

Enhancing How We Serve and Support Our Customers.

Washington Gas is committed to providing you with continual service enhancements and we are pleased to announce the launch of a new information technology infrastructure next month that will improve your customer service experience.

WHAT'S CHANGING?

The most obvious change to you will be a new, 12-digit account number. The new 12-digit account number will replace the current 10-digit number and serves to optimize our internal processes.



You will receive your new 12-digit account number with your next Washington Gas bill and we encourage you to begin using it immediately, changing any references to your old number such as with your direct deposit or other bill pay services.

The format of your paper or electronic bill will not change. However, if you have multiple Washington Gas accounts in your name, you will have the option to receive information for all accounts on a single bill.

Implementing this best in practice, industry standard system will provide our customer service representatives with a single point of entry to retrieve all of your customer

information. With access to every facet of your account at our fingertips, providing answers to your energy questions will be remarkably easy.

New 12-Digit Account Number

Account number: 220000023360

Bill date: July 19, 2016

Period: May 3, 2016-Jun 1, 2016 (30 days)

Service address: 1620 W SECOND ST, BETHESDA, MD 20639

Questions?



washingtongas.com



703-750-1000

Mon - Fri: 8am - 9pm, Sat: 8am - 4:30pm



Washington Gas Customer Care

6801 Industrial Road

Springfield VA 22151-4294

Your account

Balance on your last bill \$0.00

Payments/Credits \$0.00

Balance brought forward \$0.00

Current Gas Charges \$19.86

Other Charges \$0.00

Total Charges This Period \$19.86

Total to pay \$124.53



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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12165-950K-MP