



## Washington Gas Update on Coronavirus

Message from Blue Jenkins  
Executive Vice President & President,  
Utilities and President, Washington Gas

### To Our Community:

At Washington Gas, taking care of our customers, our employees and our communities is what we do. Every day, we safely and reliably provide natural gas service so that our customers can heat their homes and prepare their meals. While the Coronavirus (COVID-19) pandemic is an unprecedented challenge to our region and our nation, the dedicated Washington Gas team is committed to doing all we can to continue serving our customers and minimizing any inconvenience. 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.

As circumstances warrant in the coming days, we may need to make some operational adjustments. If that is the case, we will post any changes on our website and on our social media channels. Importantly, during these challenging times we are temporarily suspending customer disconnections and waiving late fees for anyone unable to pay their monthly bills. Please call us at 844-WASHGAS (927-4427) or visit our E-Service portal at [eservice.washgas.com](http://eservice.washgas.com) for assistance.

### **Walk-in Offices Closed**

To limit exposure, we will be closing our Washington DC, Winchester, VA, and Frederick, MD offices on March 16, 2020. The offices will be closed through March 31, 2020. We will continue to monitor the situation and communicate any adjustments to this timetable when that information is available.

### **Emergency Response and Service Visits**

Our dedicated team will continue to respond to emergency leak calls 24 hours a day, 7 days a week. We will also continue to perform essential service visits following precautionary protocols.

We appreciate your patience as we work to provide the best possible service during this public health emergency. The health well-being and safety of our customers, associates and communities will continue to be our top priority each day.

Sincerely,  
Blue Jenkins