

INVESTING IN OUR SYSTEM

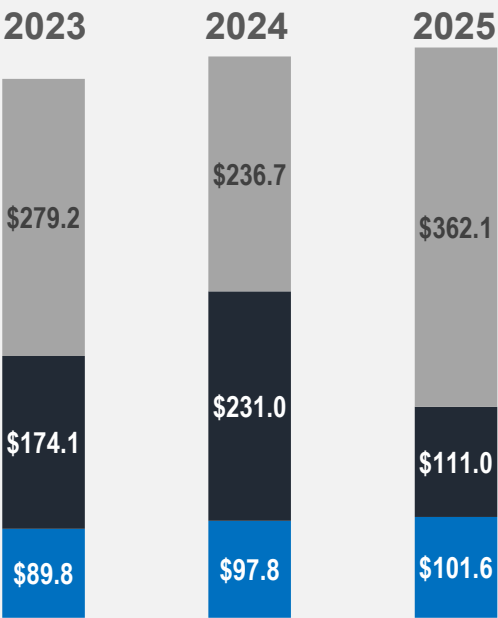
America’s natural gas utilities invest \$37B each year to enhance the safety of natural gas distribution and transmission systems, and Columbia Gas plays a key role by investing in the Ohio communities we serve.

Upgrading natural gas lines leads to long-term benefits for our customers, including:

- Safety**
Newer plastic and protected steel pipelines are stronger and safer than older pipelines made from cast iron, wrought iron and unprotected steel. Additionally, 24/7 gas system monitoring, improved safety features, advanced training and regular inspections contribute to a safer natural gas system.
- Reduced maintenance**
More durable material minimizes gas loss from leaks and reduces maintenance frequency.
- Reliability**
Updated pipelines will enhance system support for residential and business customers even on the coldest days of the year.



ColumbiaGasOhio.com/Projects



CUSTOMER GROWTH
Service to individual customers plus additions to our system to serve new areas or provide more gas to existing areas

SYSTEM IMPROVEMENT
General system upkeep across the entire service area; IT upgrades; meter upgrades; large projects to increase overall system capacity or reliability

SYSTEM MODERNIZATION & COMPLIANCE
Compliance with federal requirements (replacement of older high-pressure pipe); programs to systematically replace pipe proven to degrade over time (bare steel, case iron, other older pipe)

COLUMBIA GAS
COMMITTED TO OUR COMMUNITIES

PILLARS OF GIVING

SAFETY & BASIC NEEDS
Assisting emergent human needs for food, shelter, heating, and general safety.

COMMUNITY CONNECTIONS
Supporting organizations whose mission and work proves to engage and uplift communities through equal opportunity initiatives.

ENVIRONMENTAL STEWARDSHIP
Advocating for the responsible use, protection, and restoration of natural resources through reliable conservation efforts and sustainable practices.

STEAM EDUCATION & ECONOMIC DEVELOPMENT
Encouraging education and training in science, technology, engineering, art, and math as a means of bolstering workforce development and community vitality.

2025 GIVING

308
PROJECTS

1,565
VOLUNTEER
HOURS

\$1.9M
CONTRIBUTED
PER YEAR TO
COMMUNITY
PARTNERS

COLUMBIAGASOHIO.COM/CONNECTINGYOU



CONNECTING YOU + ENERGY

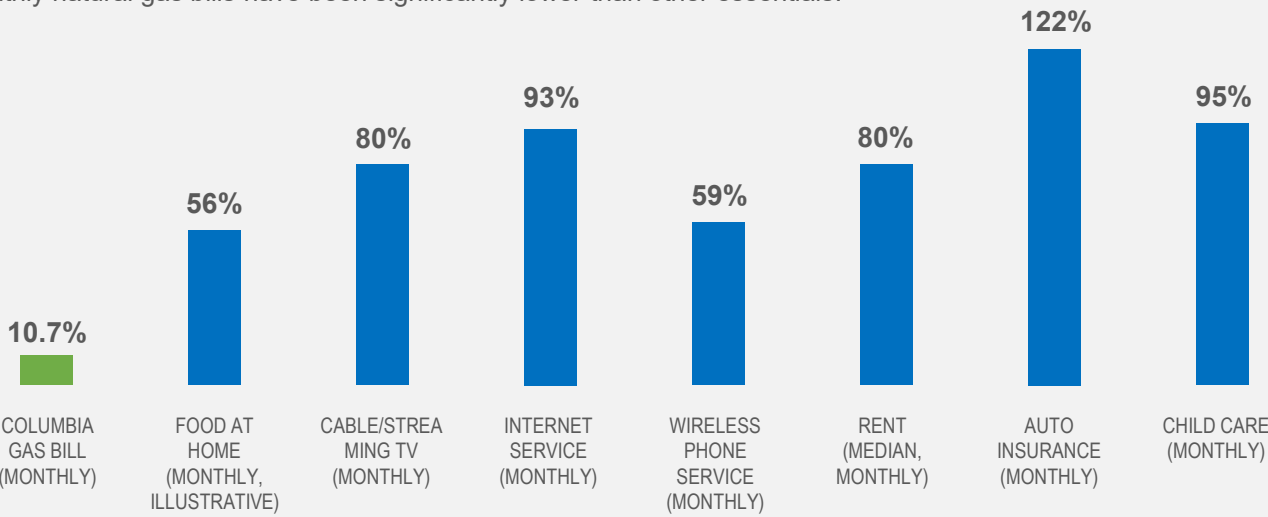


COLUMBIA GAS:
WHO WE ARE AT A GLANCE

- **Keeping our customers and the public safe is our #1 priority.** Columbia will provide reliable service to customers with minimal disruption.
- **Rising costs:** Columbia understands customers have rising costs in many areas of their lives. Columbia works hard to keep bill increases low.
- **Increases in natural gas costs are lower than inflation and lower than other household budget items.**

HOW COLUMBIA GAS COMPARES
CONSUMER COSTS: % INCREASE BY CATEGORY 2005 to 2025

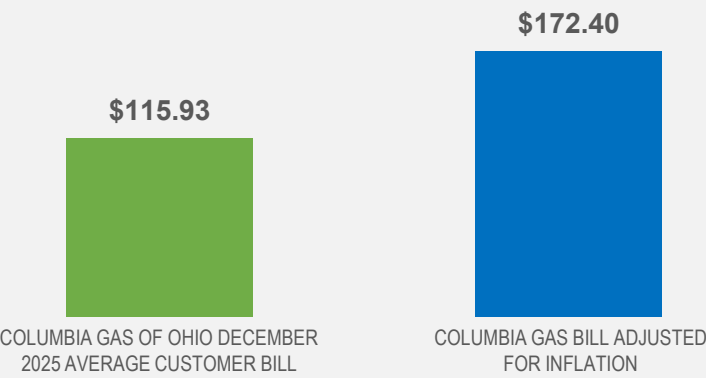
While the cost of many everyday essentials has risen substantially across the country, increases in Columbia Gas' monthly natural gas bills have been significantly lower than other essentials.



*Prices shown reflect U.S. national averages.

INFLATION COMPARISON

The Total Bill of the Average Residential customer using 6.44 Mcf per month is 33% lower in 2025 compared to 20 years ago when adjusted for inflation.



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CONNECTING YOU + ENERGY

UNDERSTANDING YOUR NATURAL GAS BILL

Your natural gas bill has two main parts: (1) Gas Supply Charges and (2) Delivery (Distribution) Charges.

- Gas Supply Charges are the costs of the natural gas itself. This includes buying the gas, moving it across states and storing it. These costs change based on the market, and Columbia Gas **does not control** or increase these prices and **does not make money** on this part of your bill.
- Delivery (Distribution) Charges are the cost of bringing the gas to your home. This includes a basic customer fee and the cost of operating and maintaining the natural gas pipelines and other parts of the system that safely and reliably deliver natural gas to your home.

Both the Gas Supply Charge and parts of the Delivery (Distribution) Charge change depending on how much gas you use. When it's cold outside and you use more gas to heat your home, these charges are usually higher.

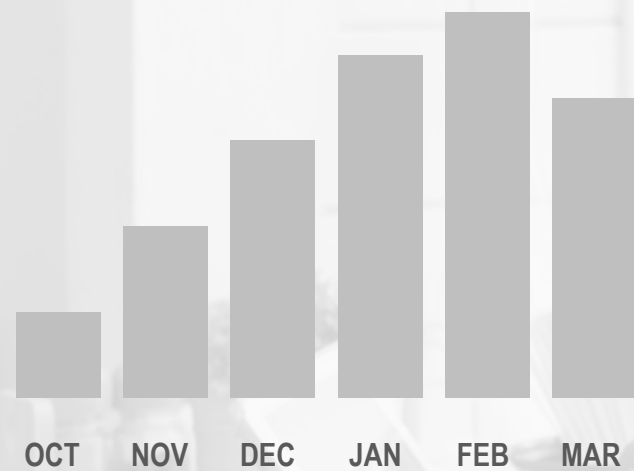
REDUCE FLUCTUATIONS IN YOUR BILL BUDGET PLAN

Higher winter bills are usually caused by increased gas usage and gas costs – not higher delivery (distribution) charges. Budget billing can help reduce the impact of seasonal fluctuations by spreading costs more evenly throughout the year, making monthly bills more predictable.

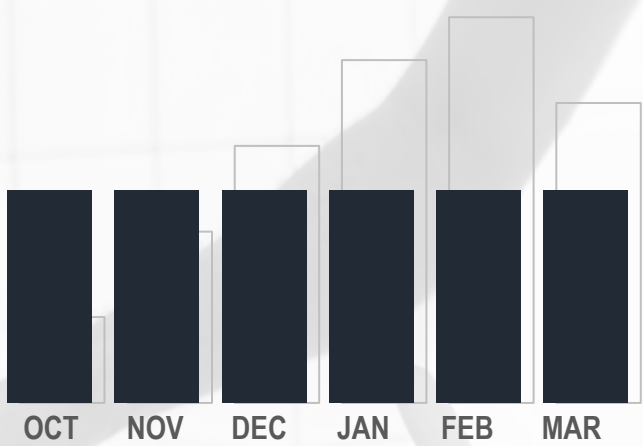
How does Budget Plan work?

Your budget amount is set based on your average usage, current and projected rates, and any true-up of your prior year Budget Plan.

CUSTOMER BILL WITHOUT BUDGET PLAN



CUSTOMER BILL WITH BUDGET PLAN



ColumbiaGasOhio.com/BudgetPlan



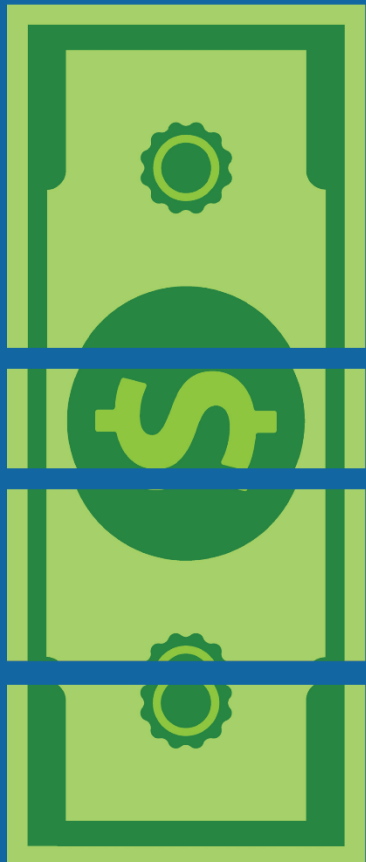
ColumbiaGasOhio.com/Assistance



ColumbiaGasOhio.com/Bill

YOUR DOLLAR AT WORK

HOW COLUMBIA GAS OF OHIO
FUELS OUR COMMUNITY



46¢ NATURAL GAS SUPPLY

Goes directly to purchasing the natural gas you use. Columbia Gas doesn't profit from this cost. What we pay is what you pay. No markup. No extra fees.

10¢ TAXES

Goes to support public services in our community like schools, roads and emergency services.

21¢ DAY-TO-DAY OPERATIONS

Covers the cost of safely maintaining pipelines, responding to service calls and keeping your gas flowing safely and reliably.

23¢ INFRASTRUCTURE IMPROVEMENTS & FINANCING

Investments in system upgrades to improve safety, reliability and long-term service, along with the cost of financing those improvements.

Columbia Gas[®]
A NiSource Company

This graphic reflects average residential customer costs as of March 2026.

ENERGY ASSISTANCE

Consistent energy-efficient habits can make a difference in lowering energy usage in your home, but when additional support is needed, we're pleased to connect eligible customers to assistance programs.

Energy assistance programs can help customers who are struggling to pay their bills. These programs include:

- Home Energy Assistance Program (HEAP)
- Winter Crisis Program
- Percentage of Income Payment Plan Plus (PIPP)
- HeatShare
- WarmChoice
- Dollar Energy

ENERGY EFFICIENCY

Here are some simple steps customers can take to help lower energy usage while staying cool in the summer and warm and cozy in the winter.

- Caulk cracks around doors and windows to stop unwanted drafts.
- Use window insulation kits to help prevent drafts from leaky windows. This helps contain cool air in the summer and warm air in the winter.
- Keep return heating air ducts clean. Dust and lint can keep a room from getting enough heat and make the heater work harder.
- Be sure your air conditioner's compressor/condenser unit outside of the home is shaded. This way, it won't work as hard to cool the air.
- Adjust your water heater temperature. Many households only need water heaters set to 120°F; settings at 140°F can waste \$36–\$61/year in standby heat losses, according to the US Department of Energy.
- Research eligible rebates when planning to replace any of your existing equipment, such as an air conditioner, boiler or furnace. Visit energystar.gov to explore ENERGY STAR certified products to help you save money.