



Frequently Asked Questions: Moratoriums, Late Fees and Disconnects April 2022

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

Depending on the jurisdiction – Maryland, Washington, D.C. or Virginia – potential impacts on customers, support options and authorized actions can vary. 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 refers to a bill that is not paid by its due date.

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

In general, you must be at least two consecutive bills behind on paying your bill. You have also 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 who are behind on their bills?

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

What about the long wait times for Washington Gas customer service? Are there other options for enrolling in payment plans and energy assistance, besides talking to a representative?

We apologize for the challenges in reaching us through our call center. We know it can be frustrating, and we regret not always delivering the high-quality customer experience our customers expect and deserve. We are strongly focused on improving our customer experience and thank you for your patience as we work to get better. We are creating more self-service options on our website and through our automated telephone system to serve you better.

For online options, please visit Washington Cares at www.washingtongascares.com. Washington Gas Cares bundles all of our options in one online location so you can easily join payment programs and sign up for energy assistance programs.



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Customers may also reach Washington Gas at **844-WASHGAS (844-927-4427)**. By selecting **option 2**, you can bypass speaking to a representative and go directly to information on how to establish payment arrangements.

What should I expect if I am requesting service to be turned off or on, such as during a home or office move?

Each month, thousands of Washington Gas customers use our online options to start and stop service as they move in and out of the communities we serve. These [stop-and-start service tips](#) can help your service orders go smoothly.

- Please contact us at least three days in advance to place your order for service.
- Service cannot be started and stopped on the same day, and there must be a one-day separation between the services.
- Please note that if your home needs to have gas turned on, you will typically need to speak directly to one of our representatives.