



**A MESSAGE TO OUR  
DISTRICT OF COLUMBIA CUSTOMERS**



**PROJECTpipes: Property Restoration**

Washington Gas' **PROJECTpipes** is an accelerated pipeline replacement project designed to provide you with safe and reliable natural gas service. This project often requires excavation work affecting streets, sidewalks, public space and sometimes, private property. We are frequently asked about restoration of these and other impacted areas.

Washington Gas takes restoration very seriously and we work hard to return your neighborhood and your property to its previous condition.

Throughout the restoration process, Washington Gas is committed to:

- **Respect** — we will respect your property as if it was our own;
- **Restore** — we will restore your landscaping to an as-found condition as soon as possible after the replacement work has been completed on your property, weather permitting;

- **Repair** — we will make temporary repairs to “hard surfaces,” such as roadways, driveways and sidewalks, while work is in progress to make your neighborhood safe;
- **Restoration** — we will complete final restorations to hard surfaces after all services in an area are complete, typically within 8-12 weeks and as weather allows; and
- **Comply** — we will fully comply with District Department of Transportation (DDOT) standards and requirements for roadway restoration.

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



# Washington Gas

A WGL Company

[washingtongas.com](http://washingtongas.com)

Customer Service: 703-750-1000

Natural Gas Leaks/Emergencies:

**911** or 703-750-1400



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