



We offer several billing and payment plans to help you manage your time and energy costs. The **AUTOMATED PAYMENT PLANS, BUDGET PLAN, eBILL** and online bill payment work well together or separately.

BILLING PLANS

Paperless Billing — eBill

Turn off your paper bill and do your part to save the environment. Sign up for eBill to begin receiving your monthly Washington Gas bills electronically. It is simple to use. Every month we'll send you an electronic notification when your new bill has been posted. You just click on the link provided to view your bill online.

- **Payment Options** – Ability to view and pay your bill at the Washington Gas website, your bank's website or at MyCheckFree.com.
- **Monthly Notice** – You'll be notified by Washington Gas or your bill provider when your new bill has been posted.
- **Accessible Anytime** – View your bill or make payments 24 hours a day, 7 days a week.
- **Less Hassle and Environmentally Friendly** – No paper bills to misplace, no checks to write and no stamps.

To **enroll** in the Washington Gas **eBill** program, visit us at washingtongas.com/ebill, or **look for the bill pay option on your bank website**.

NOTE: By enrolling in eBill or EBAP, you elect to receive **ONLY** an electronic notification of your bill. You'll no longer receive a paper bill in the mail. After enrollment in eBill, it may take up to two months for your paper bill to be stopped.

Budget Plan

Managing a household budget can be a challenge. Our **Budget Plan** provides the advantage of spreading winter heating costs over the entire year. Here's how it works:

- We calculate your average monthly payment based on historical natural gas usage, adjusted for normal weather, and projected gas costs.
- Periodically, we review your account to determine that the monthly estimate is on target. Each month your bill will show actual gas usage and bill amounts, along with budget installments, so you can review the information regularly. An adjustment to your monthly budget payment may be necessary to prevent significant charges or credits at the end of your budget year.

Your twelfth monthly bill will reflect the last installment of your budget cycle – adjusted for the difference between actual and budgeted gas usage. Overpayments are credited to your account unless a refund is requested. If you use more gas than you pay for, you owe the company the difference.

The **Budget Plan** is designed as a year-round program, so we encourage you to stay on it for a full 12-month billing cycle to realize the potential benefits.

To **enroll** in the **Budget Plan**, simply fill out the application in this brochure, enroll online at washingtongas.com, or call our **Automated Services Line** at **703-750-7944** and enroll over the telephone. If you qualify, we'll put you on the **Budget Plan** at the start of the next available billing cycle.

PAYMENT PLANS

Automated Payment Plans

eBill Automated Payment Plan (EBAP)

Receive and pay your gas bill automatically each month through the **eBill Automated Payment Plan (EBAP)** program. Washington Gas continues to bill you each month but, on your selected payment date, the amount of the bill will be deducted electronically from your checking account – no check writing, postage or waiting in line.

With **EBAP**, you can select the number of days after billing when you would like the payment to be deducted and you can set a maximum payment amount. Additionally, an email notice will be sent every month with a link to view your electronic bill. To **enroll** or learn more, visit washingtongas.com/pages/AutomatedPaymentPlan.

Automated Payment Plan (APPL)

Rather continue to receive a paper bill each month? Pay your gas bill automatically each month through the **Automated Payment Plan**. Washington Gas continues to send you a statement each month but, on the due date, the amount of the bill will be deducted electronically from your checking account – no check writing, postage or waiting in line.

Once enrolled, your payment appears as a deduction on your monthly bank account statement and will be shown as a payment on your gas bill the next month. An unsuccessful withdrawal from your account will result in a charge by Washington Gas. If you want to question the amount of your bill or suspend an automated payment, please call us at **703-750-1000** prior to 4 p.m., at least three business days before your bill is due. When an automated payment is suspended, other payment arrangements must be made. Also, please notify Washington Gas if you change your checking account.

To **enroll** in the **Automated Payment Plan**, simply fill out the short application in this brochure or download the application at washingtongas.com. To complete enrollment for the **Automated Payment Plan**, be sure to sign the authorization agreement to acknowledge the terms of the plan. This authorization will allow us to work with