



Columbia Gas HEA Slots Program

Columbia Gas's HEA program is a slots-based program. This means that there are a limited number of slots for each county and for each benefit type. Approved applicants are *approved to be added to the waitlist* and may be prioritized for a slot if one is available in their county and they meet all eligibility requirements. Applicants are selected from the waitlist based on lowest income first. **An approved application is not a guarantee of a benefit.**

Eligibility:

- Household income must be at or below **200% Percentage of Poverty**
- The customer's account does not have another active payment plan in effect.
- Must be an active residential customer of Columbia Gas with service connected at the residence where benefits will be credited
- Must provide the utility with access for monthly meter readings
- Does not reside in a multi-unit single metered building
- Customer can only have 1 active residential account

Benefits:

Benefit Type	Monthly Benefit Amount	Benefit Months
Gas Only	\$200	January-February-March

Enrollment:

- Clients on the waitlist who are selected for a slot are sent to the utility. The utility will verify the client is eligible for the program and either enroll them or reject them based on their determination.
- Once enrolled, clients should expect to see a credit on their Columbia Gas bill.
- Once enrolled, it is possible to be removed from the program. If the account that was used to apply is disconnected, the account will be removed from the program by the utility. There will be no notification if a client is removed.
- If service is moved to a new address, Columbia Gas may connect benefits to the new account number. Clients should inform the person they speak to about their service that they receive HEA benefits. If the utility is unable to connect the accounts, the client will need to reapply with their new account number. **Only the utility can connect benefits between old and new accounts.**

Help:

- For an update on the status of the application, clients can contact their Community Action office where they applied and be informed of their status (Approved, Waitlist, Enrolled, Rejected, Removed)
- If a client is **enrolled** but has questions about their credits or bill, they should contact Columbia Gas.