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WASHINGTON GAS • PROJECTpipes

INTRODUCTION

Washington Gas (WGL) is committed to providing safe and reliable natural gas services throughout the District of Columbia. In 2014, Washington Gas implemented an accelerated pipe replacement plan to upgrade certain cast iron and bare and/or unprotected steel mains and services in various parts of the District of Columbia with new plastic pipe. This accelerated system replacement program, known as PROJECTpipes, is overseen and regulated by the Public Service Commission of the District of Columbia (PSC).

Through PROJECTpipes, Washington Gas is nearing completion of the first five and a half years of this 40-year initiative, with authority to spend up to $122.5 million, to replace 8,000 bare and/or unprotected steel service segments, 10 miles of bare steel main, eight miles of targeted unprotected steel main, and 20 miles of low pressure and medium pressure cast iron main in the District of Columbia.

In January 2015, Washington Gas was granted authority to implement the first five years of PROJECTpipes and authorized to spend $110 million. In September 2019, the PSC approved revisions to the Year 5 Annual Project List of PROJECTpipes and granted an extension of an additional six (6) months to March 31, 2020, in an amount not to exceed $12.5 million. The total spend including the extended period should not exceed $122.5 million (i.e., $110 million plus $12.5 million for the extension period) directed in Order No. 20213.

The PSC approved the Washington Gas Customer Education Plan (CEP) on January 29, 2015 in Formal Case Number 1115, Order Number 17789.

The CEP is designed to educate Washington Gas customers about PROJECTpipes and to keep the community informed of planned work. Washington Gas is required to submit to the PSC’s Office of Consumer Services an annual update on the CEP throughout the full span of this exciting long-term infrastructure improvement project. This Annual Report reflects the CEP’s goals and accomplishments for 2019 and highlights planned activities for 2020.

WASHINGTON GAS CUSTOMER EDUCATION PLAN

Washington Gas has served the D.C. area for 171 years. Like all older metropolitan systems, our pipeline system is aging, and we are working diligently to modernize it over time. The investment and planning in PROJECTpipes has led to many positive results, including enhancing the safety and improving reliability of our distribution system in the District of Columbia.

This year has been pivotal to the expansion of the Washington Gas Customer Education Plan. It began with taking a fresh look at the development or re-establishment of community partnerships and connections to residents of the District of Columbia. Prioritizing these networks has allowed us to focus on collaborations with our diverse group of stakeholders, both internally and externally, in mutually beneficial ways consistent with Washington Gas’ community engagement goals and mission. We conclude the year with a reflective look on this year’s accomplishments and an eye toward upcoming strategic initiatives as we close Phase One and begin Phase Two of this 40-year project.
As reiterated in previous reports, the CEP has been built on the principles of strong customer focus with broad community engagement and timely, user-friendly information relative to the construction projects occurring throughout the District of Columbia. The CEP strategy is designed to ensure that customers are well informed, through a variety of means, of the progress of PROJECTpipes.

Key elements of the Washington Gas PROJECTpipes CEP are:

- Meetings with key stakeholders to increase awareness of PROJECTpipes and how it will affect the residents and businesses of the District of Columbia; meetings with District of Columbia Councilmembers and Council staff to discuss PROJECTpipes and Washington Gas’ efforts to educate District residents and businesses on PROJECTpipes; presentations and briefings before the Advisory Neighborhood Commissions (ANCs) and other civic organizations in neighborhoods that will be or have been significantly impacted by pipe replacement.

- An interactive map which provides the location, timeline and description of scheduled pipe replacement projects.

- Enhanced website pages that provide multiple resources including a page on “Construction Processes” that provides detailed descriptions that help residents and businesses understand the pipe replacement process and what to expect before, during, and after construction; dedicated webpages that provide construction project schedules by ward and that provide contact information for questions, concerns and complaints.

- Notification to customers and residents of PROJECTpipes work prior to construction through (1) customer bill inserts, (2) customer newsletters, (3) pre-construction notification letters, (4) community meetings, (5) neighborhood walks, and (6) other scheduled outreach activities. Letters to customers are sent prior to and during construction activities to keep the community informed and proactively address concerns and answers any questions.

- Public interest announcements or advertisements in local community newspapers to inform customers and residents of PROJECTpipes on matters who may not have Internet access or would not actively access the WGL website. In addition, our CEP Team regularly contacts elected officials to request that they include PROJECTpipes information on their listservs to keep their constituents apprised of our work in their communities.

- A dedicated Single Point-of-Contact (SPOC) who serves as the liaison between Washington Gas and the community, specifically skilled in community outreach to work proactively in the communities and to help identify, receive, resolve and track customer and resident complaints. Effective January 15, 2019, a new Community District Manager was appointed.

- A Quarterly Complaints Report that details all complaints received by Washington Gas on PROJECTpipes work and describes how and when the complaints were resolved. This report is filed electronically with the PSC’s Secretary and its Office of Consumer Services (OCS) 15 business days after the close of the quarter.

- A dedicated hotline number with expanded operation hours from 8:00 a.m. to 6:00 p.m. for the public to make inquiries or submit a complaint about our PROJECTpipes construction work.

- Notification to the PSC and the Office of the People’s Counsel (OPC) of all community meetings and outreach events regarding the projects contained in PROJECTpipes, and provision of space for a PSC and OPC information table, as necessary.

- Submission to the PSC of an annual report on the CEP throughout the full span of the 40-year project. Annual reports are due by December 15th and reflect the calendar year accomplishments as well as the planned outreach activities for the upcoming year.
FY 2019 ACTIVITIES AND ACCOMPLISHMENTS

PROGRAM LEADERSHIP

The CEP 2019 Annual Report is structured around the main goals of community engagement. These goals include regularly assessing the impact of our engagement work from the perspective of our stakeholders. We remain committed to enhancing alliances across the District of Columbia so we can deepen and improve partnerships, practices and relationships that encourage collaboration and reciprocity.

The PROJECTpipes CEP is led by a Community District Manager who serves as Washington Gas’ dedicated SPOC for complaints, issues, questions and general information. The Community District Manager convenes internal meetings and leads a corporate-wide interdisciplinary team of subject-matter experts to engage diverse approaches to drive results. The Community District Manager develops the vision and guides the strategy for the CEP and develops critical partnerships with key stakeholders for a successful outreach program. Similar to our previous annual reports, Washington Gas is committed to the success of this program and provides the level of program administration necessary to ensure continuous and improved communications and expectations between the company and the community it serves. We hope this report provides a snapshot of the past year’s accomplishments and a context for understanding and appreciating those activities while also providing you with a glimpse of future work.

Community Issues and Resolutions

Subject to an annual accounting, this calendar year through September 2019, Washington Gas has installed 9,028 feet of new main and retired 8,765 feet of old main. In addition, 418 service lines to customers have been replaced or transferred over to new main.

From January 1 through September 30, Washington Gas received and resolved 25 complaints, primarily pertaining to restoration and notification issues. Compared to the amount of construction and the high number of services that were replaced during this period of time, this number of complaints remains significantly low.

Complaints and questions about PROJECTpipes activities were received through several methods, including a dedicated hotline number, the dedicated email address, the WGL Construction and Paving Departments hotline numbers, or through the company’s general dispatch system in the field. They were also received through the customer service department, the CEP Team, and in the field at construction sites, community events, or public meetings; all of which were ultimately funneled through the dedicated email system for tracking and resolution.

Working together to understand and solve problems, the CEP Team, WGL Construction Group, and WGL construction contractors monitored the public’s issues, concerns and complaints pertaining to all aspects of accelerated pipe replacement construction. We continue to strive to resolve matters quickly and effectively and collectively identify and close process gaps to avoid or minimize future or recurring complaints and issues.
Communications and Outreach

The PROJECTpipes CEP utilizes Washington Gas’ existing customer and community communication tools such as customer bill inserts; fact cards; employee and customer newsletters; pre-construction notification letters; and paid public interest advertisements in local community newspapers. In conjunction with Washington Gas’ Corporate Communications Group, the CEP Team assisted in the development of dedicated webpages to help residents and businesses understand the full spectrum of the pipe replacement process and what to expect during the entire construction process.

This year, the CEP Team increased its outreach through participation in additional community events. We continued to organize, execute, and expand neighborhood walks throughout the District of Columbia, and circulated a customer survey instrument in an effort to measure the program components and their impacts on identified program objectives.

2017 - 23 walks; 2018 - 10 walks; 2019 - 13 walks (weather permitting in December.)

Customers continued to access the following tools to obtain information:

- Dedicated PROJECTpipes Hotline telephone number: 202.624.6400
- Website: www.washingtongas.com
- Email: project_pipes@washgas.com
- Washington Gas Major Construction Projects webpages: https://www.washingtongas.com/safety-education/safety/pipe-replacement-projects, including an interactive project map and links to social media channels.

Exhibit 1: Interactive Map
Exhibits 2 and 3: Visitors, Page Views and Website Analytics

**Number of PROJECTpipes Website Visitors**

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<tr>
<td>December</td>
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* No data available for December 2019 as of publication date.

**Number of Unique PROJECTpipes Website Pages Viewed**

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* No data available for December 2019 as of publication date.

**Average Time on PROJECTpipes Website**

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<tr>
<td>December</td>
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</tbody>
</table>

* No data available for December 2019 as of publication date.
Washington Gas recognizes that an informed employee is value-added towards customer satisfaction. Our company employees live in the communities we serve and can be a key resource in those communities. As a result, the CEP included company employees in its communications outreach efforts and worked to develop employees and other community advocates to help keep our key stakeholders engaged and informed about the PROJECTpipes initiative.

This year’s focused messaging on PROJECTpipes included:

- Washington Gas Customer Bill Inserts April 15, August 5
  See Attachment A
- Paid public interest advertisements
  Washington Informer (February 14)
  El Tiempo Latino (April 26)
  Washington Informer (July 25)
  East of the River (October 17)
  See Attachment B
- Washington Gas Internal Publications
  Energy Edge, Washington Gas’ print media employee newsletter (May 15)
  OneSite, Washington Gas’ electronic employee publication (May 20)
  Always Safe customer newsletter (December 2) – available online and in print
  See Attachment C
- Promotional Items
  See Attachment D
- Accelerated Pipe Replacement Fact Card
  See Attachment E
- Contractors’ Toolkit
  See Attachment H
- Online Construction Process Descriptions

“Washington Gas recognizes that an informed employee is a value-added component who supports customer satisfaction.”
The CEP Team engaged community stakeholders throughout 2019 to provide PROJECTpipes briefings. These briefings included meetings with residents, community organizations, Business Improvement Districts (BIDs), Main Streets, civic groups, and government representatives.

**JANUARY 2019**
- January 9: Community Outreach Team Bi-Monthly Conference Call
- January 17: Mayor’s Office on Community Affairs (MOCA)
- January 24: Quarterly PSC Meeting
- January 30: Quarterly OPC Meeting

**FEBRUARY 2019**
- February 6: PSC Community Hearing, FC 1147
- February 12: WGL/DC Department of Employment Services (DOES) Job Fair Contractors’ Conference Call
- February 14: Councilmember Brianne Nadeau (Ward 1)
- February 14: Councilmember Kenyan McDuffie (Ward 5)
- February 15: Mayor’s Office of Community Relations and Services (MOCRS)
- February 21: Councilmember Mary Cheh (Ward 3)
- February 21: Councilmember Vincent Gray (Ward 7)

**MARCH 2019**
- March 5: Quarterly Contractors’ Meeting
- March 19: Councilmember Jack Evans (Ward 2)
- March 19: Councilmember Charles Allen (Ward 6)
- March 21: WGL/DOES/DC Department of Human Resources (DCHR) Career Fair
- March 27: ANC 1C Subcommittee on Public Services and the Environment Meeting

**APRIL 2019**
- April 2: WGL Construction Group
- April 3: ANC 8C Meeting
- April 4: Councilmember Brandon Todd (Ward 4)
- April 4: Ward 4 Cross-Jurisdictional Meeting
- April 18: DOES Follow-up Meeting
- April 25: Quarterly OPC Meeting
- April 25: Quarterly PSC Meeting
- April 26: WGL/DOES Status Call

**MAY 2019**
- May 9: DC Department of Transportation (DDOT) Communications Outreach Team
- May 9: Councilmember Trayon White, Sr. (Ward 8)
- May 9: Councilmember Elissa Silverman (At-Large)
- May 9: Councilmember Anita Bonds (At-Large)
- May 13: Capitol Hill Business Improvement District (BID)
- May 21: Crestwood Citizens Association Meeting
- May 23: Ward 8 Community Forum
- May 29: Councilmember David Grosso (At-Large)

**JUNE 2019**
- June 3: Congress Heights Community Association
- June 3: Golden Triangle BID
- June 4: ANC 4A Meeting
- June 10: Uptown Main Street
- June 12: ANC 6C Meeting with DDOT
- June 13: ANC 6A Meeting with DDOT
- June 19: Mayor’s 8th Senior Symposium
- June 22: Kennedy Street Festival, (Ward 4)
- June 23: Ward 4 Fun Day
- June 24: ANC 3/4G Meeting

**JULY 2019**
- July 2: Quarterly Contractors’ Meeting
- July 2: WGL Stakeholders Strategy Meeting
- July 16: Golden Triangle BID Cross-Jurisdictional Meeting
- July 26: Quarterly PSC Meeting
- July 29: Quarterly OPC Meeting
- July 29: WGL/Fort Myer Conference Call

**AUGUST 2019**
- August 20: WGL/Fort Myer Conference Call

**SEPTEMBER 2019**
- September 10: ANC 5D Meeting
- September 14: Ward 7 Business and Community Festival
- September 14: Art All Night: Congress Heights
- September 21: H Street Festival
- September 28: Barracks Row Festival
- September 28: Resurrection Baptist Church Community Day

**OCTOBER 2019**
- October 8: Quarterly Contractors’ Meeting
- October 11: Anacostia BID
- October 17: Councilmember Robert White, Jr. (At-Large)
- October 22: Quarterly PSC Meeting
- October 22: Quarterly OPC Meeting
- October 24: Ward 4 State of the Senior Address

**NOVEMBER 2019**
- November 12: DCI Construction Team Customer Sensitivity Training
- November 13: Fort Myer Construction Team Customer Sensitivity Training
- November 15: Weekly Progress Meeting for Maryland Ave. NE Road Diet Project
- November 19: Miller Pipeline Construction Team Customer Sensitivity Training
- November 22: Weekly Progress Meeting for Maryland Ave. NE Road Diet Project
- November 25: Henkels & McCoy Construction Team Customer Sensitivity Training
- November 25: Eastern Avenue Community Meeting

**DECEMBER 2019**
- December 3: Williams Meter Construction Team
- December 10: Quarterly Contractors’ Meeting
- December 19: Mayor’s Annual Senior Holiday Celebration
Neighborhood Walks

Neighborhood walks have proven to be a great way for us to help community leaders increase their awareness of the construction project being scheduled to take place in a particular area. It helps to eliminate barriers between Washington Gas, our contractors, and the residents being affected by the project work. In addition, residents and community leaders are provided with the opportunity to personally view and understand the project scope as well as speak directly to Washington Gas construction supervisors and appointed contractors regarding these projects. In the final year of Phase One, the CEP Team maintained the company’s physical presence in impacted communities through neighborhood walks.

• January 30: Georgetown
• March 29: Martin Luther King, Jr. Avenue, SE
• May 14: Maryland Avenue, NE
• August 6: Kearny Street, NE
• August 6: Newton Place, NW
• August 28: Queen Street, NE
• September 3: Mt. Olivet Street, NE
• December 3: T Street, NW
• December 4: 9th Street, SE
• December 5: 10th Street, NW
• December 5: 6th Street, NW

Community Outreach Survey

Washington Gas distributed its annual Consumer Outreach Survey to select key stakeholders to collect feedback on the PROJECTpipes program and outreach performances to make sure that we are meeting the needs of the residents of the District of Columbia in a meaningful way.

Key recommendations included providing more contractors’ customer service training and improving the interactive map to reflect all projects.

See Attachment F

Community Events

Washington Gas provided information and distributed promotional items to over 5,000 District residents during annual community events.

See Attachment G

• June 19: Mayor’s 8th Annual Senior Symposium (District-wide)
• June 22: 5th Annual Kennedy Street Festival (Ward 4)
• June 23: Family Fun Day (Ward 4)
• September 14: Ward 7 Business and Community Partnership (Ward 7)
• September 14: Art All Night (Ward 8)
• September 21: H Street Festival (Ward 5)
• September 28: Barracks Row Fall Festival (Ward 6)
• September 28: Resurrection Baptist Church (Ward 8)
• October 24: Ward 4 State of the Senior Address (Ward 4)
• December 19: Mayor’s Annual Senior Holiday Celebration (District-wide)
Process Improvements

Washington Gas continues to take a systematic approach to closing performance gaps through identification, streamlining and/or elimination of its processes. We continue to meet quarterly with the Construction and Paving contractors’ regarding processes and customer concerns, as part of our commitment to continuous improvements to ensure customer satisfaction.

Quarterly contractors’ meetings were held March 5, July 2, October 8, and December 10.

Company-wide process improvements resulting from discussions held during the Contractor Quarterly Meetings included:

- Enhanced interactions between the WGL Construction Group, WGL Paving and Permitting Teams, WGL contractors and the WGL CEP Team.
- Increased participation in community events and activities.
- Continued to disseminate and monitor the use of the WGL Contractors’ Toolkit for contractors, including a module designed to support enhanced contractor interaction to meet customer expectations.

Washington Gas Contractors’ Toolkit

To assist Washington Gas contractors in the field with customer questions or requests for information, WGL contractors kept an informative, customer-friendly “Toolkit” in their company vehicles for dissemination to the public as needed. See Attachment H.

The Toolkit included:

- Service Replacement Pamphlets
- Service Replacement Door Hangers for Non-Affected Customers
- Restoration Door Hangers
- Contractor Service Replacement Checklists to review with Customers
- Thank You Letters to Service Replacement Customers
- Customer Surveys

Washington Gas continued to monitor the dissemination and use of the WGL Contractors’ Toolkit, as well as ways to measure the effectiveness of the toolkit.

Customer Service Training

The PROJECTpipes CEP provided annual sensitivity training to WGL contractor teams in an effort to continuously improve customer service. The PROJECTpipes Contractors’ Sensitivity Training presentation was revised and provided to all PROJECTpipes construction and paving contractors. In 2019, the presentation was provided to a total of 135 construction supervisors, construction managers and some field crew members. The CEP Team will continue to provide training to contractor field crews.

The training provided information on the District’s neighborhoods, the main customer services issues in Washington, DC, how complaints arise and why elected officials and others intervene, and it provides the contractor with practical skills development to interact with residents in an effective manner.

The training objectives were:

1. To promote a consistent, professional style when speaking with customers.
2. To increase skills in engaging with customers and handling inquiries effectively.
3. To add value to customer relationships and exceed customer expectations.
4. To increase the ability to turn customer service disappointment into a positive experience.
FY 2020
STRATEGIC INITIATIVES

Through Phase One of PROJECTpipes work, Washington Gas has:

- Created an estimated 616 full-time jobs;
- Added Gross Domestic Product in the District of Columbia at an estimated $57.6 million; and,
- Reduced greenhouse gases (GHG) released from its distribution system by an estimated cumulative reduction total of 5,674 metric tons of carbon dioxide equivalent emissions, which is the equivalent of 989 homes’ electricity use for one year.

Project work has also included the installation of service safety valves, new locating technology, updated mapping of our facilities, and uprating our low pressure systems which can reduce instances of water infiltration into pipelines that can cause outages.

For Phase Two, Washington Gas has proposed a plan to continue the program’s success and progress to further enhance safety and improved reliability. We will continue our efforts to replace portions of our natural gas distribution pipe on an accelerated basis. From April 1, 2020 through December 31, 2024, Washington Gas proposes to replace approximately 22 miles of pipe and 8,274 services.

Building on the success of community outreach efforts over the past three years, below are several planned initiatives designed to strengthen the CEP platform.

Consumer Education and Outreach

Washington Gas remains committed to building awareness of PROJECTpipes-related projects and products for residents of the District of Columbia. In 2019, we disseminated the PROJECTpipes II Overview Frequently Asked Questions. (See Attachment I) During 2020, Washington Gas will continue to leverage existing modes of communications to keep customers and residents informed of the progress of PROJECTpipes while:

- Strengthening partnerships with internal and external stakeholders, including increased neighborhood walks, enhanced community presence, ongoing participation in ANC meetings, and expanded circulation of the annual report to Councilmembers, ANCs, BIDs, and Main Street Organizations.
- Continuing to support customer service functions and processes through tailored contractor sensitivity trainings.
- Convening quarterly meetings with the PSC, the Office of the People’s Counsel, Business Improvement Districts and Main Streets.
- Expanding outreach opportunities to include reports on non-PROJECTpipes construction

- Developing a unified strategic community engagement plan for the District of Columbia, Maryland and Virginia efforts
- Creating a PROJECTpipes overview video as well as a video on the paving and restoration process

The CEP Team continues to strategize on ways that Washington Gas can improve upon customer and resident receipt of pre-notification notices. We are researching technology that uses a database program to identify all addresses in specific neighborhoods using an electronic mapping of non-customers for mass communication mailing thus eliminating hand-delivered notifications. We are working to finalize the use of this type of application.

Washington Gas continues to meet quarterly with WGL contractors regarding PROJECTpipes processes and customer concerns. Plans are underway to review and implement the process changes identified by the WGL contractors and Washington Gas during the October Quarterly Contractors’ Meeting.
Customer Feedback Strategy

While surveys and focus groups are effective ways for Washington Gas to gather diverse opinions on the CEP program, internal efforts to broaden and strengthen the customer feedback process are underway and will continue in FY20. Given the expansion of our outreach efforts, we hope to increase stakeholder engagement and further improve the feedback and evaluation process. Washington Gas will focus on innovative and stakeholder-friendly customer feedback opportunities that help us collect useful information and better understand how the public is being impacted by the PROJECTpipes initiative. This information will also help us manage and mitigate customer concerns and complaints. The goal of this strategy will be to further identify opportunities to improve customer service and process efficiencies to implement an enhanced customer feedback platform.

Technology Enhancements

Technology enhancements have changed the way that consumers engage publicly. We understand the importance of incorporating new technologies into our business processes to help better serve and address our customer needs and, ultimately, improve the efficiency of our systems to help keep costs down. Residents value the speed of information and the speed of response. Washington Gas CEP plans to continue advocating for advanced communications tools, including:

- Continued enhancements and identification of pipe replacement projects via the interactive map;
- Implementation of a targeted GPS-based technology to identify and communicate with both impacted customers and non-customers.
- Development of a web-based video designed to present key elements of the pipe replacement construction process; and,
- Improved use of social media.

SharePoint Pilot Program

Earlier this year, Washington Gas implemented a pilot program in Ward 2E and Ward 5 to provide information about planned and performed work PROJECTpipes and non-pipes work to local government leaders. Information on construction projects was structured as an access-only initiative communicated to a select group of community leaders who then disseminated the information through a variety of platforms (Listservs, emails, community newsletters, etc.) that work best for our District of Columbia communities. Information was shared via our SharePoint Portal.

The expectation for this new outreach effort is that the program will provide Washington Gas with a better understanding of the type of information that is helpful to each community.

Workforce Development

The workforce development components of the PROJECTpipes initiative include Washington Gas contractors and focus on opportunities for adult District of Columbia residents (age 18+) to access job skills training that lead to employment. Washington Gas recognizes the importance of supporting these initiatives for District residents and remains committed to connecting a skilled, qualified and diverse workforce to our local contractors.

In partnership with DOES and WGL contractors, Washington Gas will continue to support the hiring of District residents in partnership with DOES, DC Infrastructure Academy (DCIA), and other workforce development opportunities through the District.
CONCLUSION

Washington Gas is committed to strong corporate citizenship throughout the communities that we serve. We seek to be a good neighbor, which is the reason the Customer Education Plan Team engages directly and often with its key stakeholders. Additionally, it enables Washington Gas to understand the community’s concerns and interests, to manage expectations, and to develop mutually-beneficial relationships.

We value your feedback on ways to improve our community outreach. Please contact us at:

PROJECTpipes
202.624.6400
www.washingtongas.com
Project_pipes@washgas.com
Delivering safe, affordable, reliable, clean-burning natural gas has been Washington Gas’ mission since our founding in the District of Columbia 170 years ago. In DC, our PROJECTpipes initiative, an accelerated pipeline replacement project, enables us to enhance our system while maintaining excellent service.

PROJECTpipes often requires excavation work affecting streets, sidewalks, public space and sometimes private property. As a property owner, we understand that you take great pride and enjoyment in your home. We want you to know that we take restoration very seriously and your community and property will be rehabilitated to its pre-construction condition.

Delivering safe, affordable, reliable, clean-burning natural gas has been Washington Gas’ mission since our founding in the District of Columbia 170 years ago. In DC, our PROJECTpipes initiative, an accelerated pipeline replacement project, enables us to enhance our system while maintaining excellent service.

PROJECTpipes infrastructure replacement and maintenance projects are continuing through the summer across Washington Gas service territory to ensure the safe and reliable delivery of natural gas for the many communities that we serve. We are committed to completing restoration work safely, as quickly as possible, and we will respect your property as if it was our own.
**Print Ads**

**PROJECTpipes**
Improving natural gas service, respecting and restoring our DC neighborhoods.

**WHAT TO EXPECT**

**Construction**
- Replacement of mains and service lines
- Miss Utility line markings
- Pre-construction condition

**Restoration**
- Complete fill-in
- Street, sidewalk, and driveway restoration
- Allow hard surfaces to an as-found condition

**WHAT TO EXPECT**

**Pre-Construction**
- For more information, call the Washington Gas hotline at 844-WASHGAS or visit www.washingtongas.com.

**Enhancing Natural Gas Service: Respecting and Restoring Our DC Neighborhoods**

Our commitment to enhancing our natural gas service while maintaining safety is a number one priority.

For more information, call the Washington Gas hotline at 844-WASHGAS or visit www.washingtongas.com.
WHAT TO DO IF YOU SMELL NATURAL GAS

If you suspect a natural gas leak or other gas emergency, evacuate the area immediately and call 911 and 844-WASHGAS (927-4427) from a safe location.

WHAT DOES NATURAL GAS SMELL LIKE?

Natural gas is odorless, colorless, tasteless, and non-toxic. To detect escaping natural gas, we add a chemical called mercaptan, which gives it a strong, unpleasant odor so you will be able to detect escaping natural gas.

IF YOU SMELL NATURAL GAS

☐ If you smell natural gas, do not attempt to locate the source. Evacuate the premises immediately and call 911 and 844-WASHGAS (927-4427), if outside of the local area.

☐ If the odor is very strong or you hear a blowing or hissing noise, vacate the building immediately, leaving doors and windows open. Do not turn on or off lights, or use any motorized equipment. Do not attempt to extinguish flames or fire. Do not call anyone on a cordless or battery-powered phone. Do not turn on electrical equipment or light switches on or off. Do not start your car or any type of motorized equipment. Call 911 and the appropriate Washington Gas emergency numbers as instructed above only after you have vacated the building or area.

GAS MIGRATION

We distribute natural gas through a network of underground pipes and service lines. If a leak should occur, it is possible for gas to migrate into areas that do not receive natural gas services. Therefore, even if you smell gas in a building that does not receive gas services, follow the procedures noted above.

OTHER SIGNS OF NATURAL GAS

Because gas traveling through a small portion of our transmission pipeline is not odorized, visible and audible signs of a possible leak are also described below. Follow the same precautions if you:

☐ See dirt being blown into the air
☐ See fire coming from the ground or appearing to burn aboveground
☐ See water bubbling or being blown into the air at a pond, creek or river
☐ See a dry spot in a moist field
☐ See dead or dying vegetation on or near a pipeline right-of-way.

Bedroom of your home. The CPSC also recommends installing smoke alarms on each level of your house and inside every bedroom. For both types of detectors, check batteries every month and change them at least twice a year.
Attachment D
Promotional Items
1. How well did Washington Gas communicate with you about PROJECTpipes?
   - Excellent
   - Very Good
   - Satisfactory
   - Needs Improvement
   - Not applicable

2. How would you rate the following aspects of PROJECTpipes?
   - Field Progress
     - Excellent
     - Very Good
     - Satisfactory
     - Needs Improvement
     - Not applicable
   - Community Relations
     - Excellent
     - Very Good
     - Satisfactory
     - Needs Improvement
     - Not applicable
   - Coordination of May
     - Excellent
     - Very Good
     - Satisfactory
     - Needs Improvement
     - Not applicable
   - Customer Communication
     - Excellent
     - Very Good
     - Satisfactory
     - Needs Improvement
     - Not applicable
   - Job Performance
     - Excellent
     - Very Good
     - Satisfactory
     - Needs Improvement
     - Not applicable

   If you responded “Needs Improvement” or “Not applicable,” please provide an explanation.

3. During the past 12 months, have you contacted Washington Gas for information on PROJECTpipes?
   - Yes
   - No
   - Not sure/don’t know

4. If you contacted Washington Gas for information on PROJECTpipes, what mode of communication did you use?
   - Customer hotline
   - Email
   - Washington Gas Website
   - Other
   - Not sure/don’t know

5. Please share additional comments that may help us improve PROJECTpipes.
Attachment G
Community Events

Barracks Row Festival

Dwanda Woodward, PPC-Leftwich

Ward 4 Fun Day

Dwanda Woodward

Ward 7 Business and Community Partnership Festival

Dwanda Woodward and Barbara Smith, PPC-Leftwich; Apera Nwora

Kennedy Street Festival

Left: Dwanda Woodward greets DC Mayor Muriel Bowser

Apera Nwora, PROJECTpipes, Community District Manager, Washington Gas

Ward 7 Councilmember Vincent Gray
H Street Festival

Barbara Smith, PPC-Leftwich
Anwar Saleem, Executive Director, H Street Main Street
Daminique Branch, Washington Gas

Ward 4 Annual State of the Senior Address

Apera Nwora addresses Ward 4 Seniors

DOES Job Fair
Attachment H
Contractors’ Toolkit
What is PROJECTpipes?

PROJECTpipes is Washington Gas’ accelerated pipeline replacement program launched in 2014 in the District of Columbia that is designed to enhance the safety and reliability of our system. The program, approved by the Public Service Commission of the District of Columbia, has allowed us to work at an accelerated pace through its proactively developed annual project list.

To date, Washington Gas has replaced approximately 22 miles of pipe and 8,274 service lines from October 1, 2019 through December 31, 2019.

WHAT WILL BE THE IMPACT ON MY BILL?

To cover costs of the project, we propose to enhance the cost of gas service by an annual project list surcharge included in every customer’s bill. The surcharge is calculated as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost of Gas Service Surcharge (Furnished) per Customer</th>
<th>Annual Average Cost of Gas Service Surcharge per Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>$94.20</td>
<td>$7.85</td>
</tr>
<tr>
<td>2008</td>
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<td>$120.30</td>
<td>$10.02</td>
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<tr>
<td>2012</td>
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</tr>
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</tr>
<tr>
<td>2019</td>
<td>$136.90</td>
<td>$11.60</td>
</tr>
</tbody>
</table>

The average surcharge for an average residential customer was approximately $25 annually, or $2.08 per month. For 2019, it is projected to be approximately $49 annually or $4.08 per month.

DC utility customers will continue to evaluate and prioritize pipeline projects, and be guided by the most urgent needs to ensure a safer and more reliable system.

The company utilizes a common and effective industry risk assessment tool to identify and prioritize projects to reduce risk. Accelerated replacement is one of those activities. The company utilizes a common and effective industry risk assessment tool to identify and prioritize projects to reduce risk. Accelerated replacement is one of those activities.
If you smell natural gas, call 911 and the Washington Gas Emergency Leak Line at 844-WASHGAS.