

# Customer Service Phone Menu

Call 703-750-1000, then:

## **A. Language Selection**

1. English
2. Spanish

## **B. Main Menu**

1. Emergency
2. Automated Self-Service
3. Natural Gas Conversions
4. Payment Locations
5. Billing & Other Inquiries

## **C. Automated Self-Service Line**

1. Pay Bill
2. Make Payment Arrangements or Enroll in the Budget Plan
3. Payment Locations, Duplicate Bill or Letter of Credit
4. Account Balance & Payment History