

Step 5: Ask the right questions to learn about each supplier's terms and conditions. The Commission has compiled a list of "Frequently Asked Questions" consumers should ask when choosing a retail energy supplier.

Questions for Electric & Natural Gas Retail Suppliers

- Do I have to sign a contract? If yes, what are the terms and conditions of your contract?
- Does the price vary month to month?
- If the price is fixed, for how long?
- Is there a minimum charge?
- What kind of billing and payment options are available?
- Is there a penalty for switching suppliers before the end of the contract? If yes, how much is the fee?
- How will I be billed? Separately by the supplier, by Pepco, or by WGL?

Questions for Electric Retail Suppliers- <http://dcpsec.org/Retail-Choice/How-to-Choose/How-to-Choose-an-Electric-Supplier/Electric-Customer-Choice-FAQs.aspx>

- What is your generation and transmission rate?
- Are renewable resources used and to what extent?

Please note, if you are a Residential Aid Discount (RAD) Customer, you will lose the generation portion of the RAD subsidy if you switch from Pepco to another retail supplier.

Questions for Natural Gas Retail Suppliers-<http://dcpsec.org/Retail-Choice/How-to-Choose/Natural-Gas/Natural-Gas-Customer-Choice-FAQs.aspx>

- What is your natural gas supply price?
- Does this price include a "balancing charge?" If yes, how much is the balancing charge?

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Your charges in detail	
Rate Class:	Residential Heating Delivery Service
Meter number:	Next read date: Oct 20, 2016
Gas you've used this period	
Sep 21, 2016	Actual Meter Reading 1893
Aug 23, 2016	Actual Meter Reading 1875
Total CCF used	18
Total Therms (TH) used for 29 days	18.7
total CCF x 1.039	
Payments/Credits	You paid on Sep 6, 2016 Thank you -\$28.48
	Total Payments/Credits -\$28.48
Distribution Service	Previous Bill Amount \$19.23
	Payments/Credits Applied -\$19.23
	Balance brought forward \$0.00
	DISTRIBUTION SERVICE
	Customer Charge \$9.90
	Distribution Charge 18.7TH x \$0.3834 \$7.17
	PROJECTpipes Adjustment \$0.35
	TAXES
	Sustainable Energy Trust Fund 18.7TH x \$0.014 \$0.26
	Energy Assistance Trust Fund 18.7TH x \$0.0051 \$0.10
	Right of Way Fee \$0.72
	Delivery Tax 18.7TH x \$0.0707 \$1.32
	Total Current Washington Gas Charges \$19.82
	Total Washington Gas Charges This Period \$19.82
	The utility Purchase Gas Charge (PGC) is \$0.4368 this month which includes a balancing charge
Natural Gas supply service	Previous Bill Amount \$9.25
	Payments/Credits Applied -\$9.25
	Balance brought forward \$0.00
	Commodity 18.7TH x \$0.52 \$9.72
	Balancing 18.7TH x \$0.0058 \$0.11
	WGL Energy Services subtotal \$9.83
	Actual Monthly Distribution and \$29.65

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

Budget Plan
Spread higher winter heating bills over the entire year. Call 703-750-944 to enroll
Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account.

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

eMail
Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047
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 by WGL Energy Services. To contact WGL Energy Services: 1 844ASKWGL or (1-844-427-5945)
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/TTD: 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/TOO; 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/DC 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.
Therm (TH): A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.
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.

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 221514294
Payment locations IM-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 1-800-750-6669
Need to change your information?
If you've changed your mailing address, or other personal detail call us on 703-750-1000