



## **Frequently Asked Questions: Moratoriums, Late Fees and Disconnects**

April 2021

### ***When a moratorium ends, what are some of the possible impacts to customers?***

Depending on the jurisdiction – Maryland, Washington, D.C. or Virginia – the timing of moratoriums (including grace periods), potential impact on customers, support options, and what authorized action can be taken by the local utility varies. In general:

- Customers can begin to incur late fees for non-payment
- Washington Gas can resume assessing security deposits for new/restore service requests and/or from current customers who consecutively remit untimely payment
- Washington Gas can resume outbound collection activity (calls, outreach, referrals to outside collection agencies) for customers who have past due balances
- Washington Gas can proceed with service disconnections/interruption of service for those customers who qualify

### ***What does it mean when a customer account is referred to as arrearage?***

Arrearage means a customer's bill has not been paid by the due date.

### ***What triggers a disconnection? (how many months behind does a customer have to be?)***

In general, for a typical customer, a customer has to be at least 2 consecutive bills behind on paying their bill and – important to note – have not successfully enrolled in the variety of payment plans and energy assistance options that are available through Washington Gas and/or other funding assistance sources in Washington, D.C., Maryland and Virginia.

### ***Does Washington Gas use a collection agency to receive payment from customers behind on their bill?***

Yes, in some scenarios we partner with one or more outside collection agencies to recover outstanding debt.

### ***What about the long wait times on Washington Gas' customer service - what other options are there for enrolling in payment plans and energy assistance other than talking to a representative?***

We recognize that customers have had challenges reaching us through our call center. We know customers are frustrated, and we apologize for not delivering the high-quality customer experience our customers expect and deserve. Certainly, COVID-19 has presented a challenge for us – like it has for many businesses – but we are not using that as an excuse.

We are doing everything we can to improve our customer experience and ask our customers for patience as we work to get better. We have made some immediate improvements, creating more self-service options on our website and through our automated telephone system so that customers can take care of their needs.

For online options, please visit Washington Cares at [www.washingtongascares.com](http://www.washingtongascares.com). We established Washington Gas Cares – where we bundle all of our options in one online location – to help people easily get on payment programs and sign up for energy assistance programs.

Customers may also reach Washington Gas at **844-WASHGAS (844-927-4427)**, selecting **option 2** – this will **bypass speaking to a representative** and will direct you to more information on how to establish payment arrangements.

***What should I expect if I am requesting service to be turned off or on (due to a home or office move, for example)?***

Every month thousands of Washington Gas customers start and stop service as they move in and out of communities we serve, using our online option. [Here](#) are a few tips customers should keep in mind when placing an order for service to ensure things go smoothly:

- As a note, we ask that you contact us at least 3 days in advance to place your order for service.
- Service cannot be started and stopped on the same day. There must be a one-day separation between the services.
- Customer premises that require gas to be turned on will typically require the customer speak with one of our representatives.