



## Washington Gas Update on Coronavirus

Message from Blue Jenkins  
Executive Vice President & President,  
Utilities and President, Washington Gas

### **Washington Gas Suspends Disconnections, Waives Late Fees, Offers Payment Arrangements During Coronavirus Pandemic**

To Our Valued Customer:

At Washington Gas, we recognize the stress and strain that the Coronavirus (COVID-19) pandemic is presenting to our community and to our country. All of us are feeling the impact of this unprecedented public health situation. I want to assure you that Washington Gas recognizes the essential role natural gas plays in the daily lives of our customers. During these challenging times, we want to remove any added stress that comes with this uncertainty. That's why we are **suspending disconnections and waiving late fees** on customer bills until we get past this crisis. These actions are automatically in place and do not need to be requested. In addition, we are offering **payment arrangements** designed to meet our customers' needs. We will continue to be there for you each and every day, providing the natural gas service you rely on for so many important needs.

#### **Help Us to Serve You**

Even in these challenging times, customer service remains a priority at Washington Gas, but the coronavirus crisis will require some adjustments. This crisis is placing additional strain on our systems and our workforce, so we ask for your patience.

We ask that you only call us if absolutely necessary, as most billing-related inquiries can be managed online. Please understand that if you call, you may experience longer than normal hold times. We have numerous ways for customers to stay current with their bills if they are able. Please see more detailed payment information below.

#### **Emergency Calls**

**If you think you smell gas or are experiencing a natural gas-related emergency, please call 911 and then call us at 1-844-WASHGAS (927-4427). We are available 24 hours a day, 7 days a week to respond to emergency calls.**

#### **Service Visits**

We also are continuing to respond to requests for service visits, but we may adjust this process for the safety of our employees and our customers. Our staff is following preventative protocols when making home visits. To help our technicians stay safe and healthy, we ask that you let us know if anyone in your home is ill before we arrive at your location. If we have changes in this process, we will post that information on our website.

Together, we will make it through this crisis. We appreciate your patience and cooperation as we work to provide the best possible service during this evolving public health emergency. Thank you for being a valued customer of Washington Gas.

Sincerely,  
Blue Jenkins, President  
Washington Gas

### **Washington Gas has many established payment programs in place to assist customers**

- Customers can visit [www.washingtongas.com](http://www.washingtongas.com) and select “pay bill” to view and pay a bill or request payment arrangements. Customers can also visit our e-service portal directly at [eservice.washgas.com](http://eservice.washgas.com).
- Budget plans are available for eligible customers to spread the cost of their energy bill, apply discounts, use deferred payment options, or receive funds to supplement government energy assistance, among others. Visit [www.washingtongas.com](http://www.washingtongas.com) for a list of payment assistance plans.
- As an added step to limit exposure, we closed our walk-in offices at Washington DC, Winchester, VA, and Frederick, MD, effective through March 31, 2020. We will continue to monitor and communicate any adjustments to this timetable.

### **Payment options 24x7 that are free, fast, easy and secure**

- **Automated Payment Plan** – the easiest way to pay your bill and avoid late payment charges. Get more information or sign up today at [washingtongas.com](http://washingtongas.com).
- **Online** – pay your bill online anytime, day or night, at [eservice.washgas.com](http://eservice.washgas.com). Enroll to receive bill notifications and ask for services.
- **7-Eleven** – you can also make quick and easy cash payments at any local 7-Eleven store by using the bar code located on the back of your Washington Gas bill. If you don’t have your bill handy, you can obtain an EZ-Payslip by visiting us online at [washingtongas.com/paybycash](http://washingtongas.com/paybycash).
- **Phone** – pay your gas bill over the phone by check, credit or debit card by calling 703 750-7944.

- **Mail** – send your check (made payable to Washington Gas) with your remittance stub to Washington Gas, PO Box 37747, Philadelphia, PA 19101-5047.

For more information, please refer to the most recent company [FAQ](#) which addresses common questions and concerns.