

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.

If you make an acceptable payment towards your balance we will help you avoid disconnection of your natural gas service.

People rely on us to meet critical needs, and they should not have to worry about losing service during this critical time. We have again started service disconnections when a customer meets the required measures for nonpayment disconnection. We know the communities we serve rely on us to provide an essential service. If you are in danger of disconnection please call our office Monday thru Friday, between 8 a.m. and 4:30 p.m. Please [contact us](#) to develop an acceptable payment plan and avoid service disconnection. We are committed to try and keep your service connected and to follow all the 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 do our best to work with you to restore your service.

Current medical precertification requirements are explained here.

If your account has been using a medication certification to keep your gas service on; and it has expired, you must have your medical professional sign and date a new certification in order to keep your gas service active. If you have concerns please [contact us](#) and we will answer any questions you have.

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 to follow safety rules related to social distancing when possible, wearing a mask when we are unable to social distance, cleaning work area regularly and report all travel plans and/or possible exposures to COVID-19 so further precautions can be taken.

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.