



February 27, 2026

Dear Customer,

As we conclude the service restoration in Centreville, we remain focused on your safety above all else.

As of 10 p.m. on Tuesday, February 24, we safely restored gas service to **all** the remaining 19 evacuated homes.

Since then, we've worked with the Fairfax County Fire and Rescue Department to monitor the air in your homes for 48 continuous hours to confirm gas readings remain at 0%. Only then did they deem it safe to lift the evacuation order.

As you return home, please know our work and commitment to you continues. On our [website](#), we have provided you with our plans for system monitoring and enhanced safety protocols. We continue to share those updates via email and text and will post all communications on our website.

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

Please note that only one set of receipts per household will be accepted 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 9-1-1. Once you are at a safe distance, call the Washington Gas Emergency Leak Line at 844-WASHGAS (927-4427) from a safe location.

Thank you for your continued patience and cooperation.