



Washington Gas Update on Coronavirus

Message from Blue Jenkins
Executive Vice President & President,
Utilities and President, Washington Gas

April 4, 2020

Washington Gas COVID-19 Update and Customer Information

Working Together with Customers and the Community to Ensure Essential Service & Support During the Pandemic

To Our Valued Customer:

As a provider of essential energy service, Washington Gas is committed to sending regular updates to our customers as we all navigate the COVID-19 pandemic together.

Each day our team remains dedicated to delivering natural gas reliably and safely to meet our customers' needs. During this stressful period, we continue to take steps to reduce the strain the pandemic is causing our customers and community. We are dedicated to providing resources and information to help us all stay connected and prepared as we manage through this public health crisis together.

You can still expect to see Washington Gas in your neighborhood. Whether responding to emergency calls 24 hours a day, 7 days a week, or performing essential construction and system maintenance, our work continues. We ask that you give our crews the space they need to work by **maintaining appropriate social distances from our workers (6 feet or more)** at all times. This will help keep everyone—our crews and our neighbors—safe.

Our crews are instructed to **follow precautionary protocols when performing work on location.** Most of the infrastructure work we perform in your neighborhood does not require entry into the home and will not result in an interruption of service. When inside work is required, to protect our technicians, we ask that you let us know if anyone in your home is ill before we arrive.

We continue to **suspend disconnections, waive late fees on bills and offer payment arrangements** until we get past this crisis. We want to do all that we can to support our customers to stay strong and prepared every step of the way.

Call Center Priorities and Online Alternatives – Help Us Serve You

While customer service remains a priority, you may experience longer than normal hold times. We ask that you call us only if absolutely necessary. We are limiting our service orders to **emergencies and service turn-on requests only** and deferring routine service visits at this time.

Most billing-related inquiries can be managed online at <https://www.washingtongas.com/my-account/account-services-support/billing> where you can easily pay your bill and access the latest information on your account and view the latest updates 24 hours a day, 7 days a week. We encourage all customers to sign up for our free, E-bill service, which is also accessible at <https://eservice.washgas.com>.

For your convenience, more information about customer payment options and payment assistance is included below.

Tips to Avoid Scams

Scams are on the rise now, especially when people are feeling vulnerable about their financial circumstances. We advise customers to be on alert for potential scams targeting utility customers during the pandemic. A typical scam is a message that demands a customer pay their gas bill immediately or their natural gas service will be disconnected. Such calls are **not** from Washington Gas. Also, Washington Gas does not communicate with customers via text message, so please disregard texts about your gas bill and do not provide information in response. Visit <https://www.washingtongas.com/media-center/tips-to-avoid-scams> for tips to avoid scams.

Payment Assistance for Customers in Need

As the pandemic is greatly increasing the need for assistance, there are many resources available to help. I have included a listing at the end of my letter and they are also available on our website at <https://www.washingtongas.com/home-owners/savings/energy-assistance>.

Emergency Calls – Available 24 hours-a-day/7-days a week

As always, if you think you smell gas or are experiencing a natural gas-related emergency, please call 911 and then call us at 1-844-WASHGAS (927-4427). We are available 24 hours a day, 7 days a week to respond to emergency calls.

We greatly appreciate your patience and cooperation. Please be sure to visit Washington Gas' Coronavirus Alert webpage at www.washingtongas.com/media-center/coronavirus for timely updates. We are honored to serve you. Thank you for being a valued customer.

Sincerely,

Blue Jenkins, President

Washington Gas

Payment Programs for Funding Assistance – Services Available to Help Customers

Note: Eligibility for most programs are based on household size and total household income, and other factors may apply depending on the program.

- **DC:** If you or someone you know resides in the District of Columbia is having difficulty paying a natural gas bill, please contact the [Department of Energy & Environment \(DOEE\)](#) at 311 or online to determine eligibility.
- **Prince George’s County:** If you reside in Prince George’s County and require assistance paying your natural gas bill, please call the Prince George’s County Department of Social Services at 301-909-7000.

DC, Maryland or Virginia:

- **LIHEAP**, or Low-Income Home Energy Assistance Program, is a federal government program that provides energy funding assistance to low-income households across the U.S. Washington Gas is currently working with LIHEAP to determine what funds are potentially available to its customers impacted by the Coronavirus. The program is run on a first come-first served basis. Please visit: <https://www.acf.hhs.gov/ocs/programs/liheap>.
- **WAFF**, or Washington Area Fuel Fund, was created by Washington Gas and The Salvation Army to help families in need pay their heating bills. Utility assistance is available regardless of the type of fuel used to heat a home. That means residents do not have to be customers to receive assistance and, in general, a family of four earning up to \$75,050 could be eligible. Anyone seeking to receive funds from WAFF can fill out the application at <http://salvationarmynca.org/gethelp/> through May 31.

Additional Information & Reminders: Payment Plans, Options to Pay Your Bill

- Customers can visit www.washingtongas.com and select “pay bill” to view and pay a bill or request payment arrangements. Customers can also visit our e-service portal directly at <https://eservice.washgas.com>.
- Budget plans are available for eligible customers to spread the cost of their energy bill, apply discounts, use deferred payment options, or receive funds to supplement government energy assistance, among other options. Visit <https://www.washingtongas.com/home-owners/savings/energy-assistance> for a list of payment assistance plans.

Payment options 24 x 7 that are free, fast, easy and secure

- **Automated Payment Plan** – the easiest way to pay your bill. 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 electronic bill notifications which include our 1-click payment option 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** – 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.