



Enbridge Gas Ohio (Formerly Dominion) — Your Gas Account Online

Ohio (Formerly Dominion) Your gas account online

————— **An Extended Guide · No. 1768** —————

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech

(330) 200-8042 · bill@billshometech.com · Atwater, Ohio

Book a visit — billshometech.com/book

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SUMMARY

The 60-Second Version

Here is the whole guide in a nutshell. Dominion Energy Ohio, the natural gas company for much of Portage County, now appears online as Enbridge Gas Ohio. Start at enbridgegas.com/ohio and type that address yourself. Have a recent bill handy, because your account number is printed on it. Register once, then you can view and pay your bill, see your usage, go paperless, and set up AutoPay. Budget Billing averages your estimated gas use over twelve months so winter bills are less of a shock, and you can stop it by signing in. Help paying your bill exists for people with limited income. Most important of all, if you smell gas, leave the house and call 911 and the emergency line. Never report a leak online. If any of this feels tangled, call me, and we will sort it out together.

1. What This Guide Covers

Your gas account, the app, and Budget Billing.

Many of us in Portage County heat our homes, cook, and heat our water with natural gas. The company that delivers it has long been known as Dominion Energy Ohio. On the company's website today, the same Ohio gas service appears under the name Enbridge Gas Ohio, and the old Dominion web address sends you there. So if your bill, your neighbor, or your memory says Dominion, you are in the right place.

I wrote this guide for people who would like to manage that gas account on a computer, tablet, or phone without feeling rushed or lost. We will cover how to reach the real website, set up your online account, read your bill, pay it, and sign up for paperless billing and AutoPay. The biggest topic is Budget Billing, a way to even out your monthly payments across the year.

- Finding and signing in to your online account.
- Understanding the bill and your gas usage.
- Paying, AutoPay, and paperless billing.
- Budget Billing, step by step.
- Winter safety and what to do if you smell gas.
- Help for people on a tight budget.

GOOD TO KNOW

Everything online is optional. You can always manage your gas account by telephone or by mail. This guide simply shows you the online way, one calm step at a time.

2. Safety First: If You Smell Gas

Leave the house, then call 911 and the emergency line.

Before anything else, I want to say this plainly. If you smell gas, or you think there may be a gas leak, do not use your computer, phone app, or this guide. Leave the house right away, and take everyone with you, including pets if you can do so quickly.

Once you are outside and a safe distance away, call 911. Then call the gas company's 24-hour emergency line, which is 1-877-542-2630. That number is printed on the company's Ohio website under its Smell Gas notice. You can also ask a neighbor to let you call from their home.

- 1 Do not flip light switches, use a lighter, or light a match.
- 2 Do not start a car in an attached garage.
- 3 Walk out of the house and leave the door open behind you if it is safe.
- 4 Move away from the building, then call 911.
- 5 Call the emergency line at 1-877-542-2630.
- 6 Stay outside until trained responders say it is safe.

WATCH OUT

A suspected gas leak is never something to report through an app, a website form, or an email. Those can wait. Your safety cannot. Leave first, then call 911 and the emergency line.

3. Who Your Gas Company Is

Delivery of gas is one thing; the gas itself is another.

In much of Portage County, the natural gas that reaches your house flows through pipes owned by one local utility. That utility reads your meter, sends your bill, and responds to emergencies. For years it was Dominion Energy Ohio, and the company's current Ohio website uses the name Enbridge Gas Ohio.

Your bill will tell you exactly who your utility is. Look near the top for the company name and your account number. If the bill names a different company, you may be served by another gas utility, and the steps in this guide may not match.

Electricity is a separate service from a separate company. In this area, many homes get electric service from Ohio Edison, which has its own website and its own outage alerts. You will not manage your electric account on the gas company's website, and the reverse

is true as well.

If you are ever unsure, call the billing number printed on your bill and ask. They can tell you in a moment whether you are one of their gas customers, and there is no charge for asking that question.

TIP

Hold a recent gas bill in your hand while you read this guide. Almost every step starts with something printed on it, like your account number or your service address.

4. What You Need Before You Start

A short list makes the setup go smoothly.

Setting up an online account takes only a few minutes when you have the right items nearby. Gather everything first, sit somewhere comfortable, and take your time. There is no countdown clock on the screen.

- A recent gas bill, on paper or on screen.
- Your account number, printed on that bill.
- The name and service address on the account.
- An email address you can open and read.
- A phone or computer with a web browser.
- A pen and notebook for writing down your sign-in details.

If more than one person's name is on the account, use the name exactly as it appears on the bill. Small differences, like a middle initial or a shortened first name, can make the website say it cannot find you.

You do not need a credit card just to look around. You only need payment details later if you decide to pay online.

Nothing here has to be done in one sitting. If you get tired or the doorbell rings, close the page and come back later. Your notebook will hold your place far better than your memory will.

GOOD TO KNOW

If you cannot find a bill, call the number on the company's website for billing questions. They can help you locate your account number over the phone.

5. Getting to the Real Website

Type the address yourself.

The safest habit with any utility is to start at the real address and type it yourself. The company's Ohio gas page is at enbridgegas.com/ohio. The older dom.com web address for Ohio also forwards to the same place, so you may land there if you use an old bookmark.

The online account sign-in is reached from a Sign in / Register link near the top of that page. It takes you to a separate account address that begins with [mya](http://mya.com). When you arrive, check the address bar at the top of your browser. It should show the company's own name, not a spelling that is slightly off.

- 1 Open your web browser.
- 2 Click in the address bar at the very top.
- 3 Type enbridgegas.com/ohio and press Enter.
- 4 Look for Sign in / Register near the top right.
- 5 Check that the address bar still shows the company name.

If you save the real address as a bookmark once, you will not need to type it again. Look for a star or an Add Bookmark choice in your browser, and give it a clear name such as Gas company.

WATCH OUT

Search results sometimes show paid ads above the real site. Look past anything labeled Ad. A copycat page that asks for your account number and password is a trap.

6. Finding Your Account Number

It is printed right on your bill.

Your account number is the key that connects you to your gas records. It is a string of digits on your paper bill, and on the bill you view online. Look near the top, close to your name and service address.

Many people mix up the account number with other numbers on the page, such as a meter number or a payment code. If the bill labels a number as the account number, that is the one to use. If you are unsure which is which, read the small labels printed above or beside each number.

- Look at the top section of your paper bill.
- Check for a label that says account number.
- Read the digits carefully, one group at a time.

- Copy them into your notebook so you do not have to hunt again.
- Ask someone to read them back to you to double-check.

Treat the number as private. It is not a password, but it is part of how scammers pretend to be the gas company.

WATCH OUT

Use a ruler or a folded piece of paper under each line while you type the digits. It keeps your place and helps you avoid skipping a number.

7. Creating Your Online Account

The first-time setup.

On the sign-in page you will see a way to register. The exact words and layout can change over time, so look for a link or button about registering or creating an account. The screens then ask for a few pieces of information so the company can match you to your gas account.

Expect to enter details like your account number, your name, and your service address. You will also choose a way to sign in, such as an email address and a password. The website may send a code or a message to confirm that the email is really yours.

- 1 Go to the sign-in page from the company's Ohio website.
- 2 Choose the option to register or create an account.
- 3 Type your account number and the name on the bill.
- 4 Enter your email address and choose a password.
- 5 Check your email for any confirmation message and follow it.
- 6 Sign in with your new details to make sure they work.

GOOD TO KNOW

If the website cannot match your account, do not keep guessing. Compare each detail to the bill, then call the billing number. A person can find the mismatch quickly.

8. Choosing a Password You Can Live With

Long and memorable beats short and tricky.

Your online gas account shows your name, address, and bill history, so it deserves a decent password. A good password is easy for you to remember and hard for a stranger to guess.

A short sentence works well. Pick words that mean something to you, add a capital letter and a number, and you have something sturdy. Avoid birthdays, your street name, or the word password.

- Make it longer rather than more complicated.
- Do not reuse your email or bank password.
- Write it in a notebook kept at home, not in your wallet.
- Never share it with anyone who calls or texts you.
- Change it if you think someone else has seen it.

There is nothing wrong with a written list kept in a drawer at home. The real danger is using one password everywhere, so that one leak opens every door.

Some people like to change a password once a year, on a birthday or at the start of winter. That is a nice habit, though a long password you never share matters more than changing it often.

TIP

If your phone offers to save the password, that can be a fine choice on your own device. Say no on any shared or public computer.

9. Forgot Your Password or Locked Out

It happens to everyone.

Forgetting a password is ordinary and fixable. Most sign-in pages have a link near the password box that helps you start over. Look for words like forgot password or reset password.

The website will typically ask you to prove it is really you, often by sending a message to the email address you registered. Open that message, follow the link or code, and choose a new password. If too many wrong tries lock you out, a short wait or a reset usually clears it.

- 1 On the sign-in page, choose the forgot password link.
- 2 Enter the email address used for the account.
- 3 Open your email and find the message from the company.
- 4 Follow the instructions to choose a new password.
- 5 Sign in and write the new password in your notebook.

If the message does not arrive, check your spam or junk folder and wait a couple of minutes. Make sure you typed the email correctly.

WATCH OUT

The real company will not phone you to ask for a reset code. Anyone who calls and asks you to read one aloud is trying to take over your account.

10. A Tour of Your Account Home Page

Where things tend to live.

After you sign in, you will see a home page for your account. It often shows a summary of what you owe, when payment is due, and links to common tasks. The exact layout can change, so think of this chapter as a general map, not a fixed picture.

Take a minute to look around before you click anything important. Reading the page costs nothing and changes nothing. You will usually find areas for billing, payment, usage, and account settings.

- A summary of your balance and due date.
- A way to make a payment.
- A place to see past bills.
- Options for billing programs such as Budget Billing.
- Settings for your contact details and sign-in.
- A help or contact area.

Menus may be at the top of the page or tucked behind a small icon on a phone. If you cannot see one, look for three short horizontal lines in a corner. Tapping them usually opens the menu.

Over time you will learn which two or three links you use most. Most people only ever pay the bill and glance at their usage, and that is a perfectly good way to use the site.

GOOD TO KNOW

Nothing happens until you confirm. Browsing and reading never starts a payment or changes your plan by itself.

11. Reading and Viewing Your Bill

What the numbers mean.

Your gas bill has a few parts that matter most. There is the amount you owe, the date it is due, and the period it covers. Further down you will usually find your gas usage for the period and the charges that make up the total.

Online, you can usually open your current bill and older ones, which is handy if you want to compare winter to summer. The company also has an area on its website called Understand my bill that explains each part in plain terms.

- Amount due and due date.
- Billing period dates.
- Your gas usage for the period.
- Charges for delivery and for the gas itself.
- Messages or inserts from the company.

Do not worry if some words are unfamiliar. You do not need to understand every line. Knowing what you owe and when it is due is the most important part.

If a charge puzzles you, write the name of the line in your notebook and ask about it on the billing phone line. A short question is far better than paying something you do not understand.

TIP

Compare this winter's usage to last winter's on the same screen. If usage jumped without a reason, a chilly month may be the answer, but it is also worth mentioning to the company.

12. Understanding Your Gas Usage

Seeing how much you use.

Natural gas is measured by a meter outside or inside your home. The company reads that meter, or estimates it, and uses the reading to work out your charges. Online, you can often see how much gas you used in a period and compare it with earlier periods.

The company's website also has a page that explains how to read your gas meter yourself. Reading it now and then is a good way to confirm that your bill is based on real numbers.

- Winter bills are usually higher because heating needs more gas.
- Cooking and hot water use gas all year.
- A very cold stretch can raise a bill quickly.
- A drafty window or door can quietly raise it too.

If a bill looks far higher than you would expect, check whether it was based on an estimated reading or an actual one. The bill usually says. If it was estimated, a real reading can sometimes correct it.

GOOD TO KNOW

Usage is measured in units of gas, not dollars. The money amount comes from multiplying your usage by the rates. That is why a cold month changes the total.

13. Paying Your Bill Online

A calm walk through the payment.

Paying online saves a stamp and a trip to the mailbox. After you sign in, look for a payment or pay my bill link. The screens will show the amount due and ask how you want to pay.

Different payment methods may be offered, such as a bank account or a card. Some methods may come with a small convenience fee, and others may be free. The website shows any fee before you confirm, so read that screen carefully. I do not quote amounts here because they can change.

- 1 Sign in to your account.
- 2 Choose the payment or pay my bill option.
- 3 Check that the amount and date look right.
- 4 Pick how you want to pay.
- 5 Read any fee notice on the screen.
- 6 Confirm, then wait for the confirmation page.

Before you press the final button, pause and read the amount once more. If anything looks different from your paper bill, stop and call the billing line before you pay, not after.

TIP

After you pay, save or print the confirmation and write the date in your notebook. If a payment ever seems to go missing, that record settles it fast.

14. Setting Up AutoPay

Let the bill pay itself.

AutoPay means your bill is paid automatically each month from the bank account or card you choose. For many people, it means never worrying about a late payment. The company's Ohio site describes both one-time payments and monthly AutoPay as options.

It is not for everyone. If your bank balance runs low, an automatic payment could cause trouble at the bank. If you like to review each bill before paying, you may prefer to pay by hand.

- You will not forget a due date.
- You still receive and can review each bill.
- Make sure your bank account has enough money.
- You can usually turn it off in your account settings.
- Check your statements for the first couple of months.

- 1 Sign in and open the payment area.
- 2 Look for AutoPay or automatic payment.
- 3 Choose your payment method.
- 4 Read the terms on the screen.
- 5 Confirm and save the confirmation.

If you share a bank account with a spouse, tell them about AutoPay so neither of you is surprised when the withdrawal appears. A short conversation now avoids confusion later at the kitchen table.

WATCH OUT

AutoPay together with Budget Billing is a popular combination, but watch your bank statement to be sure the amounts match what you expect.

15. Going Paperless

Bills by email instead of mail.

Paperless billing sends your bill notice to your email instead of your mailbox. It cuts down on clutter, and the bill is always available to view when you sign in. The company's online account offers this as a choice.

The trade-off is that you must remember to check your email. A paper bill in the mailbox is hard to miss, and an email can slip into a spam folder. If you choose paperless, tell your email program the company's messages are safe.

- Choose paperless billing in your account settings.
- Use an email address you check every day.
- Check spam or junk now and then.
- Keep a paper copy of important bills for your records.
- You can switch back to paper whenever you like.

If you share an email with a spouse, remember that both of you will see the account messages.

Many people try paperless for a season and then decide. There is no penalty for changing your mind, and you can ask the company to send paper bills again whenever you like, at

no particular cost.

GOOD TO KNOW

Going paperless is a choice, never a requirement. Plenty of neighbors keep paper bills, and that is perfectly fine.

16. What Budget Billing Is

Even payments through the year.

Gas bills swing with the seasons. A winter bill can be several times a summer one. Budget Billing smooths that out. Instead of paying what you used each month, you pay a more even amount every month.

The company's Ohio information describes it as averaging your estimated gas use over a twelve-month period so you avoid the highs and lows. You still use the same gas and you still owe for it. The plan simply spreads the cost out so you can plan your budget.

- Your monthly payment stays steadier.
- Winter bills are less of a shock.
- Your payment is based on an estimate of your future use.
- The amount is reviewed from time to time.

Think of it like a monthly subscription for your heat. Some months you may pay a bit more than you used, and some months a bit less. Over the year, it is meant to balance.

The company's Ohio information says the budget amount is looked at again from time to time. That check is how the plan stays close to what you really use, so a small change now and then is normal.

GOOD TO KNOW

Budget Billing does not lower the price of gas. It evens out when you pay. That is its whole purpose.

17. Is Budget Billing Right for You?

Who it helps and who it may not.

Budget Billing is a good fit for people who live on a fixed income and like knowing what each bill will cost. It can also help anyone who has been caught off guard by a cold January bill.

It may be less helpful if your usage is very low or very unpredictable, or if you like seeing exactly what each month costs. Your payment can be adjusted if your actual use turns out different from the estimate.

- Good if you like steady, predictable payments.
- Good if winter bills strain your budget.
- Be aware the payment can be reviewed and changed.
- You usually need to be in good standing on your account to enroll.
- You can ask questions before you decide.

The company's Ohio information says that customers who owe no more than their current bill are generally eligible. Ask when you enroll, because rules can change.

Talk it over with a family member if you wish. A second opinion on your household budget is often helpful, and you can always decide later. There is no deadline pressing on you here.

TIP

Ask yourself one question. Would a steady payment help me sleep better? If the answer is yes, Budget Billing is worth a closer look.

18. Enrolling in Budget Billing

Step by step.

Enrollment is done in your online account. The company's Ohio information says you sign in to see what your budget amount would be, then enroll. That is helpful, because you can see the number before you commit.

- 1 Sign in to your online account.
- 2 Look in the billing or billing options area.
- 3 Choose Budget Billing.
- 4 Read the budget amount the website shows you.
- 5 Read the terms on the screen carefully.
- 6 Confirm to enroll, and save the confirmation.

The menu names may differ a little from what I describe, because websites change. Look for words like billing options or budget billing. If you cannot find it, the billing phone line can enroll you instead.

Once enrolled, your next bill should show the new, even amount. If the first bill looks different from what you expected, call before you pay, so the question is settled early.

Take a screenshot or write down the budget amount you were shown. If the later bills seem far from that figure, you will have something solid to compare against when you call.

GOOD TO KNOW

Enrolling does not wipe out what you already owe. Any past amount still has to be dealt with, so read the screen to see how it is handled.

19. Changing or Stopping Budget Billing

You stay in charge.

The company's Ohio information says you can stop Budget Billing at any time by signing in to your online account. Think of it like turning off a faucet that you turned on yourself.

There is one thing to understand before you do. When you stop, your actual account balance becomes due. Because Budget Billing evens things out, you may owe more or less than you paid so far, depending on your real use. The screen should show you where you stand.

- Stopping is done in your online account.
- Your real balance comes due when you stop.
- The budget amount gets reviewed from time to time.
- Ask about the timing before you stop.
- Call the billing line if you want help.

If your payment suddenly changes, do not panic. The company reviews the budget amount, and a review can raise or lower it. A letter or a bill message usually explains why.

If you only want a different amount, ask rather than stopping. The billing line can explain whether the budget amount can be looked at again, and it may be easier than leaving the plan altogether.

WATCH OUT

Do not stop Budget Billing in the middle of winter without checking what will be due. The balance can be larger than you think.

20. The Mobile App

Your account in your pocket.

A mobile app is a small program you add to your phone or tablet. The company has said its Ohio mobile app offers the same features as the online account, in a form made for a small screen. You download it from your phone's app store.

The app is optional. If the website works for you, you do not need it. If you like to check things from the couch, it can be handy.

- 1 Open the app store on your phone.
- 2 Tap the search box and type the company name.
- 3 Check that the publisher is the real company.
- 4 Tap Get or Install.
- 5 Open the app and sign in with your account details.

Some phones can unlock the app with a fingerprint or your face, which saves typing a password. That is a choice you can turn on or off in your phone settings.

If you decide not to use the app, you lose nothing. The website works in your phone's browser too, so you can sign in the same way without installing anything on the device.

WATCH OUT

Fake apps exist. Install only the one that the company's own website points you to, and be wary of any app you found through a text message.

21. If You Prefer the Phone or Paper

Online is never required.

You can handle your whole gas account without the internet. The company lists a phone number for billing and payment questions, with hours on weekdays. People who are hard of hearing or have difficulty speaking can dial 711 to be connected.

You can also pay by mail with the stub from your paper bill. Many people prefer that, and nobody will think less of you.

- Call the billing line during weekday hours.
- Dial 711 for relay service if you need it.
- Mail a check with the bill stub.
- Ask a trusted family member to help online.
- Call me if you want a hand at the computer.

The billing line is 1-800-362-7557. Keep your account number handy. Expect some waiting at the busiest times, and try calling outside of busy hours.

There is also an in-person option for some questions, though locations and hours change, so call first. Never drive across the county on a guess when one phone call will answer it.

TIP

Write the billing number on a sticky note and put it near the phone. In a stressful moment, you will be glad it is right there.

22. Winter Safety for Seniors

Cold weather and your gas appliances.

Winter is when many of us lean hardest on gas for the furnace, the stove, and the water heater. A little care keeps the house safe and warm. Keep the area around the furnace and water heater clear of boxes and papers.

Never use a gas oven or stove to heat your home. It can release dangerous fumes. Make sure the outside vents for your furnace and dryer are not blocked by snow, leaves, or ice.

- Test your carbon monoxide alarm and your smoke alarm.
- Replace batteries as the alarm instructs.
- Keep snow cleared from the gas meter and the vents.
- Have your furnace checked by a qualified technician.
- Know where your main gas shutoff is, and keep that area clear.

Carbon monoxide has no smell, which is why an alarm matters. If the alarm sounds or you feel dizzy, get everyone outside and call 911.

WATCH OUT

Natural gas has a distinct smell added so you can notice a leak. If you notice that smell, follow the leave-and-call steps in the safety chapter. Do not wait to see if it fades.

23. Never Report a Leak Online

Why the phone and 911 come first.

Some people wonder if the app or website has a form for reporting a gas leak. Even if it offers information, please do not use it for an emergency. A form does not send help the way a telephone call to 911 does.

The safe order is simple. First, get out. Second, call 911 from a safe distance. Third, call the gas company's 24-hour emergency line at 1-877-542-2630. Only after the danger has passed should you look at your account.

- Smelling rotten eggs or a sulfur-like odor is a reason to leave.
- Hearing a hissing near a gas pipe is a reason to leave.
- Dead plants in a patch near a gas line can be a clue.
- Do not turn on lights or appliances on your way out.

You will never be bothered or embarrassed for calling about a smell that turns out to be nothing. The crews would much rather check a false alarm than arrive too late.

WATCH OUT

Do not rely on texting or emailing the company about a possible leak. Leave the house and phone 911 and the emergency line. That is the only right answer.

24. Help Paying Your Gas Bill

Assistance programs exist.

Anyone can fall behind in a hard winter, and help is available. The company's Ohio website has a section on help paying your energy bill, with details on payment options and assistance.

Two programs you may hear about are HEAP and PIPP. HEAP is the Home Energy Assistance Program, which helps eligible households with heating costs. PIPP is the Percentage of Income Payment Plan, which ties a household's payment to its income. Both are meant for people with limited income, and seniors often qualify.

- Start with the help paying section on the company's Ohio site.
- Ask about the programs when you call the billing line.
- Your local community action agency can help you apply.
- Bring proof of income and a recent bill.
- Apply early, before a shutoff notice arrives.

Rules and sign-up windows change, so I keep the details general here. Asking costs nothing.

Gather your recent bills, your income papers, and your photo ID before you call or visit. Having them in a folder makes the appointment short and keeps you from feeling flustered.

TIP

If you have received a shutoff notice, call the company immediately. They would much rather set up a plan with you than shut off the gas.

25. Gas Supply Choice Is Separate

Your delivery company and your gas supplier.

Ohio lets many homeowners choose who supplies the gas itself, while the local utility continues to deliver it and respond to emergencies. This is called energy choice. It is a separate decision from your account and your app.

The Public Utilities Commission of Ohio runs a comparison service, often called Apples to Apples, that lets you compare offers side by side. The company's Ohio website also has an Energy Choice section. I have a separate guide that covers this topic in more detail.

- Choosing a supplier does not change who delivers your gas.
- Your emergency number stays the same.
- Compare offers before you sign.
- Read about any cancellation fees.
- Take your time with sales calls.

You are never required to switch. Staying with the standard arrangement is a normal and safe choice.

If you want to learn more, the company's Ohio website has an Energy Choice section, and the state regulator publishes its comparison tool. Neither one asks for your password, and both are free to use.

WATCH OUT

Door-to-door and phone salespeople sometimes claim to be from your gas company. Ask for ID, never give your account number to a caller, and do not sign anything on the spot.

26. Scams That Target Gas Customers

Pressure is the giveaway.

Scammers know that almost everyone has a gas bill. They pretend to be the gas company and claim your service will be cut off today unless you pay immediately. The company's own Ohio site has a section warning customers about this.

- A call demanding payment by gift card or prepaid card is a scam.

- A caller threatening to shut off gas within the hour is likely a scam.
- A text with a link to pay a past due balance may be fake.
- An email asking you to confirm your password is fake.
- A visitor at the door who wants to inspect your meter should show ID.

The real company does not demand gift cards, and it does not ask for your password or a one-time code by phone. If you are worried, hang up and look at your bill. Then call the number printed on the bill or typed from the official website yourself.

Do not call back the number a caller gave you. Use the one you know.

WATCH OUT

If you gave a scammer a code, a password, or card details, tell your bank right away and change your password. Then call me if you would like help.

27. Moving or Starting Service

Gas service when your address changes.

When you move, the gas service has to be stopped at the old address and started at the new one. The company's Ohio website has a place for starting, stopping, or transferring service, and it is easy to find from the home page.

Plan ahead if you can. A few days before your move is a good time to arrange it, so that your new home has gas on the day you arrive and your old account is closed fairly.

- 1 Open the Start or Stop Service page on the company's Ohio site.
- 2 Choose stop, start, or transfer.
- 3 Enter your old and new addresses.
- 4 Pick the dates.
- 5 Write down any confirmation.

Ask for a final meter reading at the old address so you are billed only for what you used. If you rent, tell your landlord, since some leases put the gas in the landlord's name.

Keep your confirmation until the first new bill arrives and looks right. If a final bill from the old address seems off, call the billing line with your confirmation in hand.

GOOD TO KNOW

If you are moving to a senior community, your gas may be included in your rent. Check your lease before you open a new account.

28. Gas Versus Electric

Two companies, two accounts.

People often get mixed up about which company does what. Gas heat, a gas stove, and a gas water heater are tied to the gas utility. Lights, outlets, and an electric furnace are tied to the electric company.

In this area, many households get electricity from Ohio Edison. If your power goes out, you would use Ohio Edison's outage tools, not the gas company's. I have a separate guide on Ohio Edison outage alerts that covers it.

- Gas bill, gas leak: the gas company.
- Power outage, downed line: the electric company.
- Each has its own account and sign-in.
- Each has its own emergency instructions.

If you ever see a downed power line, stay far away and call 911. Do not touch it or anything near it.

Both companies have their own mobile apps, websites, and phone lines. It helps to keep a short list of both near the phone, so that a stormy night does not turn into a search for numbers. If you want to set up outage alerts for the electric side, my Ohio Edison guide walks you through it.

TIP

Keep two sticky notes by the phone, one for each company's number. When something goes wrong at night, you will not need to search for either.

29. Helping a Parent or Neighbor

Do it with them, not for them.

Many families help a parent with the gas account. That is a kind thing to do, as long as it is done openly. The account belongs to your parent, so sit with them and let them hold the pen.

If you need to speak with the company for them, call together. The company may ask your parent to confirm that it is okay to talk with you. That is for their protection, so please do not be offended.

- Use your parent's own email for the account when you can.
- Write down the sign-in details and keep them at their home.

- Set up bill alerts so you both know when payment is due.
- Check the account together every few months.
- Watch for scam calls that target older adults.

If someone else has legal authority over the account, the company has its own process for that. Do not share a password to get around it.

Take care never to pressure anyone. The goal is that your parent feels more in control, not less. Let them say no, ask questions, and move at their own speed, even if that means finishing another day.

GOOD TO KNOW

A gentle monthly phone call, with the question did a gas bill arrive lately, can catch problems before they grow.

30. Using a Library or Shared Computer

Safe if you sign out.

If you do not have a computer at home, the Portage County District Library and many senior centers offer free computers. Using one to check your gas account is fine, as long as you take care when you finish.

- Sign out of your account completely.
- Do not let the browser save your password.
- Close every browser window before leaving.
- Do not leave bills at the printer.
- Avoid paying with a card on a public computer if you can.

Librarians are used to helping with questions and will not judge you for asking. Bring your account number and a notebook, but leave your password at home if you can remember it.

A phone call is another option, and for a quick payment, it may be simpler than a shared computer.

Plan your visit for a quiet time of day when the staff can spare a minute. Bring a printed copy of your bill, a pen, and your reading glasses, and write down anything you want to remember before you leave. Ask whether the computer room has a printer, and what a page costs, so there are no surprises when you want a paper copy of your confirmation.

WATCH OUT

If a shared computer offers to remember your sign-in, choose No or Not Now. Saved passwords on shared machines are an open door.

31. Making the Text Bigger

Comfort for tired eyes.

Small print on a bill is hard enough on paper. On screen, you can make everything bigger with no trouble. Browsers and phones both have simple ways to enlarge a page.

- On a computer, hold Ctrl or Command and press the plus key.
- Press Ctrl or Command with the zero key to return to normal.
- On a phone, pinch outward with two fingers to zoom in.
- Your phone settings can raise the text size everywhere.
- Turn the screen to landscape for a wider view.

Enlarging a page does not change how it works. It only helps you see it. Pick a size that lets you read without squinting, then leave it that way.

You can also ask the company for large-print or other accessible versions of your paper bill. Call the billing line and ask what is offered.

Your eyes may feel tired sooner on a bright screen. Take a break every so often, look out a window, and turn down the brightness if the glare bothers you in the evening.

TIP

A bigger screen helps. A tablet or desktop monitor is often easier to read than a phone, especially when you are looking at a bill.

32. Keeping Records and Confirmations

Proof is peace of mind.

When you pay a bill, enroll in a plan, or change a setting, the website shows a confirmation. That confirmation is your proof. A simple habit of saving it protects you if there is ever a question.

- Print the confirmation page.
- Or choose Save as PDF in the print window.
- Write the date and confirmation number in your notebook.
- Keep paper bills in a labeled folder.
- Keep Budget Billing paperwork with your records.

A single folder for gas paperwork is enough. Put each year's bills in order, and clear out the oldest when you no longer need them.

Emails can be deleted by accident, so a printed copy is sturdier.

Also keep a simple list of the dates you paid and the amounts shown on each confirmation. When Budget Billing is on, this list lets you see over the year whether your payments and your actual usage are staying close. Review it when the budget amount is looked at again, and bring it to any phone call about your account. Even a plain handwritten page works well, so long as you keep adding to it each time.

GOOD TO KNOW

Keep your records at home, not in your wallet. Shred bills with your account number on them when you throw them out.

33. Plain Questions and Answers

What neighbors ask me most.

Q: Is the website free to use? A: Looking at your account and bills is free. Some payment methods may add a small convenience fee, which the screen shows before you confirm.

Q: Is Dominion Energy Ohio the same as Enbridge Gas Ohio? A: The Ohio gas service people know as Dominion now appears on the company's website as Enbridge Gas Ohio, and the old web address forwards there.

Q: Will Budget Billing change my gas price? A: No. It evens out when you pay, not what the gas costs.

Q: Can I stop Budget Billing? A: Yes, in your online account at any time. Your actual balance comes due when you stop.

Q: What if I smell gas? A: Leave the house, call 911, then call 1-877-542-2630.

Q: Do I need the app? A: No, the website does the same job in any browser, and the telephone works too.

Q: Is it safe to give my account number to the company by phone? A: Yes, when you placed the call yourself using the number printed on your bill.

TIP

If your question is not here, that is exactly why I answer the phone. A quick call often clears up what an hour of clicking cannot.

34. When Something Will Not Work

A calm checklist.

Websites sometimes act up. Before you decide you did something wrong, run through a short list. Most problems have a simple cause.

- Check you are on the real company address.
- Retype your password slowly and check Caps Lock.
- Use the forgot password link instead of guessing.
- Try a different browser or device.
- Close the page, wait a few minutes, and try again.
- Compare your account number to the bill.

Write down the exact words of any error message. It helps whoever you call to find the problem quickly. If the website is down for maintenance, the phone line is still open during business hours.

If you keep running into trouble, step away. Nothing about your gas account is lost because you took a break.

If the app is the problem, try closing it fully and opening it again, or restart the phone. If you still cannot sign in, the website in a regular browser is a fine alternative while you sort the app out. Updating the app from the app store sometimes fixes odd behavior too.

GOOD TO KNOW

Gas keeps flowing whether or not the website works. A problem with the app or the site never shuts off your heat.

CHEAT SHEET

Everyday Cheat Sheet

Keep this by the computer. I want to... Reach the site: type enbridgegas.com/ohio myself. Sign in: use Sign in / Register near the top. Pay a bill: sign in and choose the payment option. Even out payments: ask about Budget Billing in billing options. Smell gas: leave, call 911, then 1-877-542-2630. Billing questions: 1-800-362-7557. Forgot password: use the forgot password link. Get help: call Bill at (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

From Bill to Budget Billing

Four calm steps to steadier payments.



Type the address yourself and keep your bill nearby.

Illustration - details vary by device, plan, and provider. Always check your own setup.

AT A GLANCE

A Second Look

Gas Emergency or Bill Question

Know which door to knock on.

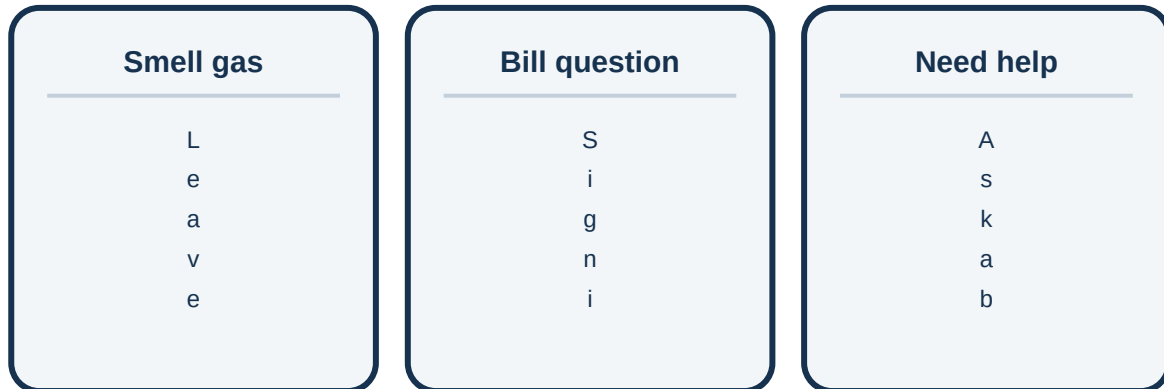
**A leak is never reported online.**

Illustration - details vary by device, plan, and provider. Always check your own setup.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.