



February 23, 2026

Dear Customer,

We know the past several days have been disruptive and stressful for you and your family. Your safety remains our top priority, and we want to clearly explain what is happening now and what to expect next.

Where Things Stand Today

Washington Gas, the Fairfax County Fire and Rescue Department, and the Virginia State Corporation Commission, and other partners continue to work together in the affected area.

We are now moving into the next phase of service restoration. This includes carefully reintroducing gas into parts of the system in controlled stages (re-pressurizing) and checking for any potential issues along the way.

The evacuation order remains in effect. You should not return to your home until you receive direct communication from Fairfax County officials letting you know it is safe to do so.

What We Are Doing Now

In this phase, our crews and the relevant agencies are:

- **Conducting step-by-step system checks** – Gas is being reintroduced into the system gradually and in a controlled manner. We continue to perform additional leak surveys to confirm conditions are safe before moving forward.
- **Continuing neighborhood monitoring** – Washington Gas crews continue to conduct leak survey and monitoring and Fairfax County Fire and Rescue will continue safety checks in and around homes.
- **Performing in-home safety checks and appliance reactivation** – For homes that remain under the evacuation order, Washington Gas will work with Fairfax County Fire and Rescue to enter each home (once cleared to do so) to:
 - Perform a leak check on the home's gas piping
 - Reactivate appliances safely

As a final step, Fairfax Fire and Rescue will conduct a final safety check inside the home. Your home will only be cleared for re-entry once all steps are completed and Fairfax County Fire and Rescue determines it is safe to return.

Washington Gas will continue to perform leak detection surveillance in the area.

What This Means for You

- The evacuation order is still in effect for your home. Please do not return until you receive direct notice that re-entry is permitted.
- Washington Gas will continue to cover temporary lodging for displaced residents.
- We will contact you directly with updates and next steps as soon as they are available.

We also want to ensure that anyone who incurred hotel or temporary lodging expenses during the evacuation has clear guidance on how to receive reimbursement.

Reimbursement Process

Residents who incurred hotel or temporary lodging expenses due to the evacuation are eligible for reimbursement. To submit a request, please email ombudsman@washgas.com and include the following:

- Your name and address
- Telephone number
- Dates of displacement
- Copies of receipts

Please note that **only one set of receipts will be accepted per household**, and **all reimbursement requests must be received by March 31, 2026**. Reimbursements are typically processed within 7 - 10 business days after submission. If additional verification is needed, we will contact you directly.

As always, if at any point you smell gas or have concerns, leave the area immediately and call 911, then call the Washington Gas Emergency Leak Line at 844-WASHGAS (927-4427) from a safe location.

We understand how important it is to feel safe in your own home. We are moving carefully and methodically, alongside our partners, to make sure that when you are invited back, it is because your home has been thoroughly tested and determined to be safe by Fairfax County Fire & Rescue.

Thank you for your continued patience and cooperation.