



**Washington
Gas**
A WGL Company.

for our
District of Columbia
customers

energyessentials

WINTER2014/2015

Natural Gas. *Efficient by Nature.*

What To Do If You **SMELL** Natural Gas

Natural gas is non-toxic, colorless, odorless and combustible. For detection and safety, we add an unpleasant odorant called mercaptan to natural gas delivered through Washington Gas' distribution system. Call **202-624-6092** to receive our **Natural Gas Safety** brochure with a scratch-and-sniff sample of mercaptan. Government, schools, businesses, property managers and others are welcome to request multiple copies for distribution as well as public education and awareness purposes. Gas traveling through a very small portion of our transmission pipeline may not be odorized. Additional information about visible signs of a possible leak is provided below.

If you suspect a natural gas leak or other gas emergency, evacuate the area immediately and call 911 from a safe location.

✓ If you smell natural gas, **do not attempt to locate the source of the odor.** Evacuate the area immediately and call **911** or the **Washington Gas Emergency Leak Line** at **703-750-1400** or **800-752-7520** outside the local calling area.

✓ If the odor is very strong or you hear a blowing or hissing noise, vacate the area **immediately**, leaving doors unlocked as you go. Warn others as you exit, if possible. **Do nothing that could create an ignition source.** Do not light a match or use any type of phone or battery-powered equipment. Do not turn electrical equipment or light switches on or off. Do not start your car or any other type of motorized equipment. Call **911** or the appropriate Washington Gas emergency number as noted above only **after** you have reached a safe distance away from the building or area.



Follow the same precautions if you are outside and smell natural gas; hear hissing or blowing noises; see dirt being thrown into the air; fire coming from the ground or appearing to burn above ground; water bubbling or being blown into the air at a pond, creek or river; or if you see a dry spot in a moist field or dead or dying vegetation on or near a pipeline right-of-way.

Natural gas is distributed through a network of underground pipes and service lines. If a leak should occur, it is possible for gas to migrate into buildings, including those without natural gas service.Ⓞ

Washington Area Fuel Fund



Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance.

WAFF provides funds for **all types of fuel** to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so 100 percent of WAFF donations go directly to those who need assistance. WAFF assistance is available annually between January 1 and May 31. For more information or to apply for assistance, contact The Salvation Army at **888-318-WAFF (9233)** or visit **washingtonareafuefund.org**. Consider donating when paying your gas bill; by mail; online at **washingtongas.com** or **washingtonareafuefund.org**; or call **703-750-7944**.Ⓞ



Manage Your Energy Costs

Join the **Budget Plan** now and spread the cost of fall and winter heating over the entire year. The Washington Gas Budget Plan allows customers to spread the cost of heating over 12 months and provides greater certainty about the monthly payment. The company calculates an average monthly payment based on historical natural gas usage, adjusted for normal weather and projected gas costs. Washington Gas reviews your account periodically to confirm our monthly estimate is on target. If an adjustment in your monthly budget payment is necessary to prevent significant charges or credits at the end of your budget year, you will be notified and can decide whether to change your Budget Plan monthly payment amount.

For more information or to enroll, visit **washingtongas.com** or call the **Automated Services Line** at **703-750-7944**. Customers outside the local calling area, dial **800-752-7520**.Ⓞ

washingtongas.com

Winter Essentials

IMPORTANT WINTER SAFETY TIP:

Never use your oven or range top to heat your home. Using the oven to heat a room or apartment during winter is dangerous. First, leaving burner flames on and unwatched is a fire hazard. Second, oven burners operating continuously can use up indoor oxygen and lead to the production of deadly carbon monoxide.

CLEANING SNOW FROM YOUR GAS METER:

Washington Gas would like to remind its customers to clear any accumulated snow from their natural gas meters and regulator vents as well as any appliance exhausts using hands, a brush or broom.

NEVER use a shovel or other hard object to clear the snow from the gas meter, regulator vents or appliance exhausts.

Be sure to check out our **Winter Essentials** on washingtongas.com for tips and resources to help you through the heating season. ☺

Pipeline Safety

The Washington Gas system is part of a vast nationwide network of mostly underground pipelines that deliver natural gas. Washington Gas operates a relatively small segment of DOT-regulated **transmission pipelines** – approximately 200 miles – and thousands of miles of **distribution pipelines**. Typically, **transmission pipelines** carry natural gas at higher pressure from “gate stations,” where gas enters the pipelines system, to “regulator stations,” where pressure is reduced for distribution to customers. Pipeline markers indicate the presence – but not the exact location or depth – of **transmission pipelines** in underground rights-of-way. Markers identify the type of gas being transported; the name of the pipeline operator; and 24-hour, toll-free phone numbers to **call in an emergency or before digging or excavating**. Nearly one-half of Washington Gas’ **transmission pipelines** are in High Consequence Areas (HCAs), where the potential failure of a pipeline could have significant impact on people or property.

Distribution pipelines deliver natural gas directly to customers and, like **transmission pipelines**, can have an impact on people and property if they are damaged by digging or excavating. The majority of underground **distribution pipelines** are generally **not marked aboveground**, so it is critical to **Call Miss Utility at 811 Before You Dig** to have the lines located before you begin any digging, gardening or excavating. **This service is free.**

Washington Gas policy prohibits building an enclosed structure over a natural gas line. If you have an enclosed structure over your gas line, or believe you do, please contact us at **703-750-4360**.

For additional information about pipeline safety, visit washingtongas.com or call our **Damage Prevention Hotline** at **800-428-5364** with your questions and contact information. A Washington Gas representative will return your call. ☺



Know what's below.
Call before you dig.

energy assistance

If you are having trouble paying your gas bill, call **Washington Gas** at **703-750-1000** as soon as possible to discuss payment options. If your account is disconnected for nonpayment, a security deposit, the outstanding balance and a reconnection fee may be required prior to service restoration.

HOW TO APPLY FOR HELP

REGULAR Assistance (*your gas has NOT been disconnected*)

- Schedule an appointment with the **District Department of the Environment's Energy Administration** by calling **311**.

EMERGENCY Assistance (*your gas has been disconnected*)

- An appointment is not necessary.
- Visit one of the **District Department of the Environment's Energy Administration Centers** Monday–Friday, 8:30 a.m. to 4 p.m., at the following locations:
 - Wards 1-6: 1207 Taylor Street, NW
 - Wards 7-8: 2100 Martin Luther King Jr. Ave., SE
- Bring your disconnection notice, most recent utility bills (copies), government issued identification and proof of income for everyone in your home who receives income.

For additional information or to find out if you are eligible for energy assistance, call the **D.C. Energy Hotline** at **202-673-6700** or visit ddoe.dc.gov. ☺

Anacostia/Congress Heights Walk-In Office Relocation

On November 17, Washington Gas relocated its Anacostia/Congress Heights customer walk-in office and payment center from 3101 Martin Luther King Jr. Avenue, SE, to 2300 Martin Luther King Jr. Avenue, SE. Our new location at 2300 Martin Luther King Jr. Avenue, SE, maintains regular business hours from 8 a.m. to 4 p.m., Monday through Friday.

For more information or to view a list of all Washington Gas walk-in offices, please visit washingtongas.com. ☺

In the Community

DAY OF WEATHERIZATION

Saturday, Nov. 1, started out with a cold, blustery light drizzle, but the weather didn't put a damper on the spirit of 250 volunteers who supported WGL's Day of Weatherization. Company volunteers weatherized 150 homes

throughout the WGL service territory during the event. Forty-seven of the volunteers served as house captains who toiled numerous hours during the days preceding the event visiting and evaluating prospective homes and scheduling appointments.

"I would like to commend all of the members of the Day of Weatherization taskforce," said Huey Battle, Manager - Community Involvement. *"They put in a lot of hard work organizing this event and should be recognized."* ☺



Washington Gas: 703-750-1000



**Washington
Gas**

A WGL Company.

for our
Maryland
customers

energyessentials

WINTER 2014/2015

Natural Gas. Efficient by Nature.

What To Do If You **SMELL** Natural Gas

Natural gas is non-toxic, colorless, odorless and combustible. For detection and safety, we add an unpleasant odorant called mercaptan to natural gas delivered through Washington Gas' distribution system. Call **202-624-6092** to receive our **Natural Gas Safety** brochure with a scratch-and-sniff sample of mercaptan. Government, schools, businesses, property managers and others are welcome to request multiple copies for distribution as well as public education and awareness purposes. Gas traveling through a very small portion of our transmission pipeline may not be odorized. Additional information about visible signs of a possible leak is provided below.

If you suspect a natural gas leak or other gas emergency, evacuate the area immediately and call 911 from a safe location.

✓ If you smell natural gas, **do not attempt to locate the source of the odor**. Evacuate the area immediately and call **911** or the **Washington Gas Emergency Leak Line** at **703-750-1400** or **800-752-7520** outside the local calling area.

✓ If the odor is very strong or you hear a blowing or hissing noise, vacate the area **immediately**, leaving doors unlocked as you go. Warn others as you exit, if possible. **Do nothing that could create an ignition source**. Do not light a match or use any type of phone or battery-powered equipment. Do not turn electrical equipment or light switches on or off. Do not start your car or any other type of motorized equipment. Call **911** or the appropriate Washington Gas emergency number as noted above only **after** you have reached a safe distance away from the building or area.



Follow the same precautions if you are outside and smell natural gas; hear hissing or blowing noises; see dirt being thrown into the air; fire coming from the ground or appearing to burn above ground; water bubbling or being blown into the air at a pond, creek or river; or if you see a dry spot in a moist field or dead or dying vegetation on or near a pipeline right-of-way.

Natural gas is distributed through a network of underground pipes and service lines. If a leak should occur, it is possible for gas to migrate into buildings, including those without natural gas service. Ⓢ

Washington Area Fuel Fund



Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF provides funds for **all**

types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so 100 percent of WAFF donations go directly to those who need assistance. WAFF assistance is available annually between January 1 and May 31. For more information or to apply for assistance, contact The Salvation Army at **888-318-WAFF (9233)** or visit **washingtonareafuelfund.org**. Consider donating when paying your gas bill; by mail; online at **washingtongas.com** or **washingtonareafuelfund.org**; or call **703-750-7944**. Ⓢ



DOING THE
MOST GOOD

Manage Your Energy Costs

Join the **Budget Plan** now and spread the cost of fall and winter heating over the entire year. The Washington Gas Budget Plan allows customers to spread the cost of heating over 12 months and provides greater certainty about the monthly payment. The company calculates an average monthly payment based on historical natural gas usage, adjusted for normal weather and projected gas costs. Washington Gas reviews your account periodically to confirm our monthly estimate is on target. If actual gas costs, weather and/or usage differ significantly from our original estimate, an adjustment in your monthly budget payment may be necessary to prevent significant charges or credits at the end of your budget year. You will receive a message on your bill if your monthly budget payment amount has changed.

For more information or to enroll, visit **washingtongas.com** or call the **Automated Services Line** at **703-750-7944**. Customers outside the local calling area, dial **800-752-7520**. Ⓢ

washingtongas.com

Winter Essentials

IMPORTANT WINTER SAFETY TIP:

Never use your oven or range top to heat your home. Using the oven to heat a room or apartment during winter is dangerous. First, leaving burner flames on and unwatched is a fire hazard. Second, oven burners operating continuously can use up indoor oxygen and lead to the production of deadly carbon monoxide.

CLEANING SNOW FROM YOUR GAS METER:

Washington Gas would like to remind its customers to clear any accumulated snow from their natural gas meters and regulator vents as well as any appliance exhausts using hands, a brush or broom.

NEVER use a shovel or other hard object to clear the snow from the gas meter, regulator vents or appliance exhausts.

Be sure to check out our **Winter Essentials** on washingtongas.com for tips and resources to help you through the heating season. ☺

Pipeline Safety

The Washington Gas system is part of a vast nationwide network of mostly underground pipelines that deliver natural gas. Washington Gas operates a relatively small segment of DOT-regulated **transmission pipelines** – approximately 200 miles – and thousands of miles of **distribution pipelines**. Typically, **transmission pipelines** carry natural gas at higher pressure from “gate stations,” where gas enters the pipelines system, to “regulator stations,” where pressure is reduced for distribution to customers. Pipeline markers indicate the presence – but not the exact location or depth – of **transmission pipelines** in underground rights-of-way. Markers identify the type of gas being transported; the name of the pipeline operator; and 24-hour, toll-free phone numbers to **call in an emergency or before digging or excavating**. Nearly one-half of Washington Gas’ **transmission pipelines** are in High Consequence Areas (HCAs), where the potential failure of a pipeline could have significant impact on people or property.

Distribution pipelines deliver natural gas directly to customers and, like **transmission pipelines**, can have an impact on people and property if they are damaged by digging or excavating. The majority of underground **distribution pipelines** are generally **not marked aboveground**, so it is critical to **Call Miss Utility at 811 Before You Dig** to have the lines located before you begin any digging, gardening or excavating. **This service is free.**

Washington Gas policy prohibits building an enclosed structure over a natural gas line. If you have an enclosed structure over your gas line, or believe you do, please contact us at **703-750-4360**.

For additional information about pipeline safety, visit washingtongas.com or call our **Damage Prevention Hotline at 800-428-5364** with your questions and contact information. A Washington Gas representative will return your call. ☺



Know what's below.
Call before you dig.

energy assistance

If you are having trouble paying your gas bill, call **Washington Gas at 703-750-1000** as soon as possible to discuss payment options. If your account is disconnected for nonpayment, a security deposit, the outstanding balance and a reconnection fee may be required prior to service restoration.

For more information or to find out if you qualify for energy assistance, contact the **Office of Home Energy Programs** at the **Maryland Department of Human Resources** at **800-352-1446**, your local social services office, or visit www.dhr.maryland.gov/ohep. ☺

In the Community

DAY OF WEATHERIZATION

Saturday, Nov. 1, started out with a cold, blustery light drizzle, but the weather didn't put a damper on the spirit of 250 volunteers who supported WGLs' Day of Weatherization. Company volunteers weatherized 150 homes throughout the WGL service territory during the event. Forty-seven of the volunteers served as house captains who toiled numerous hours during the days preceding the event visiting and evaluating prospective homes and scheduling appointments.

"I would like to commend all of the members of the Day of Weatherization taskforce," said Huey Battle, Manager - Community Involvement. *"They put in a lot of hard work organizing this event and should be recognized."* ☺



NATIONAL CAPITOL LIGHT THE NIGHT CAMPAIGN

WGL and its employees raised a record \$135,304 for the Leukemia and Lymphoma Society during the 2014 National Capitol Light The Night (LTN) campaign. Culminating at the LTN walk from Freedom Plaza in Washington, D.C., to the U.S. Capitol on October 18, the company and its employees tallied a formidable record: 132 participants raised \$66,760 at the LTN Golf Tournament; \$53,544 in employee fundraising; and a corporate contribution of \$15,000

from WGL. Since 2000, WGL has contributed a total of \$821,430 to the Leukemia and Lymphoma Society through LTN. ☺



Washington Gas: 703-750-1000



**Washington
Gas**
A WGL Company.

for our
Virginia
customers

energyessentials

WINTER 2014/2015

Natural Gas. *Efficient by Nature.*

What To Do If You **SMELL** Natural Gas

Natural gas is non-toxic, colorless, odorless and combustible. For detection and safety, we add an unpleasant odorant called mercaptan to natural gas delivered through Washington Gas' distribution system. Call **202-624-6092** to receive our **Natural Gas Safety** brochure with a scratch-and-sniff sample of mercaptan. Government, schools, businesses, property managers and others are welcome to request multiple copies for distribution as well as public education and awareness purposes. Gas traveling through a very small portion of our transmission pipeline may not be odorized. Additional information about visible signs of a possible leak is provided below.

If you suspect a natural gas leak or other gas emergency, evacuate the area immediately and call 911 from a safe location.

✓ If you smell natural gas, **do not attempt to locate the source of the odor.** Evacuate the area immediately and call **911** or the **Washington Gas Emergency Leak Line** at **703-750-1400** or **800-752-7520** outside the local calling area.

✓ If the odor is very strong or you hear a blowing or hissing noise, vacate the area **immediately**, leaving doors unlocked as you go. Warn others as you exit, if possible. **Do nothing that could create an ignition source.** Do not light a match or use any type of phone or battery-powered equipment. Do not turn electrical equipment or light switches on or off. Do not start your car or any other type of motorized equipment. Call **911** or the appropriate Washington Gas emergency number as noted above only **after** you have reached a safe distance away from the building or area.



Follow the same precautions if you are outside and smell natural gas; hear hissing or blowing noises; see dirt being thrown into the air; fire coming from the ground or appearing to burn above ground; water bubbling or being blown into the air at a pond, creek or river; or if you see a dry spot in a moist field or dead or dying vegetation on or near a pipeline right-of-way.

Natural gas is distributed through a network of underground pipes and service lines. If a leak should occur, it is possible for gas to migrate into buildings, including those without natural gas service. Ⓢ

Washington Area Fuel Fund



Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF provides funds for **all**

types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so 100 percent of WAFF donations go directly to those who need assistance. WAFF assistance is available annually between January 1 and May 31. For more information or to apply for assistance, contact The Salvation Army at **888-318-WAFF (9233)** or visit **washingtonareafuefund.org**. Consider donating when paying your gas bill; by mail; online at **washingtongas.com** or **washingtonareafuefund.org**; or call **703-750-7944**. Ⓢ



DOING THE
MOST GOOD

Manage Your Energy Costs

Join the **Budget Plan** now and spread the cost of fall and winter heating over the entire year. The Washington Gas Budget Plan allows customers to spread the cost of heating over 12 months and provides greater certainty about the monthly payment. The company calculates an average monthly payment based on historical natural gas usage, adjusted for normal weather and projected gas costs. Washington Gas reviews your account periodically to confirm our monthly estimate is on target. If actual gas costs, weather and/or usage differ significantly from our original estimate, an adjustment in your monthly budget payment may be necessary to prevent significant charges or credits at the end of your budget year. You will receive a message on your bill if your monthly budget payment amount has changed.

For more information or to enroll, visit **washingtongas.com** or call the **Automated Services Line** at **703-750-7944**. Customers outside the local calling area, dial **800-752-7520**. Ⓢ

washingtongas.com

Winter Essentials

IMPORTANT WINTER SAFETY TIP:

Never use your oven or range top to heat your home. Using the oven to heat a room or apartment during winter is dangerous. First, leaving burner flames on and unwatched is a fire hazard. Second, oven burners operating continuously can use up indoor oxygen and lead to the production of deadly carbon monoxide.

CLEANING SNOW FROM YOUR GAS METER:

Washington Gas would like to remind its customers to clear any accumulated snow from their natural gas meters and regulator vents as well as any appliance exhausts using hands, a brush or broom. **NEVER use a shovel or other hard object to clear the snow from the gas meter, regulator vents or appliance exhausts.**

Be sure to check out our **Winter Essentials** on washingtongas.com for tips and resources to help you through the heating season. ☺

Pipeline Safety

The Washington Gas system is part of a vast nationwide network of mostly underground pipelines that deliver natural gas. Washington Gas operates a relatively small segment of DOT-regulated **transmission pipelines** – approximately 200 miles – and thousands of miles of **distribution pipelines**. Typically, **transmission pipelines** carry natural gas at higher pressure from “gate stations,” where gas enters the pipelines system, to “regulator stations,” where pressure is reduced for distribution to customers. Pipeline markers indicate the presence – but not the exact location or depth – of **transmission pipelines** in underground rights-of-way. Markers identify the type of gas being transported; the name of the pipeline operator; and 24-hour, toll-free phone numbers to **call in an emergency or before digging or excavating**. Nearly one-half of Washington Gas’ **transmission pipelines** are in High Consequence Areas (HCAs), where the potential failure of a pipeline could have significant impact on people or property.

Distribution pipelines deliver natural gas directly to customers and, like **transmission pipelines**, can have an impact on people and property if they are damaged by digging or excavating. The majority of underground **distribution pipelines** are generally **not marked aboveground**, so it is critical to **Call Miss Utility at 811 Before You Dig** to have the lines located before you begin any digging, gardening or excavating. **This service is free.**

Washington Gas policy prohibits building an enclosed structure over a natural gas line. If you have an enclosed structure over your gas line, or believe you do, please contact us at **703-750-4360**.

For additional information about pipeline safety, visit washingtongas.com or call our **Damage Prevention Hotline at 800-428-5364** with your questions and contact information. A Washington Gas representative will return your call. ☺



energy assistance

If you are having trouble paying your gas bill, call **Washington Gas at 703-750-1000** as soon as possible to discuss payment options. If your account is disconnected for nonpayment, a security deposit, the outstanding balance and a reconnection fee may be required prior to service restoration.

For more information on energy assistance or to reach your local social services office, call the statewide **Virginia Department of Social Services Information and Referral Line** at **211** or **800-230-6977**. You also may visit **211virginia.org** or www.dss.virginia.gov/benefit/ea. ☺

In the Community

DAY OF WEATHERIZATION

Saturday, Nov. 1, started out with a cold, blustery light drizzle, but the weather didn't put a damper on the spirit of 250 volunteers who supported WGLs' Day of Weatherization. Company volunteers weatherized 150 homes throughout the WGL service territory during the event. Forty-seven of the volunteers served as house captains who toiled numerous hours during the days preceding the event visiting and evaluating prospective homes and scheduling appointments.

"I would like to commend all of the members of the Day of Weatherization taskforce," said Huey Battle, Manager - Community Involvement. *"They put in a lot of hard work organizing this event and should be recognized."* ☺



NATIONAL CAPITOL LIGHT THE NIGHT CAMPAIGN

WGL and its employees raised a record \$135,304 for the Leukemia and Lymphoma Society during the 2014 National Capitol Light The Night (LTN) campaign. Culminating at the LTN walk from Freedom Plaza in Washington, D.C., to the U.S. Capitol on October 18, the company and its employees tallied a formidable record: 132 participants raised \$66,760 at the LTN Golf Tournament; \$53,544 in employee fundraising; and a corporate contribution of \$15,000



from WGL. Since 2000, WGL has contributed a total of \$821,430 to the Leukemia and Lymphoma Society through LTN. ☺

Washington Gas: 703-750-1000