



Washington Gas Update on Coronavirus

Message from Blue Jenkins
Executive Vice President & President,
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Washington Gas COVID-19 Update and Customer Information

Continuing to Support our Customers and the Community During the Pandemic

To Our Valued Customer:

Washington Gas is committed to delivering the latest updates and reminders as we continue to address the ongoing impacts and challenges presented by the COVID-19 pandemic. These many months have been an incredible test of patience and endurance for all of us.

As a provider of essential energy services, each day our team is working hard to deliver natural gas reliably and safely in neighborhoods across Washington, D.C., Maryland and Virginia. Throughout this period of strain in our own communities and beyond, Washington Gas is focused on doing all we can to alleviate stress in these moments of uncertainty felt by our neighbors.

Our dedication to providing information, reminders, and updates to our customers in these unprecedented times is just one of the many ways we aim to keep us connected, informed and united.

Ongoing Support of the Community through COVID-Relief Donations

As part of our efforts to help those in need during the pandemic, Washington Gas recently provided \$250,000 to fund select programs in the DC-area that address the growing need for immediate and long-term food security assistance for individuals and families impacted by COVID-19. The donations are in addition to the COVID-19 funding previously made available by Washington Gas across our community.

This recent phase of donation dollars aims to increase the resources necessary to enhance the distribution and availability of essential food for residents in communities across D.C., Maryland and Virginia through established, robust community programs designed to serve those in need in a safe, dignified and equitable manner. The funds support non-profit programs, including the regional [*Get Shift Done*](#) initiative that pays hospitality and restaurant workers displaced by

COVID-19 closures a rate of \$15.00 per hour to work at local food banks where demand has risen significantly due to the economic impacts of COVID-19.

We are delighted this suite package of gifts from Washington Gas will go towards meeting today's immediate food insecurity needs while helping to build the infrastructure to more efficiently and address the complex challenges of enabling sustained and reliable food security into the future.

Our COVID-relief giving will continue so that we help meet the growing needs of impacted communities in a way that is sustainable and equitable.

You can still expect to see Washington Gas in your neighborhood. Whether responding to emergency calls 24 hours a day, 7 days a week, or performing essential construction and system maintenance, our work continues. We ask that you give our crews the space they need to work by **maintaining appropriate social distances from our workers (6 feet or more)** at all times. This will help keep everyone—our crews and our neighbors—safe.

Our crews are instructed to **follow precautionary protocols when performing work on location.** Most of the infrastructure work we perform in your neighborhood does not require entry into the home and will not result in an interruption of service. When inside work is required, to protect our technicians, we ask that you let us know if anyone in your home is ill before we arrive.

We continue to **suspend disconnections, waive late fees on bills and offer payment arrangements** until we get past this crisis. We want to do all that we can to support our customers to stay strong and prepared every step of the way.

Call Center Priorities and Online Alternatives – Help Us Serve You

While customer service remains a priority, you may experience longer than normal hold times. Keep in mind, most billing-related inquiries can be managed online at <https://www.washingtongas.com/my-account/account-services-support/billing> There you can easily pay your bill as well as access and view up to date account information 24 hours a day, 7 days a week.

We encourage all customers to sign up for our free, secure eBill service, which is also accessible at <https://eservice.washgas.com>. For your convenience, more information about customer payment options and payment assistance is included below.

Walk In Offices

Our Walk In Offices remain closed to the public for the safety of our customers and our employees. We continue to monitor all regional emergency orders and will make operational adjustments as needed.

Washington Gas (WG) Cares

While our Walk In Offices remain closed to the public for the safety of employees and our community, we remain focused on supporting our community and our customers.

We know it's never been more important to have access to energy payment options and resources for energy assistance, as well as information about how to use these programs and realize the benefits. Through our initiative *Washington Gas Cares*, we are working hard to package our existing customer programs and develop new ones, and to get word out proactively by contacting our customers to make sure they know about the options they have, what to expect and what help is available—with a personal touch—during the pandemic period.

That means you may hear from the *Washington Gas Cares* team by phone, automated messaging or email communication in the coming weeks as we strive to lend a helping hand and potentially match our customers in need with the appropriate assistance.

Payment Assistance for Customers in Need

As the pandemic is greatly increasing the need for assistance, there are many resources available to help, even if you choose not to take advantage of our payment programs under *Washington Gas Cares*. I have included a listing at the end of my letter and they are also available on our website at <https://www.washingtongas.com/LIHEAP>.

Tips to Avoid Scams

Scams are on the rise now, especially when people are feeling vulnerable about their financial circumstances. We advise customers to be on alert for potential scams targeting utility customers during the pandemic. A typical scam is a message that demands a customer pay their gas bill immediately or their natural gas service will be disconnected. Such calls are **not** from Washington Gas. Also, Washington Gas does not communicate with customers via text message, so please disregard texts about your gas bill and do not provide information in response. Visit <https://www.washingtongas.com/media-center/tips-to-avoid-scams> for tips to avoid scams.

Emergency Calls – Available 24 hours-a-day/7-days a week

As always, 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.

We are grateful for your continued patience and cooperation. Please visit our Coronavirus Alert webpage at www.washingtongas.com/media-center/coronavirus for additional updates, background and resources. Thank you for being a valued customer. Stay safe and healthy.

Sincerely,

Blue Jenkins, President

Washington Gas

Payment Programs for Funding Assistance – Services Available to Help Customers

Note: Eligibility for most programs are based on household size and total household income, and other factors may apply depending on the program.

- **DC:** If you or someone you know resides in the District of Columbia is having difficulty paying a natural gas bill, please contact the [Department of Energy & Environment \(DOEE\)](#) at 311 or online to determine eligibility.
- **Prince George’s County:** If you reside in Prince George’s County and require assistance paying your natural gas bill, please call the Prince George’s County Department of Social Services at 301-909-7000.

DC, Maryland or Virginia:

- **LIHEAP**, or Low-Income Home Energy Assistance Program, is a federal government program that provides energy funding assistance to low-income households across the U.S. Washington Gas is currently working with LIHEAP to determine what funds are potentially available to its customers impacted by the Coronavirus. The program is run on a first come-first served basis. Please visit: <https://www.acf.hhs.gov/ocs/programs/liheap>.

Additional Information & Reminders: Payment Plans, Options to Pay Your Bill

- Customers can visit 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 <https://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 other options. Visit <https://www.washingtongas.com/home-owners/savings/energy-assistance> for a list of payment assistance plans.

Payment options 24 x 7 that are free, fast, easy and secure

- **Automated Payment Plan** – the easiest way to pay your bill. Get more information or sign up today at washingtongas.com.
- **Online** – pay your bill online anytime, day or night, at <https://eservice.washgas.com>. Enroll to receive electronic bill notifications which include our 1-click payment option 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.
- **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 company [FAQ](#) which addresses common questions and concerns.