

ALWAYS SAFE

PublicAWARENESS: Fall 2018
For our Virginia customers

At Washington Gas, safely and reliably meeting the energy needs of our customers is our highest priority.

CALL 811 BEFORE YOU DIG

Digging-related damage is a major cause of pipeline accidents. **811** is the national **Call Before You Dig** telephone number that initiates the process of marking the underground utility lines in your yard or on your job. Your call to **811** will be routed to your local One Call Center — in the District of Columbia, Maryland or Virginia. Local One Call Center personnel will then notify member utilities, such as Washington Gas, to mark the approximate locations of underground utility lines with high-visibility safety paint and/or flags. The service is **free**.

Everyone, including **homeowners and construction companies**, should **always** call **811** at least **two full business days** — excluding weekends and holidays — **before** you are scheduled to begin any type of digging, regardless of size or depth.

This includes, but is not limited to:

- General digging
- Gardening
- Landscaping
- Excavation
- Demolition
- Home improvements and/or major construction



CALL 811 BEFORE you dig, any dig, it's the law.

Know what's below. Call before you dig.

Do not begin digging until the lines have been marked or confirmed as "no conflict."

If you are unsure whether the underground utilities have been marked in your yard or on your job, check back with your One Call Center to make certain there are no underground utilities where you plan to dig. If for some reason you cannot connect to **811**, call **800-257-7777** or **202-265-7177**.

Most importantly, dialing **811** can help avoid serious injury and even fatalities, as well as property damage and significant expenses that can occur when underground utilities are damaged. **Always call 811 before you dig, each dig, every dig.**



To learn more about the **811** waiting period for line marking in Virginia, visit **Va811.com**,

call811.com or the Common Ground Alliance at **commongroundalliance.com**. In the District of Columbia

and Maryland, visit **missutility.net**, **call811.com** or the Common Ground Alliance at **commongroundalliance.com**. 



GAS PIPE MAINTENANCE




WASHINGTON GAS RESPONSIBILITIES

Washington Gas owns and maintains all natural gas pipes *up to and including the gas meter*. Our primary focus is to provide safe, reliable service while ensuring that the gas pipe owned by the company is properly maintained. These efforts help avoid the potentially damaging effects of leaks and corrosion on natural gas pipes.

CUSTOMER RESPONSIBILITIES

Each customer is responsible for maintaining and monitoring all aboveground and underground piping on the *customer's side of the meter*. If this piping is not properly maintained, it may corrode or leak. Gas piping located on your side of the meter should periodically be inspected for leaks and corrosion and if necessary, repaired by a *licensed natural gas contractor* if any unsafe conditions are detected. If at any time you smell natural gas, immediately evacuate the premises and then call **911** and then **844-WASHGAS** from a safe location.

Additionally, it is very important to keep the area around your gas meter clear of all objects, including mulch, construction debris or other flammable materials that could create a fire hazard. Washington Gas policy prohibits building an enclosed structure over a natural gas line. If you have an enclosed structure over your gas line, or believe you do, please contact us at **703-750-4360** to arrange for a locating inspection. 

CUSTOMER CHOICE

The Customer Choice Program allows you to purchase natural gas from a licensed energy supply company of your choice or from Washington Gas. As a regulated utility, Washington Gas charges customers the same price that the company pays for the gas supply. Licensed energy supply companies may have greater flexibility in what they charge you. They compete for your business and some may offer price incentives that could result in cost savings to you.

To cultivate a more competitive energy environment that can benefit consumers, state regulations require Washington Gas and other utilities to provide certain customer information (name, address and gas usage history) to licensed competitive energy suppliers. This provides customers an opportunity to receive information that may help them make informed decisions about energy choices.

To have your name excluded from or added back on to the list, call **844-WASHGAS** at any time between Sept. 1 and Oct. 14. Should you call the customer service line outside of this opt-out period, a Washington Gas representative will make note of your choice. However, Washington Gas only updates the list twice annually, so your request will be effective the next time the list is updated. Hearing impaired customers should use the **711** relay service.

Regardless of which company sells you natural gas, Washington Gas will continue to deliver gas safely and reliably to your home or business through its distribution system, address your customer needs, bill and collect for usage, and respond around the clock to natural gas emergencies. ☎

WINTER ESSENTIALS

Each year, Washington Gas helps customers prepare for the winter heating season. Customers can take simple steps now to help them manage energy costs better and stay safe, warm and energy-smart when temperatures start to drop. Be sure to check out our *Winter Preparedness* section on washingtongas.com for more tips and resources to help you through the heating season.

IMPORTANT WINTER SAFETY TIP: Have a licensed natural gas contractor perform an annual pre-winter inspection of your natural gas heating equipment and clean or replace air filters every month during the heating and cooling seasons.

Clean filters help your system operate properly and reduce your energy bills. If you see or suspect something is wrong with your heating system, turn it off immediately and call a repair service company. ☎



WASHINGTON AREA FUEL FUND (WAFF)

Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for *all types of fuel* to heat families' homes during the winter season. Washington Gas pays the administrative fees so 100 percent of WAFF contributions go to those who need assistance. WAFF is Washington Gas' signature philanthropic program.

WAFF

WAFFHelp.org

WAFF assistance is available annually between January 1 and May 31 through The Salvation Army's 12 area offices. For more information or to apply for assistance, visit WAFFHelp.org. ☎

SELF-SERVICE PAYMENT KIOSKS are now available at the following locations during normal business hours (8 a.m. – 4 p.m.):

- 1100 H Street, NW, Washington, DC
- 1800 N. Market Street, Frederick, MD
- 6801 Industrial Road, Springfield, VA
- 350 Hillandale Lane, Winchester, VA

ENERGY ASSISTANCE

If you are having trouble paying your gas bill, call **Washington Gas** at **844-WASHGAS** as soon as possible to discuss payment options. If your account is disconnected for nonpayment, a security deposit, the outstanding balance and a reconnection fee may be required prior to service restoration.

For more information on energy assistance or to reach your local social services office, call the **Virginia Department of Social Services' Information and Referral Line** at **211** or **800-230-6977**. You also may visit 211virginia.org or www.dss.virginia.gov/benefit/ea. ☎