



DISTRICT OF COLUMBIA ENERGY ASSISTANCE

If you or someone you know is having difficulty paying a natural gas bill, please contact the **Department of Energy & Environment (DOEE)** at **311** or online at **doee.dc.gov/energyassistance**, to determine eligibility for the following programs. Eligibility for most programs depends on household size and total household income. Other factors may apply depending on the program.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Through this program, the federal government distributes funds to the District of Columbia which, in turn, provides grants to qualified applicants to help them pay their energy bills.

RESIDENTIAL ESSENTIAL SERVICE (RES)

Eligible households may qualify for a discount on a portion of the natural gas they use each month during the heating season from November 1 through April 30. Eligible households will also enjoy a 50% discount on the monthly customer charge during the warmer months, from May 1 through October 31.

To be eligible for the RES discount, customers must:

- Use natural gas as the principal source for home heating;
- Be certified by the **Department of Energy & Environment (DOEE)** as eligible for the **Low Income Home Energy Assistance Program (LIHEAP)**.



**Washington
Gas**

A WGL Company

DISTRICT OF COLUMBIA

ENERGY ASSISTANCE

THE ARREARAGE MANAGEMENT PROGRAM (AMP)

The **Arrearage Management Program (AMP)** provides customers the opportunity to have past due debt forgiven when new bills are paid on time.

AMP assists customers by helping to:

- Lower or eliminate existing past-due balances
- Help manage the budget when costs are rising
- Bring accounts current
- Avoid disconnection
- Reduce financial stress

How to Apply

You must first apply for energy assistance and be approved by the **Department of Energy & Environment (DOEE)**.

To contact **DOEE**, call **311** or go online at

doee.dc.gov/energyassistance.

If your past due balance is more than \$3,000 please call our **EAP Hotline** at **1.703.750.4406** or email us at **EAP@washgas.com**. Customers may be eligible for additional energy assistance. Visit: **washingtongascares.com**.

WASHINGTON AREA FUEL FUND (WAFF)

Founded by Washington Gas and administered by **The Salvation Army**, WAFF has traditionally paid for *all types of fuel* to heat families' homes during the winter season.

Washington Gas pays the administrative fees of the fund so 100 percent of WAFF contributions go to those who need assistance. All WAFF assistance is available annually between January 1 and May 31. If you need assistance, visit **WAFFHelp.org** to receive details on the location and phone number for the office in your area.



washingtongas.com

Customer Service: 844-WASHGAS (844-927-4427)

Natural Gas Leaks/Emergencies:

911 and then 844-WASHGAS (844-927-4427)



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