



**Public Service Commission of the District of Columbia**  
1325 G Street N.W., Suite 800  
Washington, D.C. 20005  
202-626-5120  
[www.dcpsc.org](http://www.dcpsc.org)

## **Consumer Advisory**

**For Immediate Release: May 26, 2016**

**Contact: Kellie Armstead Didigu, Media Relations Specialist**  
**Email: [kdidigu@psc.dc.gov](mailto:kdidigu@psc.dc.gov)**  
**Office: 202-626-5124**

### **Washington Gas Online Billing and Payment Portal Will Be Shut Down Memorial Day Weekend**

Due to planned maintenance, the Washington Gas (WG) eService portal service will be shut down this Memorial Day Weekend. The eService portal will be unavailable beginning at 6:00 p.m. on Friday, May 27<sup>th</sup> until 8:00 a.m. on Monday, May 30<sup>th</sup>. During this maintenance period, WG customers can contact the WG Customer Service Center at 703-750-1000. Please note that the center will have limited access to customer account information. The WG Emergency Leak Line will remain operational and available 24/7 at 703-750-1400.

Since December 17, 2015, WG has been implementing changes to its eService portal with the intent of improving online account navigation, access, and account security. During implementation, the Commission has been monitoring WG's progress in addressing problems and is working with both customers and WG when necessary.

If you have experienced a problem with the eService portal and need help making a payment arrangement or with other issues, please contact the Commission's Office of Consumer Services at (202) 626-5120.

For additional updates, please visit WG at <https://www.washingtongas.com/>.

*The Public Service Commission of the District of Columbia is an independent agency established by Congress in 1913 to regulate electric, natural gas, and telecommunications companies in the District of Columbia.*

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