



# **PROJECT***pipes*

*Improving our Communities for Tomorrow*

Washington Gas is committed to providing its customers with safe, reliable natural gas service. As part of its ongoing pipeline replacement work, Washington Gas has initiated an accelerated program – **PROJECT*pipes*** - to replace certain pipelines in the District of Columbia.

## **WHAT YOU NEED TO KNOW**

- Formerly known as the DC Accelerated Pipe Replacement Plan (DC APRP), **PROJECT*pipes*** is a proactive strategy, that is approved and regulated by the Public Service Commission of the District of Columbia (PSC).
- **PROJECT*pipes*** will replace 40 miles of natural gas pipelines in the first 5 years and nearly 500 miles in total pipeline infrastructure over the 40-year time span of the project.
- The cast iron and bare steel mains and services to be replaced are prioritized based upon their age and repair history.
- While work is in progress, there may be temporary inconveniences. Washington Gas will strive to minimize any impact in your community during construction.

## **FOR MORE INFORMATION:**

- Call the **PROJECT*pipes*** Hotline at (202) 624-6400
- Visit the Washington Gas website at [washingtongas.com](http://washingtongas.com)
- Contact Doreen Hope, Community District Manager, **PROJECT*pipes*** at [dhope.projectpipes@washgas.com](mailto:dhope.projectpipes@washgas.com)

## FREQUENTLY ASKED QUESTIONS

**Will I be notified of work being done in my neighborhood or on or near my property?** Residents and businesses will receive notification letters or door hangers. Additionally, Washington Gas customers will receive information periodically in their bill statements.

**Once the work is scheduled in my neighborhood, will it start and end on time?** Construction schedules are subject to change due to weather, other prioritized utility work, and community events. Visit our website or hotline listed on the front of this card for updates.

**Will there be an interruption in my gas service?** Not in all cases. However, if so, you will be notified and an adult will need to be present to have your service restored.

**Will you dig up my yard, sidewalk or driveway? If so, who's going to fix it?** Again, not in all cases. However, if so, Washington Gas will have a contractor restore any landscaping or property that has been altered as a result of the work.

**Who pays for the pipeline replacement?** As with all our facility improvements, our customers pay for the upgrades through rates approved by the PSC. For this project, the costs are included in customers' monthly bills as a separate line item labeled "**PROJECTpipes** Adjustment". For the initial 16-month project period, it will be about 60¢ per month for the average residential customer. *For a detailed explanation, visit [washingtongas.com](http://washingtongas.com) to view our tariff.*

**How will Washington Gas avoid digging up streets and sidewalks that were just repaired by either the District of Columbia or other utilities?** Washington Gas works cooperatively with the D.C. Department of Transportation and the other utility companies utilizing a real-time, web-based program to identify and resolve any scheduling conflicts and to minimize any adverse impact on the public, infrastructure and environment.

**Will PROJECTpipes create jobs for D.C. residents?** Washington Gas has hired local contractors and subcontractors, including small businesses and minority and locally owned businesses. These and all other contractors are encouraged to employ local residents for job opportunities.



**Washington  
Gas**

A WGL Company

**If there is a gas emergency requiring immediate attention, please call 911 or the Washington Gas Emergency Leak Line at 703-750-1400 or 800-752-7520.**