



## A MESSAGE TO OUR DISTRICT OF COLUMBIA CUSTOMERS

**PROJECT***pipes*: Property Restoration



Washington Gas' **PROJECT***pipes* is an accelerated pipeline replacement project designed to provide you with safe and reliable natural gas service. This project often requires excavation work affecting streets, sidewalks, public space and sometimes private property. We are frequently asked about restoration of these and other impacted areas. These are important questions and we want you to understand the restoration process.

Washington Gas takes restoration very seriously and we work hard to return your neighborhood and your property to its previous condition.

Throughout the restoration process, you can count on Washington Gas to:

- **Respect** – we will respect your property as if it was our own;
- **Restore** – we will restore your landscaping to an as-found condition as soon as possible after the replacement work has been completed on your property, weather permitting;
- **Repairs**- we will make temporary repairs to “hard surfaces,” such as roadways, driveways and sidewalks, while work is in progress to make your neighborhood safe;
- **Restoration** – we will complete final restorations to hard surfaces after all services in an area are complete, typically within 8-12 weeks and as weather allows; and
- **Comply** – We fully comply with DDOT standards and requirements for roadway restoration.

If you have questions regarding our restoration process, please call the **PROJECTpipes** Hotline at **202-624-6400**, email **dhope.projectpipes@washgas.com** or visit **washingtongas.com**.

Many of us live and work in the District of Columbia and are committed to the safety of our neighborhoods. We hope **PROJECTpipes**, Washington Gas’ accelerated pipeline replacement program, underscores the importance we place on the safe and reliable delivery of natural gas to all of the customers we serve.



**Washington  
Gas**

A WGL Company

[washingtongas.com](http://washingtongas.com)

Customer Service: 703-750-1000

Natural Gas Leaks/Emergencies: **911** or 703-750-1400

