

2018 WASHINGTON GAS METER LOCATION FACT CARD

1. Pursuant to DC regulation and national industry best practices, gas meters and service regulators shall be located outside except in extraordinary circumstances when the outside location would not meet federal requirements or utility policy.
2. Washington Gas, like all gas utilities across the nation, is modernizing its natural gas system throughout the District of Columbia. As part of this effort, Washington Gas is relocating its meters from inside residences and businesses to an outside location whenever possible.
3. Washington Gas maintains discretion in determining the location of indoor or outdoor equipment, subject to:
 - a. the Design Guidelines for Utility Meters issued by the District of Columbia Historic Preservation Review Board (HPRB), as applicable;
 - b. all applicable federal and District of Columbia laws and regulations, including but not limited to, the District Department of Transportation permitting requirements, and any applicable District of Columbia building codes;

The HPRB Design Guidelines pertaining to natural gas meter locations, list of historic neighborhoods and applicable maps can be found at: <https://planning.dc.gov/node/623272>.

4. About two weeks prior to moving a meter from the inside to the outside of a building, Washington Gas, or its designated contractor that is performing the meter relocation work, will meet with the utility customer to discuss:
 - a. where the meter will be relocated and why;
 - b. the process for relocation, including but not limited to, the timeline for work, potential impacts to the property, planned post-relocation remediation measures, and if applicable, the placement and height of bollards or other damage prevention mechanisms that WGL plans to install;
 - c. Washington Gas's preferred location to install the new meter; and
 - d. Any concerns about the relocation process or Washington Gas's preferred location to install the new meter.

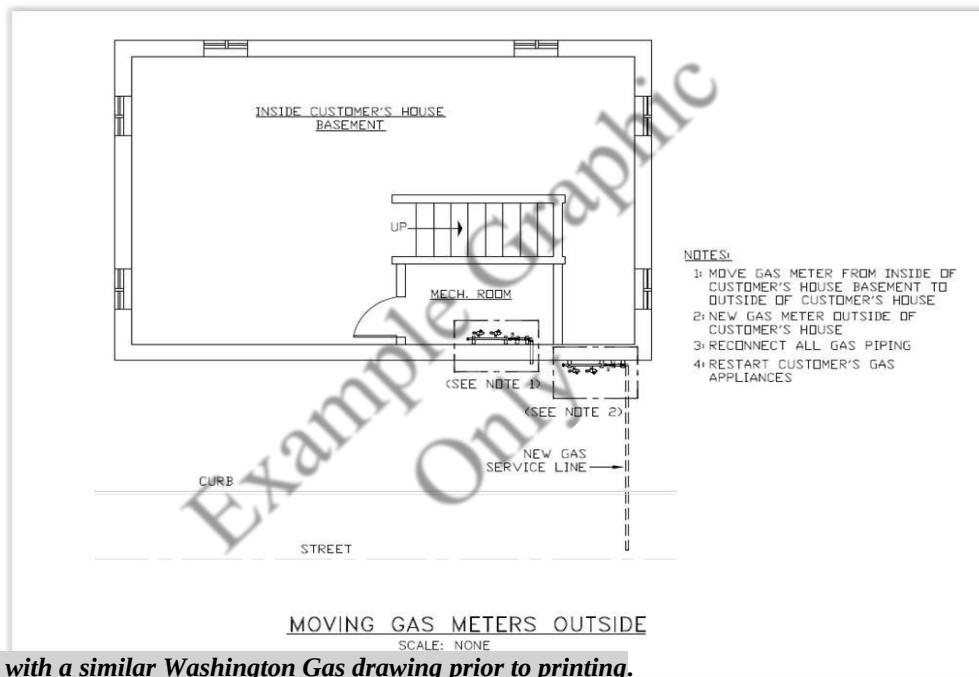
Your designated contractor will identify him/herself as a "Contractor for Washington Gas".

5. In most cases, the meter will be located outside as near as practical to the point where the service line enters the building. Washington Gas will employ best efforts to preserve the integrity and appearance of the building and its façade. Washington Gas also will consider a location that is:

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- a consistent with adjoining buildings and locations, and
 - b behind existing landscaping so that it is least visible from the street.
6. Washington Gas is committed to customer satisfaction. As such, Washington Gas will work with its customers, to the fullest extent practical, to resolve circumstances when outside meter location impacts aesthetics. This includes relocating the gas meter and associated piping up to five (5) feet in length in either direction from Washington Gas's preferred installation location. This relocation will be at no cost to the customer. If the customer's preferred location exceeds the five-foot mark, the customer will be responsible for those costs associated with the additional piping or materials needed to move the meter beyond the five-foot mark, per the existing Tariff.

The following is a general depiction* of an outside location:



****To be replaced with a similar Washington Gas drawing prior to printing.***

7. In general, gas meters and gas service regulators shall **not** be installed outside in the following locations:
- i. In areas that would directly obstruct emergency fire exits
 - ii. Near building air intakes
 - iii. In contact with soil, water, or other potentially corrosive materials
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- iv. In an area where the accumulation of ice or freezing conditions are likely

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- v. Near arc-producing electrical equipment

YOUR ROLE

If the utility customer is NOT the building owner, it is the utility customer's responsibility to inform the building owner of this proposed work.

Usually, meter removal and relocation to the outside is accomplished the same day the service line to your home is replaced. This work takes about 1 day to complete, barring any unforeseen circumstances or weather. Your gas service will be temporarily shut off during this period.

You do need to be home to allow us access to move the meter from the inside. You (or someone over the age of 18) must be home for us to re-light all gas-fired appliances inside the home or business.

Meters installed indoors shall be located in a ventilated place not less than three (3) feet from a source of ignition or source of heat which may damage the meter. Indoor meters shall be supported in such a manner as to be free from damage that will render them unsafe or inaccurate. The customer shall ensure these standards are maintained.

PROPERTY RESTORATION

Washington Gas is responsible for restoring your property in the "as found" condition and will repair, as quickly as possible, any disturbance to the property incurred during the meter removal, relocation and installation process. Washington Gas may take "before" and "after" photographs of your property and our meter equipment to support proper restoration.

The "soft areas" like grass and landscaping should be restored shortly after completion of our underground work by the same construction contractor who replaced your service line. However, some soft restoration might be delayed until the following spring, depending on temperatures and weather conditions. Our contractors will facilitate the coordination necessary to make repairs to your interior and exterior walls upon completion of the meter installation.

CUSTOMER RESOURCES

If you would like more information on our company and our work, please visit our website at www.washingtongas.com and go to *Major Projects*. If you would like to contact us directly about our work, share a concern, or to submit a complaint about our work, please email us at construction@washgas.com or call us at (703) 750-1000.

If you are unable to resolve your issue with Washington Gas, you have the right to

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contact the DC Office of the Peoples Counsel, Consumer Services Division at (202) 727-3071 or the DC Public Service Commission Office of Consumer Services at (202) 626-5120.