



March 18, 2020

## **Washington Gas -- Customer Updates**

Frequently Asked Questions (FAQ)

### **Service Disconnect and Payment**

*Are the steps being taken to assist if I am experiencing a financial hardship?*

Yes, Washington Gas is committed to supporting our customers during these trying times. We have temporarily suspended customer disconnections and will continue to evaluate this situation.

*Will I have to pay late fees?*

No. Washington Gas is suspending new late fees for anyone unable to pay their monthly bills during this public health emergency.

*What if I am already disconnected, will you restore my service?*

We will work with customers on a case by case basis to discuss options for service restoration. We are continuing to perform essential service visits following precautionary protocols. Please call us at **844-WASHGAS (927-4427)** for assistance.

*Can I still pay my bill at one of your walk-in offices?*

All Washington Gas walk-in offices in Washington D.C., Winchester, VA, and Frederick, MD are currently closed through March 31, 2020. We will continue to monitor the situation and communicate any adjustments to this timetable when that information is available.

*How can I make a payment?*

Pay your Washington Gas bill 24/7 using one of our free, fast, easy and secure options below:

- **Automated Payment Plan** -- the easiest way to pay your bill and avoid late payment charges. Get more information or sign up today at [washingtongas.com](http://washingtongas.com).
- **Online** -- pay your bill online anytime, day or night, at <https://eservice.washgas.com>. Enroll to receive bill notifications 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](http://washingtongas.com/paybycash).
- **Phone** -- pay your gas bill over the phone by check, credit or debit card by calling 703 750-7944.
- **Mail** -- please send your check (made payable to Washington Gas) with your remittance stub to Washington Gas, PO Box 37747, Philadelphia, PA 19101-5047.

Please note: If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### **Employees, Customers and Technicians**

*Will Washington Gas still come to my house if I need a service visit?*

Yes, Washington Gas personnel will respond to service requests related to restoration of gas service. Our employees have been advised on protocols and procedures specific to the Coronavirus. They have been instructed to follow industry guidelines and best practices while performing work.

*What steps is the company taking to ensure the safety of their customers and employees from the Coronavirus?*

We have preparedness plans in place and are continuing to follow the latest guidance from the U.S. Centers for Disease and Prevention and our governmental authorities. We are following precautionary protocols when visiting customer premises such as social distancing of at least 6 feet. We are encouraging vigilance in practicing good personal hygiene to mitigate the spread of the virus. Washington Gas encourages customers to also follow the same healthy practices to reduce the transmission of a variety of viruses and illnesses:

- Avoid personal contact (including handshakes and sharing items)
- Wash and disinfect your hands regularly
- Avoid touching your mouth, nose and eyes
- Limit exposure to anyone who is ill

- Stay hydrated
- Clean and sanitize your workplace surfaces and home
- Cough into your arm or a tissue

**What safety measures is the company taking to ensure the technician's entering my home or business are not contagious?**

We always take strict precautions for our customers, employees and contractors to feel protected and safe when work is required on site at homes or businesses. Sometimes this work requires that Washington Gas technicians enter the premises to access equipment.

Because of Coronavirus developments, all personnel have been trained in use of personal protective equipment and have been advised of the protocols.

For example, Washington Gas employees have been instructed to maintain a 6-foot separation distance at all times from any individual/s at the location. In addition, our employees will avoid normal courtesies, such as handshaking, upon arrival and at the time of departure.

A technician may also be accompanied by a supervisor while on site, and could be wearing gloves and/or footies upon entering your location for added protection, among other best practices.

We will attempt to reach out via a telephone number provided prior to work being performed at your location, except when responding to an emergency where we will knock on your door if access is required. At all times, we encourage you to report any health concerns with our representative.

In addition, please note that our employees have paid sick leave and are not to report to work if experiencing symptoms of illness of any kind.