

Dear Customer,

We are writing to you following the recent residential fire in our Centreville, Virginia service area that is now under federal investigation. We know this event has been deeply upsetting and disruptive for those directly affected and understandably concerning for many in our broader community. When something like this happens, it raises important questions – and we want to communicate clearly about what we can share at this time.

Our immediate focus is supporting those affected and ensuring the continued safety of our system. Washington Gas is:

- Maintaining a 24/7 on-site presence with a full deployment of resources
- Working directly with our customers and covering temporary lodging costs
- Fully cooperating and coordinating with local, state, and federal authorities

As a precaution, we are also:

- Conducting additional safety checks and system reviews in the surrounding area
- Reinforcing existing and enhanced monitoring and response protocols

The National Transportation Safety Board (NTSB) has assumed leadership of the investigation. Under federal law, the NTSB is the independent authority responsible for determining cause and communicating investigative findings. As a participating party, Washington Gas must defer specific questions about the investigation to the NTSB. We are fully cooperating and providing technical expertise, system information, and comprehensive on-the-ground support. The source and cause of this incident have not yet been determined.

For updates related to the investigation, please refer to communications from the NTSB.

Residents with information, photos, or video footage related to the incident are encouraged to email witness@ntsb.gov. Affected residents can also contact assistance@ntsb.gov for resources and information.

Natural gas remains a safe and reliable energy source when properly delivered and used. Washington Gas serves more than 1.2 million customers across the region, and incidents of this nature are extremely rare. Our system operates under comprehensive federal and state oversight, with ongoing inspection, maintenance, and modernization programs designed to maintain safety and reliability. Washington Gas actively advocates for pipeline modernization programs in all three jurisdictions of our service area.

For customer service questions related to this incident, Washington Gas can be reached at:

Phone: **844-WASHGAS (927-4427)**

Email: ombudsman@washgas.com

Website: <https://www.washingtongas.com/centrevillevainfo>

As always, if you smell, see or hear signs of a gas leak, evacuate immediately and call 911 from a safe location; and then call the **Washington Gas Emergency Leak Line** at **844-WASHGAS (927- 4427)**, selecting option 1.

When the smell of natural gas is reported, Washington Gas dispatches trained and qualified technicians 24 hours a day, 7 days a week to investigate gas odor complaints and will not leave the site until the area is deemed safe.

We remain committed to transparency, cooperation with authorities, and the continued safety of the communities we serve. As always, we are here to support our customers.

Sincerely,
Washington Gas
844-927-4427