

A Message to Our **VIRGINIA** Customers

Notice

ABOUT VIRGINIA RATE ADJUSTMENT & WEATHER NORMALIZATION ADJUSTMENT

Dear Washington Gas Customer,

Washington Gas is providing here an update of two line items that you may have noticed on your recent bills - the Weather Normalization Adjustment (WNA), which was included on your August – October 2017 bills, and the Virginia Rate Adjustment.

Update on Rate Refunds

After the Virginia State Corporation Commission approved new rates and charges for Washington Gas, the Company calculated and began implementing bill credits for customers that were due refunds. The Company subsequently determined that some of the refunds were inaccurate and has been making bill adjustments, where needed. These adjustments were completed by early February.

Weather Normalization Adjustment (WNA)

As permitted by its Virginia tariff, Washington Gas included WNA charges on customer bills in August, September and October 2017. The Company will be making an adjustment to customer bills to implement recalculated WNA charges, which were previously incorrect. The correct WNA charges will appear on customer bills as a line item charge under the item WNA Rider and will result in a credit.

We sincerely apologize for these errors and would like to assure you that Washington Gas has undertaken a full review of its billing processes, in order avoid future occurrences of the issues that impacted the Rate Refunds and WNA adjustments. Washington Gas also confirms that the Company will suspend and reverse any late charges as a result of non-payment by customers relating to the rate adjustment and WNA errors.

If you have questions regarding the Weather Normalization Adjustment or the Virginia Rate Adjustment on your bill, please call our hotline at 703-750-7962 (703-750-7WNA).

Washington Gas Customer Service



**Washington
Gas**

A WGL Company

washingtongas.com

Customer Service: **703-750-1000**

Natural Gas Leaks/Emergencies: **911** or **703-750-1400**



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