

Virginia

Virginia Energy Assistance Program (VEAP)

- Federal funds are distributed to assist eligible customers in paying heating and cooling bills.
- Eligibility factors include household size, total household income, heating source, and type of dwelling.

For information on VEAP, available funding and eligibility for assistance programs, contact the following agency:

If you are dialing in-state, call **211**, or the **Virginia Department of Social Services Information and Referral Line** at **1-800-230-6977** for more information. Visit **211virginia.org** or **dss.virginia.gov**.

Weatherization Assistance Program

This program assists households with energy efficiency measures. Certain eligibility requirements apply. For more information, call the statewide weatherization agency at **540-662-8960**.

Washington Area Fuel Fund

Founded by Washington Gas and administered by The Salvation Army, the **Washington Area Fuel Fund (WAFF)** helps families who do not qualify for, or who have exhausted, government energy assistance. **WAFF** pays for all types of fuel to heat homes during the winter.

Washington Gas pays the administrative costs of the fund so 100% of **WAFF** contributions go to those who need assistance, which is available January 1 - May 31. For help, contact **The Salvation Army** at **1-888-318-WAFF (318-9233)**.

For more information or to contribute, go to **waff.salarmydc.org** or **washingtongas.com** when paying your bill. Checks can be made payable to **WAFF P.O. Box 1999, Washington, DC 20013**.

BUDGET PLAN

Customers who qualify can take advantage of the opportunity to spread the cost of winter heating over the entire year and lessen the impact of typically higher winter energy bills. Washington Gas calculates your average monthly payment based on historical

natural gas usage, adjusted for normal weather, and projected gas costs. Periodically, the company reviews your account to determine that the monthly estimate is on target.

Each month, your bill will show actual gas usage and bill amounts, along with budget installments, so you can review the information. At the end of your budget year, your twelfth monthly bill will reflect the last installment of your budget cycle - adjusted for the difference between actual and budgeted gas usage. Overpayments are credited to your account unless a refund is requested. If you use more gas than you pay for, you owe the company the difference. For more information, visit **washingtongas.com**. Call **703-750-7944** to enroll. *[For our customers in Frederick County, Maryland and in the Shenandoah Valley, Virginia region, who have budget billing questions, please call Washington Gas offices in your area.]*

CUSTOMER CHOICE

Through the Customer Choice program, customers may purchase natural gas from the retail energy supply company they choose or from Washington Gas. Participation is voluntary and could result in savings. Learn more at **washingtongas.com** and click on **Customer Choice**.



Know what's below.
Call before you dig.

Before beginning any project, call **811 Before You Dig**.

IMPORTANT SAFETY TIP

If you suspect a natural gas leak or other gas emergency and are unsure of its severity or what to do, evacuate the area immediately and dial 911 from a safe location.

Natural Gas Leaks/Emergencies:
911 or 703-750-1400, 1-800-752-7520



Washington Gas Customer Service:
703-750-1000

Automated Services:
703-750-7944

In Frederick County, Maryland:
301-662-2151
(or **911** in an emergency)

In the Shenandoah Valley area of Virginia:
540-869-1111
1-800-566-7436
(or **911** in an emergency)



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- Energy Efficiency & Safety
- Energy Assistance
- Budget Plan
- Customer Choice

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ENERGY EFFICIENCY & SAFETY

According to the American Gas Association, natural gas is three times more efficient than electricity when delivered to homes and businesses.

- The average U.S. home uses one-third less natural gas than in 1980.
- 90% of the energy content of natural gas reaches customers whereas less than 30% of the energy used to generate electricity remains usable.

Your Natural Gas Heating System

To help ensure that your natural gas heating system is operating efficiently and safely, have a licensed natural gas contractor perform a thorough inspection annually. The inspection should include the furnace, water heater, all pilot and burner chambers, venting systems and thermostats.

One of the easiest and most important energy saving steps you can take is to clean or replace air/furnace filters monthly to help your system operate properly and efficiently. Dirty filters block air flow, increase energy bills, shorten equipment life and could compromise safety.

More Tips to Keep Your Costs Down

- Set thermostats comfortably low in the winter and comfortably high in the summer. Consider installing a programmable thermostat.
- Caulk and weather-strip windows and doors that leak air.

- To help keep cold air out, use plastic sheeting installed on the inside of your windows.
- Check dampers in unused fireplaces; close if open.
- Check the temperature on your water heater and set it to *Warm* or *Low*, never more than 120 degrees Fahrenheit.
- Wash full loads of laundry in cold water, using specially formulated cold-water detergents.
- Air-dry dishes.
- Look for the *ENERGY STAR* label when buying new appliances.

Residential customers can save up to 30% of energy use by replacing furnaces and boilers with high-efficiency natural gas units.

Source: American Gas Association, "Energy Efficiency and Natural Gas Utilities June 2008 Fact Sheet".

IMPORTANT SAFETY TIP

Never use range-top burners or ovens for home heating purposes. Continuous burning can lead to the production of carbon monoxide and fire hazards.

Helpful Energy Resources

U.S. Department of Energy: eere.energy.gov or call 1-877-337-3463

Alliance to Save Energy: ase.org

ENERGY ASSISTANCE

If you are having trouble paying your natural gas bill, call Washington Gas at 703-750-1000 as soon as possible. Don't wait. The sooner you call, the better chance we have of helping you.

District of Columbia

Low Income Home Energy Assistance (LIHEAP)

- Federal funds are distributed to assist eligible customers in paying heating and cooling bills.
- Eligibility factors include household size, total household income, heating source and type of dwelling.

For information on LIHEAP, available funding and eligibility for assistance programs, contact the following agency:

District of Columbia - D.C. Energy Hotline
202-673-6750 | dceo.dc.gov

Residential Essential Service (RES)

Qualified Washington Gas customers receive a discount on a portion of the natural gas they use during the heating season. To be eligible for the RES discount, customers must use natural gas as the principal source for home heating and be certified by the District Department of the Environment Energy Office as eligible for the LIHEAP and the RES programs.

Weatherization Assistance

Residents can apply for repair and replacement of home heating and cooling systems and installation of energy-saving measures. For more information, call the **D.C. Energy Hotline** at 202-673-6750, or visit ddoe.dc.gov.

Maryland

Maryland Energy Assistance Program (MEAP)

- Federal funds are distributed to assist eligible customers in paying heating and cooling bills.
- Eligibility factors include household size, total household income, heating source and type of dwelling.

For information on MEAP, available funding and eligibility for assistance programs, contact the following agencies:

Maryland Department of Human Resources
1-800-352-1446

Office of Home Energy Programs
410-767-7218 or visit dhr.state.md.us/meap

Residential Essential Service (RES)

While this program is in effect, eligible residents may qualify for a discount on a portion of the natural gas they use during the heating season. Natural gas must be the principal source of home heating; recipients must be current on natural gas utility payments; and they must have applied for and receive assistance from MEAP.

Utility Service Protection Program (USPP)

Residents eligible for MEAP are eligible for USPP and can receive a natural gas bill for the same amount each month. Payment plans depend on natural gas usage from the previous year and the outstanding balance owed on the customer's gas bill. Customers must complete applications for MEAP in their county.

Weatherization Assistance Program

Energy-saving measures are provided at no cost to eligible families.

If you are dialing in-state, call the **Maryland Department of Human Resources** at 1-800-352-1446 for more information, or the **Office of Home Energy Programs** at 410-767-7218. Visit dhr.state.md.us/meap.

Washington Gas's Frederick County, Maryland, customers may call the **Frederick County Department of Social Services** at 301-600-2410.