



INFORMATION FOR CUSTOMERS IN CENTREVILLE

Washington Gas is actively supporting the response to the incident that began on Sunday, February 15, in the area of 14300 Quail Pond Court in Centreville, VA.

Our priority is the safety and well-being of the community, and we remain committed to supporting residents impacted by this incident.

Affected residents can contact Washington Gas directly at ombudsman@washgas.com to be connected to resources and information. They

can also visit our website www.washingtongas.com/centrevillevainfo for updates as they become available.

Washington Gas is fully cooperating with state and federal authorities as they investigate the incident. Specific inquiries about the investigation should be directed to the NTSB.

Residents with information, photos, or video footage related to the incident are encouraged to email witness@ntsb.gov.

Accommodation Reimbursement Process

Residents who incurred hotel or temporary lodging expenses are eligible for reimbursement.

To submit a request, please email ombudsman@washgas.com and include the following information:

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

GENERAL SAFETY TIPS FOR WASHINGTON GAS CUSTOMERS:

› What are the signs of a natural gas leak?

The following can help determine if there could be a gas leak:

SMELL: The most reliable sign of a natural gas leak is smell. Washington Gas adds an odorant called mercaptan to create the distinctive smell of sulfur or rotten eggs.

SIGHT: Unexplained, random dead patch of lawn or vegetation in an otherwise green area of lawn

or vegetation, unnatural bubbles in puddles and waterways (pond, creek, lake) or dirt being thrown in the air.

HEARING: A hissing sound or blowing noises, typically accompanied by a gas odor.

As a reminder, if you smell natural gas, leave the area immediately and call 911 and the Washington Gas emergency line at **844-WASHGAS (844-927-4427)** from a safe location.



› What should I do if I think I smell natural gas?

DO:

- ✓ Leave the area, leaving doors and windows open to ventilate if possible.
- ✓ Move to a safe location and call **911** and then call the Washington Gas Emergency Leak Line at **844-WASHGAS (927-4427)**, selecting **option 1**.

DONT:

- ✓ Smoke, or light a match, candle or other flame.
- ✓ Turn electrical appliances or lights on or off, operate motorized equipment or vehicles, or use any device that could cause a spark or source of ignition, including telephones.

› How does Washington Gas maintain the safety and reliability of its system?

At Washington Gas, providing safe and reliable service to our customers is a priority.

We meet or exceed regulatory requirements in inspections and survey of our pipeline systems by:

- Completing a **100%** leak survey of the entire underground system over a three-year period by qualified personnel who use sensitive and calibrated gas detecting equipment to identify and address leak indications.
- Conducting additional annual leak surveys over certain segments of the system in particular areas.
- Performing special surveys to identify damage and ensure system safety following extraordinary events that could potentially impact the system, such as earthquakes.
- Collecting and analyzing operating data to better direct maintenance and pipe replacement activities.

- Installing, inspecting and maintaining cathodic protection systems to guard the system's steel pipelines from corrosion.
- While performing their normal field activities, Washington Gas personnel and its contractors are trained and qualified to recognize and properly address any abnormal operating conditions of the pipeline system.

› How does Washington Gas respond when someone reports a gas odor or suspected leak?

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.

› Does Washington Gas look for leaks even when no one calls?

Yes. In addition to responding to reports 24/7, WGL conducts proactive leak surveys using detection equipment as part of routine system safety work. Washington Gas exceeds the federal rule that requires periodic leakage surveys on distribution systems. In particular, WGL conducts leakage surveys on plastic once every three years instead of the 5 year interval required by PHMSA.

› What other safety measures should be followed?

Call 811 Before You Dig: Everyone, including homeowners and construction companies, should always call Miss Utility at 811 at least two full business days before any digging, regardless of size or depth. Trained personnel will be sent to mark the approximate location of utility lines. This service is free.

Your safety comes first. Washington Gas has trained responders on call 24/7 and we dispatch immediately to investigate reports of gas odor or suspected leaks.