides a one-time payment.
- **Home Energy Assistance Program (HEAP)** provides a one-time credit to your heating bill.
- **Home Weatherization Assistance Program (HWAP)** provides federally funded grants for weatherization repairs of income-eligible households.

Visit **energyhelp.ohio.gov** to apply for these programs or learn more.

2026 – 2027 income guidelines



Size of household	Total gross annual household income		
	175% For PIPP, HEAP, and WCP	**200%** For HWAP	**300%** For HEAT CARE
1	$27,930	$31,920	$47,880
2	$37,870	$43,280	$64,920
3	$47,810	$54,640	$81,960
4	$57,750	$66,000	$99,000
5	$67,690	$77,360	$116,040
6	$77,630	$88,720	$133,080
7	$87,570	$100,080	$150,120

For households with more than seven (7) members, contact your local Energy Assistance Provider for information.

Housewarming is an Enbridge Gas Ohio-sponsored program that provides weatherization assistance to help eligible customers reduce their energy use. The program includes conservation measures and education. The program is administered by the CHN Housing Partners and open to all Enbridge Gas Ohio customers. Call **216-574-7100** or visit **chnhousingpartners.org** to learn more.

HEAT CARE is a heating assistance program that pays Enbridge Gas Ohio gas bills for customers in Ohio. Customers who have exhausted other state and federal fuel assistance resources may be eligible. For assistance or to apply, contact your local Salvation Army office.

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