

2025 MD STRIDE 3 FAQ's

1. What is MD STRIDE?

Washington Gas's accelerated pipeline replacement program which mitigates older, more leak prone pipe. The Maryland Public Service Commission approved the Company's STRIDE 3 program on December 20, 2023, in Case No. 9708.

2. Why Perform Pipeline Replacements?

Washington Gas constantly analyzes our gas pipeline system to ensure it meets safety and reliability standards — in neighborhoods both old and new. As part of our ongoing commitment to ensure the safest, most reliable delivery of natural gas to all of our customers, **we will continue to replace and remediate portions of our pipeline system** in communities across Virginia, Maryland, and Washington, D.C. as necessary.

The pipelines that bring natural gas into your home or business can be copper, steel, cast iron or plastic. Just like other important parts of the infrastructure in our communities, such as highways and bridges, age and condition can impact their safety and reliability. While we continue to maintain these facilities 24 hours a day, 365 days a year, at some point their replacement/remediation becomes prudent. This is typically accomplished by installing new much longer lasting, specially-designed, polyethylene pipe.

3. What type of work is being done?

This work will include - (1) replacement of gas main pipelines, which typically run under public streets; (2) replacement of customers' "service" pipelines, which carry gas from mains to customers' properties; and (3) relocation to outdoor locations of gas meters and service regulators that are currently located inside customer properties.

4. What to expect during this process?

At some point during the replacement work, your gas service will need to be turned off for several hours while our Washington Gas and/or its contractor works on the gas line to your property. Washington Gas and/or its contractor will be on site to answer any questions you may have. It will be necessary for you to allow us access to the property in order to safely reconnect gas appliances and if you have an indoor gas meter. We will contact you in advance to coordinate this work. If your meter will be relocated, we will work with you to determine the new location.

5. Is there a charge for STRIDE?

There is no direct charge to customers for whom the work is being performed. STRIDE costs are recovered from a general surcharge on monthly bills, capped at \$2.00.

6. What qualifies as STRIDE?

The accelerated pipe replacement plan currently is drawn from the following categories: 1) bare and/or unprotected steel and targeted copper and pre-1975 plastic services; 2) bare unprotected steel mains and targeted unprotected wrapped steel main; 3) vintage mechanically coupled pipe; 4) cast iron main; 5) meter set survey and remediation program; 6) remote control valve installation; 7) DOT transmission/high pressure block valve replacement; and 8) riser replacement for DOT transmission and high pressure mainline valves.

7. Where can I find more information about STRIDE?

The 2025 STRIDE 3 project list is available on the Commission's website at:

<https://webpscxb.psc.state.md.us/DMS/case/9708>, Item No. 92 dated November 1, 2024.

Washington Gas also created an interactive map that provides detailed information about the location and status of Washington Gas's pipeline replacement projects and outages. This map is available at: <https://www.washingtongas.com/safety-education/safety/pipe-replacementprojects>

8. Why did I receive a STRIDE notice and form about electrifying my home?

The Maryland Public Service Commission directed Washington Gas to send the notice and form to all customers whose properties are on the 2025 STRIDE 3 project list. The Commission also dictated the language of the notice and form.

9. Do I have to electrify my home?

No, you do not. If you wish to maintain natural gas service in your home, you can simply ignore the notice and form that Washington Gas was required to send.

10. Can I keep my gas service as a back-up and electrify my home in part or in full?

Yes, you can. If you keep gas service as a back-up you will pay a monthly System Charge, and Distribution and Purchased Gas Charges if you use gas.

11. What if I no longer want gas service and plan to replace my appliances with electric appliances in 2025?

If you are the authorized property owner or their representative and intend to replace all your gas appliances (furnace, water heater, stove, dryer, etc.) with electric appliances in 2025, there

may be no need for us to replace your service line or move your meter and regulator. If you wish to replace your home's gas appliances and be disconnected from Washington Gas's natural gas delivery service instead of receiving a new gas service pipeline at this time, please complete the "Notification Of Intent To Fully Electrify" form that was mailed with your Stride 3 Customer Notice letter and send the completed form to Washington Gas at marylandserviceabandonment@washgas.com within 30 days of the date of the letter. If your form is timely submitted, you will have no less than 180 days from the date of the letter to complete the electrification process before Washington Gas replaces your service pipeline. If you do not notify Washington Gas of your intention to fully electrify by the indicated deadline, we will assume you wish to remain connected to Washington Gas's gas delivery system.

Washington Gas is not involved in any electrification efforts and will not remove your gas appliances or install electric appliances. Washington Gas does not maintain or provide recommendations for contractors which perform electrification work.

Once the service is disconnected there may be significant costs to re-establish gas service and a new gas service application must be made. Washington Gas is required by the Maryland Public Service Commission to collect reinstallation costs from a new or returning customer.

12. What do I do if I am the tenant, not the property owner?

If you are a tenant (non-owner) of this property, please notify your landlord or the property owner of the upcoming work and provide them a copy of this letter.

13. Will I be notified when work is commencing?

Before we begin working in your neighborhood, Washington Gas will notify the account holder on record via U.S. mail approximately 2-4 weeks before the project's start date. The letter will provide an overview of the construction process, including the specific scope of work to be performed on your property, and the estimated time it will take to complete this work.

14. Who do I contact if I have further questions?

If you have additional questions regarding STRIDE, please email Washington Gas at STRIDEquestions@washgas.com or call 844-WASHGAS (927-4427) and a customer service representative will assist you.