



March 6, 2026

Dear Customer,

As construction restoration and monitoring efforts continue in the Quail Pond Court area, please know that your safety and well-being remain our highest priority. We are writing to provide updates on our ongoing work and the resources that are available to you.

**Safety Monitoring Progress:**

Washington Gas has implemented a comprehensive, four-phase monitoring and leak detection plan for the area.

- **Phase 1:** Our teams are conducting leak detection surveys in the immediate area four times per day and in the expanded area once per week. Weekly surveys in the expanded area will continue for at least one month
- **Phase 2:** We expect to move into Phase 2 for the immediate area on Saturday, March 7. This phase includes daily surveys for at least two weeks.

Details about the monitoring plan, including maps of the immediate and expanded areas, are available on our [website](#). Please know that Washington Gas will continue to closely evaluate all survey results. If conditions change and data indicates that additional monitoring is needed, we are prepared to increase the frequency or scope of our work.

**Mental Health Resources:**

We understand that this has been a difficult time for many in the community. To provide additional support, Washington Gas is offering access to Spring Health's Crisis Support Line for community members who would like to speak with someone. To access this resource, call **1-855-629-0554** and press 2 to reach a licensed clinician, who will answer within 60 seconds. **This service is available 24/7 at no cost.**

This confidential support line will be available until **April 2, 2026**.

You do not need to be experiencing an emergency to call. **If you are feeling stressed, overwhelmed, or simply would like to talk through how you're feeling, support is available.** If you are experiencing a medical or life-threatening emergency, please call **911**. You can also call or text **988** to reach the Suicide & Crisis Lifeline.

**Reimbursement Process:**

Residents who incurred hotel or temporary lodging expenses are eligible for reimbursement. To submit a request, please email [ombudsman@washgas.com](mailto: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.

Additional information and resources are available at [www.washingtongas.com/centrevillevainfo](http://www.washingtongas.com/centrevillevainfo).

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

Please know that we remain committed to supporting the Centreville community now and in the future. Thank you for your continued patience and cooperation.