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WEB | WWW.OPC-DC.GOV

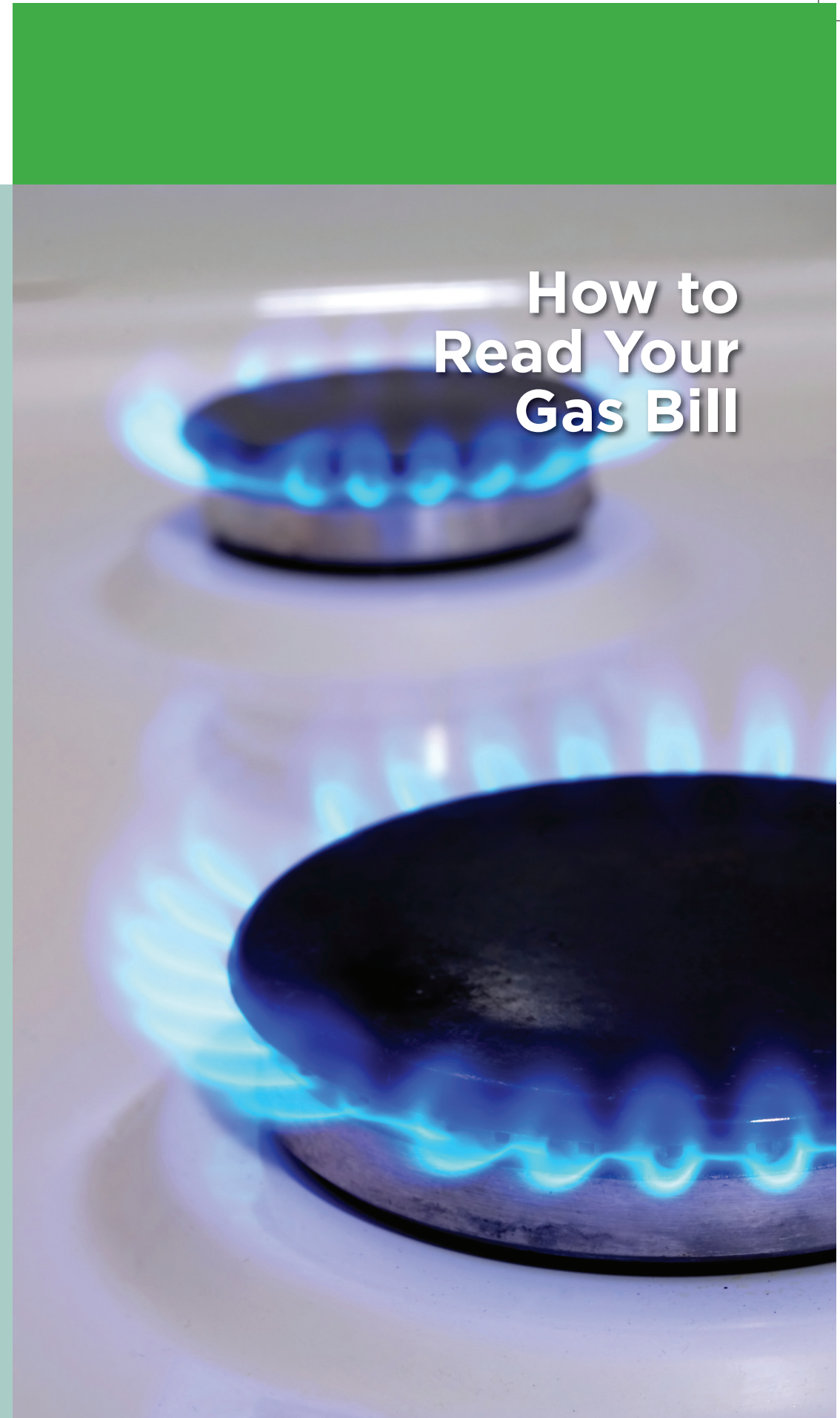


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How to Read Your Gas Bill



The Office of the People's Counsel has prepared this guide to help consumers understand the charges and fees that appear on utility bills in the District of Columbia.

Because of the wide variety of possible billing options, your bill may differ slightly from these examples. Please contact OPC's Consumer Services Division for more information.



AMOUNT & DUE DATE

The amount due and the date the payment must be made.

1

GAS USAGE

Your 12 month gas usage compared to the prior year.

2

BILL MESSAGES

Highlighted messages from Washington Gas with helpful reminders and information.

3

ACCOUNT NUMBER & SERVICE ADDRESS

Your account number, billing period and the address where the service is being used.

4

PAYMENT SUMMARY

Payments made to your account and payment arrangements.

5

PAYMENT RETURN SLIP

Where to mail your payment.

6

USAGE DETAILS

Rate class, meter information & actual gas usage (measured in "Therms")

7

DETAILED BILLING CHARGES

Charges for the current billing period. Look here for Third Party Supplier information, if applicable.

8

BILL PAYMENT OPTIONS

Ways to pay your WGL bill.

9

PAYMENT LOCATIONS

Locations to pay your WGL bill in person.

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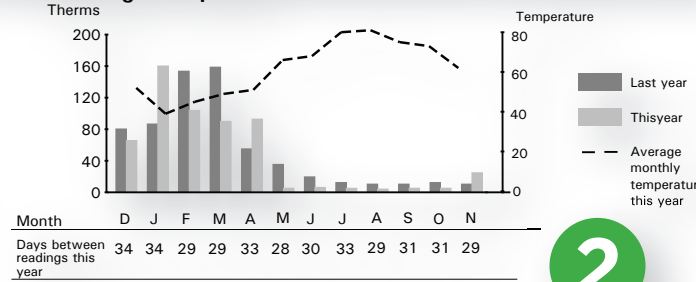
Gas Bill

Please pay **\$38.16** by **November 29, 2017**.

To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is **December 8, 2017**.

Your usage compared



Prepare for winter. For money saving winter tips, visit washingtongas.com.

Sign up for Budget Billing. The budget plan can help you manage natural gas costs. Call the automated line at **703-750-7944** to enroll today.



101 Constitution Avenue, NW
Washington, DC 20080
1-703-750-1000 • 1-800-752-7520

ADDRESS SERVICE REQUESTED

JOHN DOE
123 MAIN ST.
WASHINGTON, DC 20002-6508

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Account number: 120000123456

Bill date: November 9, 2017
Period: Oct 10, 2017-Nov 7, 2017 (29 days)
Service address: 123 MAIN ST, WASHINGTON DC 20002-6508

Questions?

washingtongas.com
703-750-1000
Mon - Fri: 8am - 9pm, Sat: 8am - 4:30pm
Washington Gas Customer Care
6801 Industrial Road
Springfield VA 22151-4294

Your account

Balance on your last bill	\$18.36
Payments/Credits	\$ -18.36
Balance brought forward	\$0.00
Current Gas Charges	\$38.16
Total Charges This Period	\$38.16
Total to pay	\$38.16

See over for details -->

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Your charges in detail

Rate Class: Residential Heating
Next Read Date: December 8, 2017

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
J04357	10/10/17	11/7/17	Actual	2,976	3,000	24
						Total CCF

Total Therms(TH) used for 29 days

Total CCFx1.033 = 24.8

Charges this period	Previous Bill Amount	
	Payment October 24, 2017	\$18.36
	Thank you	\$-18.36
	Balance brought forward	\$0.00
	DISTRIBUTION SERVICE	
	RES Surcharge	\$0.04
	Distribution Charge 24.8 TH x .3621	\$8.98
	PROJECT pipes Adjustment	\$0.87
	Customer Charge	\$13.10
	NATURAL GAS SUPPLY SERVICE	
	PGC 24.8 TH x .4809	\$11.93
	TAXES	
	DC Rights-of-Way Fee	\$0.91
	Sustainable Energy Trust Fund 24.8 TH x .01505	\$0.37
	Energy Assistance Trust Fund 24.8 TH x .00834	\$0.21
	Delivery Tax 24.8 TH x .07070	\$1.75
	Total Current Washington Gas Charges	\$38.16
	Total Washington Gas Charges This Period	\$38.16

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account, and only that person can authorize that a second name be added.

Customer Choice Program: You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to washingtongas.com/pages/CustomerChoiceinDC or call 703-750-1000.

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Ways to pay

Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at washingtongas.com

Phone

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 703-750-7944

Online

Pay your bill online anytime, day or night, at washingtongas.com. Enroll to receive bill notifications and ask for services.

Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

Budget Plan

Spread higher winter heating bills over the entire year. Call 703-750-7944 to enroll

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account.

Please note: If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

About your supplier

Your gas is supplied and distributed by Washington Gas. Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.

DC Commission phone: 202-626-5100
Fax: 202-393-1389 TTY/TDD: 711 or 202-855-1234
DC Commission address: 1325 G Street, NW 8th Floor, Washington DC 20005

Other Contacts

Bill Inquiries: 703-750-1000
711 for TTY/TDD; voice relay

Bill Inquiries outside your local calling area: 1-800-752-7520

If you smell gas: 911 or 703-750-1400
Office of People's Counsel (OPC) represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding the rates and services provided by utilities in DC. Visit the OPC website at www.opc.dc.gov, or write to 1133 15th Street, NW, Ste 500, Washington DC 20005, or call 202-727-3071.

Useful Information

CCF: A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

Distribution charge: Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

Customer charge: Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

PGC (Purchased Gas Charge): The cost of the natural gas we buy, plus the cost of transporting it to our system.

Therm (TH): A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

For more information about this bill or terminology used, please visit our web site at washingtongas.com/pages/UnderstandingYourBill

Questions? Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 703-750-1000 or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

Payment locations (M-F 8am-4pm)

1100 H Street, NW, Washington DC
2300 Martin Luther King Jr Ave, SE, Wash DC
350 Hillandale Lane, Winchester VA
1800 N Market St, Frederick MD

Payment Drop boxes are available at each of the above offices. Payment drop boxes are also located at: 101 Constitution Avenue, NW, Washington DC 6801 Industrial Rd, Springfield VA 4000 Forestville Road, Forestville MD

Multiple Global Express locations listed at washingtongas.com or by calling 1-800-989-6669

Need to change your information? If you've changed your mailing address or other personal details call us on 703-750-1000

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