



Coronavirus

Here at Ohio Gas Company, the health and well-being of our customers and employees is our top priority. We are closely monitoring the global outbreak of coronavirus, and we're working to safeguard the health of our communities.

Serving you is Ohio Gas Company's top priority. We are a 24/7 business, and always will be — Here are some things we want you to understand regarding how we are supporting our customers during the pandemic.

We will not shut off your natural gas service for nonpayment.

People rely on us to meet critical needs, and they should not have to worry about losing service during this critical time. We have suspended all service disconnections as individuals, families, businesses and communities pull together to meet our collective needs. We know the communities we serve rely on us to provide an essential service. We remain committed to providing reliable energy service 24-7. To better serve our customers, we are committed to follow all new PUCO guidelines.

We are reconnecting residential customers whose services were shut off.

If your service was previously shut off for nonpayment, please [contact us](#) and we will work with you to restore your service.

We are not requiring new medical precertification.

If you have a current medication precertification and it is due to expire we will continue your service. If you have concerns please [contact us](#) and we will answer any questions you have.

We are waiving all late fees until further notice. We are here to help!

If you are facing financial difficulties, please [contact us](#). We have several payment plans, and we will find the best plan to help manage the cost of your service.

(Cont'd on pg. 2)



We will continue responding to emergencies.

Our employees are still hard at work. If you lose service or have an emergency, you can report it to us by contacting us at:

Emergency: 419-636-3642
Toll free phone: 1-800-331-7396
Telephone: 419-636-1117
FAX: 419-636-9837

We are monitoring the situation carefully.

As circumstances surrounding the pandemic change, we are evaluating the measures we have put in place and carefully weighing further steps. We are coordinating our response with federal, state, and local officials, the PUCO, and following the guidance of the Centers for Disease Control and other agencies.

Additionally, to protect the communities we serve, we are asking our employees to take steps to prevent the spread of coronavirus by:

- limiting travel both for business or personal purposes,
- working from home where possible,
- restricting visitors to company offices, and
- requiring employees stay home for 14 days if they have travelled outside our recommended restricted area of travel or have travelled by plane.

For employees who regularly interact with customers, we're encouraging alternate ways of doing business and remote communication, where possible.

We are all in this together.

At our company, we have a spirit of cooperation and mutual support extends to the communities we serve. If you have an energy-related problem, please do not hesitate to [contact us](#). Ohio Gas Company is proud to serve our customers and communities as we all work to overcome this ever changing situation.

[Visit the Centers for Disease Control and Prevention website](#) for additional information.