

CONTACT MISS UTILITY AT 811 BEFORE YOU DIG

Digging related damage is a major cause of pipeline accidents. **811** is the national **Call Before You Dig/Miss Utility** telephone number that initiates the process of marking the underground utility lines in your yard or on your job. When you contact **811**, you will be routed to your local One Call Center – in the District of Columbia, Maryland or Virginia. Local One Call Center personnel then notify member utilities, such as Washington Gas, to mark the approximate locations of underground utility lines with high-visibility safety paint and/or flags. The service is **free**.

Everyone, including **homeowners and construction companies**, should **always** contact **Miss Utility at 811** or missutility.net at least **two full business days** – excluding weekends and holidays – **before** you are scheduled to begin any type of digging, regardless of size or depth.


This includes, but is not limited to, general digging, gardening, landscaping, home improvements and/or major construction, excavation or demolition. It is required **by law** to contact **Miss Utility at 811** before



digging. Do not begin digging until the lines have been marked or confirmed as “no conflict.” If you are unsure whether the underground utilities have been marked in your yard or on your job, check back with your One Call Center at **811** to make certain there are no underground utilities where you plan to dig. If for any reason you cannot connect to **Miss Utility at 811**, call **800.257.7777**. To learn more about the **811** waiting period for line marking in the District of Columbia, visit washingtongas.com.

Most importantly, contacting **811** can help avoid serious injury and even fatalities, as well as property damage and significant expense that can occur when underground utilities are damaged.

ALWAYS CONTACT MISS UTILITY AT 811 BEFORE YOU DIG, EACH DIG, EVERY DIG.

 For more information, visit missutility.net, call811.com or the Common Ground Alliance at commongroundalliance.com.


GAS PIPE MAINTENANCE WASHINGTON GAS RESPONSIBILITIES

Washington Gas owns and maintains all natural gas pipes up to and including the gas meter. Our primary focus is to provide safe, reliable service while ensuring that the gas pipe owned by the company is properly maintained. These efforts help avoid the potentially damaging effects of leaks and corrosion on natural gas pipes.

CUSTOMER RESPONSIBILITIES

Each customer is responsible for maintaining and monitoring all aboveground and underground piping on the customer's side of the meter. If this piping is not properly maintained, it may corrode or leak. Gas piping located on your side of the meter should periodically

be inspected for leaks and corrosion and if necessary, repaired by a licensed natural gas contractor if any unsafe conditions are detected.

 If at any time you smell natural gas, immediately evacuate the premises and call **911** and then call **844-WASHGAS** (844.927.4427) from a safe location.

Additionally, it is very important to keep the area around your gas meter clear of all objects, including mulch, construction debris or other flammable materials that could create a fire hazard. 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** to arrange for a locating inspection.

WINTER ESSENTIALS

Each year, Washington Gas helps customers prepare for the winter heating season. Customers can take simple steps now to help them manage energy costs and stay safe, warm and energy-smart when temperatures start to drop.



Be sure to check out our *Winter Preparedness* section on [washingtongas.com](https://www.washingtongas.com) for more tips and resources to help you through the heating season.

IMPORTANT WINTER SAFETY TIP

Have a licensed natural gas contractor perform an annual pre-winter inspection of your natural gas heating equipment and clean or replace air filters every month during the heating and cooling seasons.

Clean filters help your system operate properly and reduce your energy bills. If you see or suspect something is wrong with your heating system, turn it off immediately and call a repair service company.

GAS THEFT

Tampering with a natural gas meter is illegal and dangerous. The natural gas meter at your home – whether located inside or outside – belongs to Washington Gas. Call our **Gas Theft Hotline** at **703.750.4570** if you see suspicious activity involving a Washington Gas meter. The company offers rewards for verified reports of illegal piping connections or stolen meters. You may leave a recorded message with your name and other contact information, but you are not required to identify yourself unless you wish to be considered for the reward.



ENERGY ASSISTANCE

Through the Low Income Home Energy Assistance Program (LIHEAP), the federal government distributes funds to the District of Columbia which, in turn, provides grants to qualified applicants to help them pay their energy bills.



Call the Department of Energy & Environment (DOEE) at **311** or visit online at doee.dc.gov to learn about program benefits and eligibility requirements.

GIFT OF WARMTH PROGRAM

Would you like to help a friend, neighbor or family member pay their Washington Gas bill? You can with the Gift of Warmth – it's a practical and convenient gift for any occasion.



Simply complete the Gift of Warmth form at [washingtongas.com/giftofwarmth](https://www.washingtongas.com/giftofwarmth) to make a one-time payment (in any amount) to a specific customer's account. A little help goes a long way.

WASHINGTON GAS CARES – WE'RE IN THIS TOGETHER

At Washington Gas, we care about our customers and we're committed to finding flexible, affordable solutions for those who need assistance paying their energy bill.

That's why we have launched Washington Gas Cares, a program designed to connect customers with proven energy assistance programs and a variety of flexible payment plans.



We're here to help. But you need to get in touch. Don't wait. The sooner you reach out to us, the sooner we can explore your options and find a solution for you. Visit us at [washingtongascares.com](https://www.washingtongascares.com).

THROUGH OUR WASHINGTON GAS CARES PROGRAM, WE CAN OFFER:

- ✓ Flexible repayment options such as the Installment Plan
- ✓ Payment assistance such as Budget Billing
- ✓ Energy savings resources