



A MESSAGE TO OUR DISTRICT OF COLUMBIA CUSTOMERS

PROJECT*pipes*: Property Restoration



Delivering safe, affordable, reliable, clean-burning natural gas has been Washington Gas' mission since our founding in the District of Columbia 170 years ago. In DC, our **PROJECT***pipes* initiative, an accelerated pipeline replacement project, enables us to enhance our system while maintaining excellent service.

PROJECT*pipes* often requires excavation work affecting streets, sidewalks, public space and sometimes private property. As a property owner, we understand that you take great pride and enjoyment in your home. We want you to know that we take restoration very seriously and your community and property will be rehabilitated to its pre-construction condition.

Throughout the restoration process, you can count on Washington Gas to:

- **Respect** — your property as if it was our own;
- **Restore** — your landscaping to an as-found condition after the replacement work has been completed on your property, weather permitting;
- **Repair** — make temporary repairs to “hard surfaces,” such as streets, sidewalks and driveways, while work is in progress to make your neighborhood safe;
- **Restoration** — complete final restorations to hard surfaces after all services in an area are complete, typically within 8-12 weeks, as weather allows; and
- **Comply** — comply with the DC Department of Transportation standards and requirements for roadway restoration.

If you have questions regarding our restoration process, please call the **PROJECTpipes** Hotline at **202-624-6400**, email **Project_Pipes@washgas.com** or visit **washingtongas.com/projectpipes**.

Many of us live and work in the District of Columbia and are committed to the safety of our neighborhoods. We hope **PROJECTpipes**, Washington Gas’ accelerated pipeline replacement program, underscores the importance we place on the safe and reliable delivery of natural gas to all of the customers we serve.



**Washington
Gas**

A WGL Company

washingtongas.com

Customer Service: **844-WASHGAS**

Natural Gas Leaks/Emergencies: Call **911**



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