



### **Washington Gas Operational Update (March 26, 12:00 p.m.)**

Washington Gas continues to make adjustments to our operations to address the impacts of the COVID-19 pandemic. We apologize for any inconvenience this may cause you.

As we continue to support those impacted by COVID-19, our Customer Call Center is focusing on customer calls concerning **emergencies and service turn-on requests only**.

At this time, we are deferring most other requests for service.

For routine billing related matters and inquiries, please consider visiting our self-service portal at [www.washingtongas.com](http://www.washingtongas.com). (Click on Pay Bill to access the portal). Our self-service portal enables you to handle most bill-related transactions in a few easy steps.

Thank you for your understanding and patience during this public health emergency. We will continue to communicate changes in a timely manner on this web page.