

[CUSTOMER NAME]  
[ADDRESS 1]  
[ADDRESS 2]  
[CITY, STATE, ZIP CODE]

## **PARTIAL SETTLEMENT, REFUND INFORMATION AND UTILITY CUSTOMER RIGHTS**

On April 21, 2018, the Maryland Public Service Commission approved a partial settlement between Washington Gas Light Company, Inc. (“Washington Gas”) and the Maryland Office of People’s Counsel in Case No. 9445 (“Partial Settlement”). The Partial Settlement is related to incomplete service termination notices previously sent by Washington Gas to residential customers between October 1, 2013 and January 3, 2017 (“Time Period”). You may be entitled to receive funds as a result of the Partial Settlement. Current customers will receive a one-time bill credit. Former customers will receive a one-time check.

Washington Gas has agreed to (i) refund all discontinuance of service fees collected from customers during the Time Period, and (ii) waive all uncollected late, reconnection and service initiation fees billed to customers during the Time Period. If you do not currently receive natural gas delivery service from Washington Gas, you do not have to meet any deposit requirement, or pay any reconnection charges or service initiation charges, to restore your service. Purchasing gas service from Washington Gas does not impact your eligibility for a refund under the Partial Settlement

You can obtain more information about the Partial Settlement here:

**MARYLAND PUBLIC SERVICE COMMISSION:** <http://www.psc.state.md.us/>; 410-767-8028 or 1-800-492-0474 (reference Case No. 9445)

**MARYLAND OFFICE OF PEOPLE’S COUNSEL:** <http://www.opc.state.md.us/>; (410) 767-8150 or 1-800-207-4055 (reference Case No. 9445)

### **MARYLAND UTILITY CUSTOMER RIGHTS**

Washington Gas bills customers on a monthly basis and expects payment within 20 days of the bill date. After 20 days, we are authorized to assess late payment charges. If you fail to fulfill your contractual obligations, we can terminate your service after providing 14 days’ notice. However, Maryland residential utility customers have certain rights and responsibilities under the Code of Maryland Regulations (“COMAR”). The following information about your rights was previously omitted from Washington Gas’ service termination notice to you:

**COMAR 20.31.02.06(G):** You have the right to question a bill or dispute a proposed disconnection. Washington Gas will make a decision regarding your dispute and promptly inform you of that decision. You may qualify for a payment arrangement to avoid termination. Please contact us at 703-750-1000 or TTY 711 or 800-735-2258, Monday-Friday: 8 a.m.-9 p.m.; Saturday: 8 a.m.-4:30 p.m. Correspondence should be sent to:

Washington Gas, 101 Constitution Avenue, NW, Washington DC 20080. If you dispute our findings, within 7 days of the determination you may contact the Maryland Public Service Commission, William Donald Schaefer Tower, 6 St. Paul St., Baltimore, MD 21202; 410-767-8028 or 800-492-0474 or TTY 800-201-7165; <http://www.psc.state.md.us/>.

**COMAR 20.31.02.06(H):** It is your responsibility to notify Washington Gas if you are unable to pay for service in accordance with our billing practices.

**COMAR 20.31.02.06(I):** It is your responsibility to notify Washington Gas if you or an occupant of the premises is elderly, handicapped, has a serious illness, relies upon life-support equipment or has an existing condition for which a termination of service would be a threat to life, health or safety. If qualifying health conditions exist, we will attempt to contact you by telephone or in person prior to disconnection to inform you of possible sources of financial assistance and the availability of alternative payment arrangements. If we cannot make contact by telephone or personal visit, we will leave a copy of the notice of termination at the premises.

### **PAYMENT ARRANGEMENTS**

Please contact Washington Gas to establish or modify your payment arrangement for any outstanding balance you have. Washington Gas will consider the size of the delinquent account; your ability to pay; your payment history; anticipated energy assistance benefits for which you may be eligible; the length of time that your debt has been outstanding; and the circumstances which resulted in the past due bills.

### **MEDICAL CERTIFICATION PROGRAM AND ENERGY ASSISTANCE**

**MEDICAL CERTIFICATION PROGRAM:** If you are elderly, handicapped, have a serious illness, or rely upon life-support equipment, please notify Washington Gas as soon as you can. Gas service may not be terminated for an initial period of up to 30 days beyond the scheduled date of service termination when it will aggravate an existing serious illness or prevent use of life-support equipment of any occupant of the premises. A serious illness or the need for life-support equipment must be certified to us by a licensed physician, certified nurse practitioner or physician assistant. You or they may initially call us regarding your intent to obtain certification. Your certification is valid for 30 days during which time you must make a payment arrangement for all amounts due. Your certification may be renewed after the original 30-day period.

You can apply for medical certification programs by contacting Washington Gas at 703-750-1000 or TTY 711 or 800-735-2258.

**ENERGY ASSISTANCE:** You may qualify for energy assistance. Call the Maryland Department of Human Resources Energy Hotline at 800-352-1446 or visit [www.dhr.state.md.us/ohep](http://www.dhr.state.md.us/ohep) for information.