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Washington Gas Provides Support to DC, Maryland and Virginia Customers During the Coronavirus (COVID-19) Pandemic *Waives New Late Payment Fees and Suspends Disconnects*

WASHINGTON, D.C. (March 20, 2020) – As the Coronavirus (COVID-19) pandemic continues to impact our region, Washington Gas is taking steps to support our customers, business partners and local communities in our Washington, D.C., Maryland and Virginia service territories. The company commits to ongoing aid for customers during these high-risk times, all while delivering safe, essential and reliable energy services.

Washington Gas has suspended customer disconnections and will not impose late fees for anyone unable to pay their monthly bills during this public health emergency. In addition, Washington Gas has been increasing awareness about its available billing and payment assistance programs, and reminding customers to reach out immediately if faced with temporary or long term financial hardship.

"We are dedicated to extending care and added support to our customers in the DC area during this unprecedented and challenging period," said Blue Jenkins, President of Washington Gas. "We are actively promoting diverse payment options, waiving late payment fees and suspending disconnects, among other activity designed to help customers in need. We will continue to be vigilant in lending a helping hand to the community, and ensure the safe delivery of essential energy service, all while minimizing inconvenience along the way,"

Here are important reminders from Washington Gas:

- Washington Gas has several payment plans and services available to customers who may have difficulty paying their bills (see below). Customers should contact Washington Gas customer service representatives at 1-844-WASHGAS (924-4427) to discuss their individual situation.
- As Washington Gas is waiving new late fees and suspending disconnections, please contact 844-WASHGAS (924-4427) for consultation or visit the online E-Service portal at eservice.washgas.com for billing assistance.
- To limit exposure, Washington Gas has closed its walk-in offices in Washington, D.C., Winchester, VA, and Frederick, MD, effective through March 31, 2020. The company will communicate any adjustments to this timetable when that information is available.
- For all gas-related emergencies, call 1-844-WASHGAS (924-4427). Washington Gas will respond to emergency leak calls 24 hours a day, 7 days a week. The company is also continuing to perform essential service visits following precautionary protocols.

Washington Gas offers payment options 24/7 that are free, fast, easy and secure:

- **Automated Payment Plan** -- the easiest way to pay your bill and avoid late payment charges. Get more information or sign up today at washingtongas.com.

- **Online** -- pay your bill online anytime, day or night, at <https://eservice.washgas.com>. Enroll to receive bill notifications and ask for services.
- **7-Eleven** -- You can also make quick and easy cash payments at any local 7-Eleven store by using the bar code located on the back of your Washington Gas bill. If you don't have your bill handy, you can obtain an EZ-Payslip by visiting us online at washingtongas.com/paybycash.
- **Phone** -- pay your gas bill over the phone by check, credit or debit card by calling 703 750-7944.
- **Mail** -- please send your check (made payable to Washington Gas) with your remittance stub to Washington Gas, PO Box 37747, Philadelphia, PA 19101-5047.

For more information, please refer to the most recent company [FAQ](#) which addresses common questions and concerns. Washington Gas will also post updates on its website, www.washingtongas.com and on its social media channels, such as Twitter (@washingtongas).

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About Washington Gas

Washington Gas is a wholly-owned subsidiary of AltaGas Ltd [TSX:ALA]. Washington Gas is the regulated natural gas utility that provides safe, reliable natural gas service to more than 1.2 million customers in the District of Columbia, Maryland and Virginia. The company has been delivering energy to residential, commercial and industrial customers for more than 171 years. Visit us at www.washingtongas.com and follow us on Twitter @washingtongas.