

AT WASHINGTON GAS, SAFELY AND RELIABLY MEETING THE ENERGY NEEDS OF OUR CUSTOMERS IS OUR HIGHEST PRIORITY.

energyESSENTIALS
Public Awareness | Virginia



Fall 2026

CONTACT MISS UTILITY AT 811 BEFORE YOU DIG

Digging related damage is a major cause of pipeline accidents. **811** is the national **Contact Before You Dig** telephone number that initiates the process of marking the underground utility lines in your yard or on your job. When you contact **811**, you will be routed to your local One Call Center – in the District of Columbia, Maryland or Virginia. Local One Call Center personnel then notify member utilities, such as Washington Gas, to mark the approximate locations of underground utility lines with high-visibility safety paint and/or flags. The service is **free**.

Everyone, including **homeowners and construction companies**, should **always** contact VA811.com or missutility.net at least **two full business days** – excluding weekends and holidays – **before** you are scheduled to begin any type of digging, regardless of size or depth.

This includes, but is not limited to, general digging, gardening, landscaping, home improvements and/or major construction, excavation or demolition. It is required **by law** to contact **811** before digging. Do not



begin digging until the lines have been marked or confirmed as “no conflict.” If you are unsure whether the underground utilities have been marked in your yard or on your job, check back with your One Call Center at **811** to make certain there are no underground utilities where you plan to dig. If for any reason you cannot connect to **811**, contact VA811.com. To learn more about the **811** waiting period for line marking in Virginia, visit washingtongas.com.

Most importantly, contacting **811** can help avoid serious injury and even fatalities, as well as property damage and significant expense that can occur when underground utilities are damaged.

ALWAYS CONTACT 811 BEFORE YOU DIG, EACH DIG, EVERY DIG.

For more information, visit VA811.com, call811.com or the Common Ground Alliance at commongroundalliance.com.

GAS PIPE MAINTENANCE WASHINGTON GAS RESPONSIBILITIES

Washington Gas owns and maintains all natural gas pipes up to and including the gas meter. Our primary focus is to provide safe, reliable service while ensuring that the gas pipe owned by the company is properly maintained. These efforts help avoid the potentially damaging effects of leaks and corrosion on natural gas pipes.

CUSTOMER RESPONSIBILITIES

Each customer is responsible for maintaining and monitoring all aboveground and underground piping on the customer's side of the meter. If this piping is not properly maintained, it may corrode or leak. Gas piping located on your side of the meter should periodically

be inspected for leaks and corrosion and if necessary, repaired by a licensed natural gas contractor if any unsafe conditions are detected.

If at any time you smell natural gas, immediately evacuate the premises and call **911** and then call **844-WASHGAS** (844.927.4427) from a safe location.

Additionally, it is very important to keep the area around your gas meter clear of all objects, including mulch, construction debris or other flammable materials that could create a fire hazard. Washington Gas policy prohibits building an enclosed structure over a natural gas line.

If you have an enclosed structure over your gas line, or believe you do, please contact us at **703.750.4360** to arrange for a locating inspection.

CUSTOMER CHOICE

The Customer Choice Program allows you to purchase natural gas from a licensed energy supply company of your choice or from Washington Gas. As a regulated utility, Washington Gas charges customers the same price that the company pays for the gas supply. Licensed energy supply companies may have greater flexibility in what they charge you. They compete for your business and some may offer price incentives that could result in cost savings to you.

To cultivate a more competitive energy environment that benefits consumers, Washington Gas provides limited customer information (name, address and phone number) to licensed, competitive energy suppliers. This provides customers an opportunity to receive information that may help them make informed decisions about energy choices.



To have your name excluded from or added back on to the list, call **844-WASHGAS** (844.927.4427) at any time between Sept. 1 and Oct. 14.

Should you call the customer service line outside of this opt-out period, a Washington Gas representative will make note of your choice. However, Washington Gas only updates the list twice annually, so your request will be effective the next time the list is updated. Hearing impaired customers should use the **711** relay service.

Regardless of which company sells you natural gas, Washington Gas will continue to deliver gas safely and reliably to your home or business through its distribution system, address your customer needs, bill and collect for usage, and respond around the clock to natural gas emergencies.

WINTER ESSENTIALS

Each year, Washington Gas helps customers prepare for the winter heating season. Customers can take simple steps now to help them manage energy costs and stay safe, warm and energy-smart when temperatures start to drop.



Be sure to check out our *Winter Preparedness* section on washingtongas.com for more tips and resources to help you through the heating season.

IMPORTANT WINTER SAFETY TIP

Have a licensed natural gas contractor perform an annual pre-winter inspection of your natural gas heating equipment and clean or replace air filters every month during the heating and cooling seasons. Clean filters help your system operate properly and reduce your energy bills. If you see or suspect something is wrong with your heating system, turn it off immediately and call a repair service company.

GIFT OF WARMTH PROGRAM

Would you like to help a friend, neighbor or family member pay their Washington Gas bill? You can with the Gift of Warmth – it's a practical and convenient gift for any occasion.



Simply complete the Gift of Warmth form at washingtongas.com/giftofwarmth to make a one-time payment (in any amount) to a specific customer's account. A little help goes a long way.



WASHINGTON GAS CARES – WE'RE IN THIS TOGETHER

At Washington Gas, we care about our customers and we're committed to finding flexible, affordable solutions for those who need assistance paying their energy bill.

That's why we have launched Washington Gas Cares, a program designed to connect customers with proven energy assistance programs and a variety of flexible payment plans.



We're here to help. But you need to get in touch. Don't wait. The sooner you reach out to us, the sooner we can explore your options and find a solution for you. Visit us at washingtongascare.com.

THROUGH OUR WASHINGTON GAS CARES PROGRAM, WE CAN OFFER:

- ✓ Flexible repayment options such as the **Installment Plan**
- ✓ Payment assistance such as **Budget Billing**
- ✓ Energy savings resources