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A NiSource Company

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BOARD OF SELECTMEN
LUDLOW, MA 01056

August 14, 2020

We're here to help!

Throughout this pandemic event, a number of customers have faced financial hardship. We're committed to supporting the communities we serve during this unprecedented time.

If you are struggling to pay energy costs for your business, we want you to know we are here to help. Here are some of the options available:

- **Partial payments and personalized payment plans** – If paying your entire balance is just not possible right now, you may want to consider a partial payment. Smaller, more manageable payments now may make it easier for you to bring your account current in the future. Please visit **ColumbiaGasMA.com** and log in to review available payment plans. You'll need to register an online account to enroll. Or call us today at **(1-800-688-6160)** to discuss options. Our customer care team will work with you to set up a flexible extended payment plan designed to spread costs out over time while maintaining your service.
- **Late payment fees** – If you enroll in a payment plan and stay current, you will not be charged late payment fees and you will not be at risk for losing service due to non-payment.
- **Business Resources** – Governor Baker's office has created a resource specifically for impacted businesses at: **mass.gov/info-details/covid-19-resources-and-guidance-for-businesses**
- **Special programs for small businesses.** We are offering no-cost, virtual or in-person energy assessments to identify energy savings opportunities. For a limited time, small businesses are eligible for 100% off approved measures, including insulation. Call **1-800-232-0120** to inquire.
- **Take simple steps to manage your business' energy use** - We want to help you manage energy use for your business, office, school, commercial or industrial facilities in a way that helps your bottom line as much as possible. Here are simple tips that can result in savings for you and your business. Visit **ColumbiaGasMA.com/BusinessEnergyTips**

Please contact the company to discuss repayment of your balance before service terminations begin. We want to help you keep your service on.

Thank you for being our customer,

Columbia Gas