



ONE COMPANY. ONE TEAM.

HORIZONS 2015: UNITING ENERGY, TECHNOLOGY AND CONSUMERS SYMPOSIUM

CONSUMER TOOLKIT: HOW TO BECOME ENERGY SMART

MARK SHAVER / APRIL 18, 2015

VARIABLE PORTIONS OF YOUR GAS BILL

- **COST OF THE GAS**
- **QUANTITY USED**

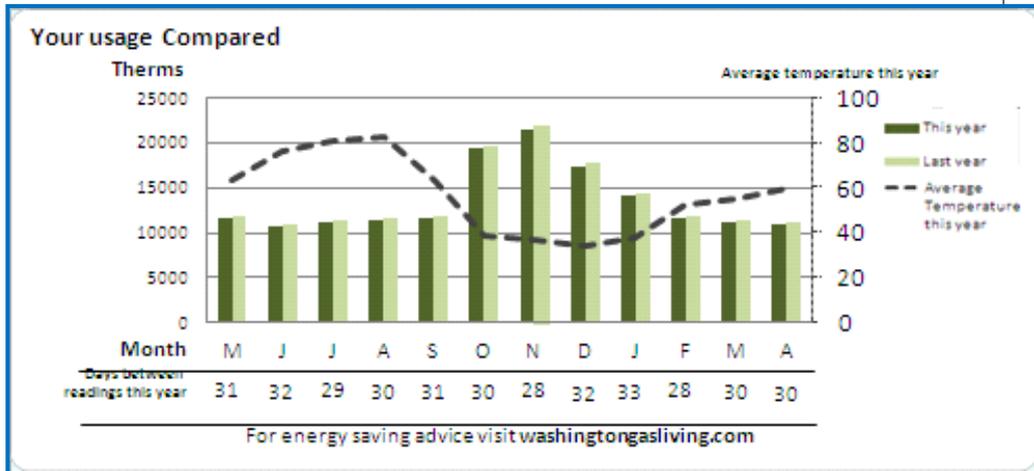
TOOL FOR CONTROLLING COST

DISTRICT OF COLUMBIA CUSTOMER CHOICE PROGRAM

- **Available on a full-scale basis since 2001**
- **Six Licensed Retail Energy Providers Serving the District of Columbia**
 - Offer pricing for the natural gas supply portion of your bill
 - May offer price incentives that could result in savings
- **Obtain more information at:**
 - **Washington Gas – washingtongas.com or 703-750-1000**
 - **District of Columbia Office of People’s Council – opc-dc.gov or 202-727-3071**
 - **Public Service Commission of the District of Columbia – dcpsc.org or 202-626-5100**

TOOLS FOR CONTROLLING USAGE

MONITOR & COMPARE YOUR USAGE PATTERNS



Washington Gas
A WGL Company

Page 1 of 2

Account Number: **3456789012**

Bill Date: **March 9, 2013**

Period: -

Service address: 63 Main St Anywhere, USA

Gas Bill

Please pay **\$83.48** by **March 29, 2013**

Please allow time for the payment to reach us. If you wish to inquire about your bill before the due date for payment, please do not charge for late payment.

Thanks for being a valuable customer of Washington Gas.
Your next meter reading date is **March 31, 2013**.

Questions?

washingtongas.com
703-752-1200
Mon - Fri: 8am - 8pm, Sat: 8am - 4:30pm

Washington Gas, Customer Care
800 Industrial Road
Springfield, VA 22154-4284

Your usage Compared

For energy saving advice visit washingtongasliving.com

Gas usage comparison converted to a graph

Balance brought forward: **\$0.00**

Current Gas Charges: **\$83.48**

Total Charges this period: **\$83.48**

Total to pay: \$83.48

See over for details >>>

Temporary Location

Call before you dig

When planning construction by contract or independent contractor that requires digging or excavation, call first, notify the underground utility line to clearing service, known as the One-Call Center, in your area at least two full business days (excluding weekends and holidays) before you are scheduled to begin the project.

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. Even during this choice rollout, lower gas costs are ultimately in your gas bill. For more information about the choice Program and to see a list of suppliers, go to washingtongas.com

Washington Gas
A WGL Company

101 Constitution Ave NW
Washington DC 20080
1-703-752-7520 • 1-800-752-7520

ADDRESS SERVICE REQUESTED

(Number postal code)
(Postal Day code)
RESIDENTIAL CUSTOMER
123 MAIN STREET
ANYWHERE USA 99999

Washington Gas Light Company, c/o Washington Gas
DUNR 00692 0607, Title 82-0-1622662

Account number: **3456789012**

Amount Due: **\$83.48**

Due Date: **Mar 29 2013**

Amount paid: **\$**

Check needs to come to the Washington Gas Fuel Fund. Don't forget to include our donation with your payment. Visit washingtongas.com for more info.

Fuel Fund donation: **\$**

(Postal bar code)
WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

9 3456789012000008348000008348C

washingtongas.com 4

TOOLS FOR CONTROLLING USAGE

MONITOR & COMPARE YOUR USAGE PATTERNS

Coming Soon!

ACCOUNT SUMMARY

Account Number **PAY All >>>** **Start New Service**

Choose Your Account Options **Stop EXISTING SERVICE >>>**

Bill Summary (as of June 20, 2014)

Current Balance	\$0.00
Bill Due Date	06/16/2014

PAY Bill >>> **VIEW Bill >>>** **VIEW History >>>**

To view your latest available billing information, click the VIEW BILL button above.
Concerned about an increase in your gas bill? [Learn more.](#)

Current Services & Enrollments

Billing and Payment Plans
Enrolled in eBill

Account Summary | Billing & Payments | Energy Usage | Account Services

Billing Address & Phone | Email Subscriptions

BILLING SUMMARY (as of May 30, 2014)

Current Balance	Due Date	Last Payment	Status	Date
\$014.71	6/16/2014	\$150.00	Pending	5/22/2014

[View Current Bill](#) [View Payment History](#)

ENERGY USAGE COMPARISON

Month to Month | Same Month Last Year

Comparing: Apr 2014 : May 2014

April 2014	May 2014
Gas Charges \$209.35	Gas Charges \$419.45
Total Therms 217.00	Total Therms 343.00
Billing Days 29	Billing Days 29
Avg. Temp 50°F	Avg. Temp 54°F

[View My Energy Use](#)

- ↑ You spent \$129.00 more on gas this month than last month.
- ↑ Your average daily usage went up by 50 % from last month.
- ↑ You used 126 more Therms this month than last month.
- ↑ Average daily temperature was 15% higher than last month.

Account Summary

The existing Account Summary at eservice.washgas.com is shown at left. On the right is an example of the enhanced account summary page, providing customers with more detail including month-to-month energy consumption comparisons and trends in natural gas usage.

TOOLS FOR CONTROLLING USAGE

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Coming Soon!

ACCOUNT SUMMARY

Account Number [dropdown] [PAY All >>>](#) [Start New Service](#)

[Stop EXISTING SERVICE >>>](#)

Choose Your Account Options [dropdown]

Bill Summary (as of June 20, 2014)

Current Balance \$0.00
Bill Due Date 06/16/2014

[PAY Bill >>>](#) [VIEW Bill >>>](#) [VIEW History >>>](#)

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Current Services & Enrollments

Billing and Payment Plans
Enrolled in eBill!

Account Summary **Billing & Payments** Energy Usage Account Services

[Current Bill](#) | [Billing & Payment History](#) | [eBill & AutoPay](#) | [Budget Billing](#) | [Payment Extensions](#) | [CashApp](#)

CURRENT BILL

Balance Due **\$25.99** [Excel](#) [Printable Bill](#)

Due Date **June 16, 2014**

Full Bill PDF Documents

Customers will continue to be able to click one button to see their full bill (below, center) as a PDF document using the user-friendly bill design. The images on either side of the PDF bill, show how customers can access the PDF document from the current site (left), and our enhanced site (right), coming mid to late 2015.

Washington Gas

Page 1 of 2

Account number: 059303116

Bill date: May 22, 2014
Period: Apr 23, 2014-May 22, 2014 (28 days)
Service address: 4814 N 47th
Hardwood St DC 98407

Gas Bill

Please pay **\$ 25.99** by **June 16, 2014**.

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

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is June 23, 2014.

Your usage compared

Month	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Usage (cu ft)	100	150	200	250	300	350	400	450	500	550	600	650	700	750	800	850	900	950	1000	1050	1100	1150	1200	1250

For average electric rates visit [washingtongas.com](#)

Full before you fly
Please call ahead to schedule a readjustment.
Full 877 before you fly. 877 before you fly.

Sign up for Paperless Billing
The paperless bill will help you manage better your costs.
Full the account holder at 199-788-7888 to avoid issues.

Washington Gas

101 Constitution Avenue, NW
Washington, DC 20004
1-800-739-1000 • 1-800-788-7888

ADDRESS SERVICE REQUESTED

Account Number: 059303116
Account Due: \$25.99
Due Date: 06/16/2014
Amount Paid \$

Check here to elect to the Washington Area Fuel Fund. Opt-in helps to include your metered with your payment. Visit [washingtonareafund.org](#).

Fuel Fund donation: \$

TOOLS FOR CONTROLLING USAGE

REDUCING YOUR USAGE

- Find energy-efficiency tips at www.washingtongas.com



Natural Gas. Efficient by Nature.

Smart energy use today could mean savings for you tomorrow.

Maximize Your Energy Savings

Here are some helpful **ENERGY SAVING TIPS** from Washington Gas:

- ✓ Caulk and weather-strip windows and doors.
- ✓ To help keep cold air out, use plastic sheeting installed on the inside of your windows.
- ✓ Set thermostats comfortably low in the winter and comfortably high in the summer. Consider installing a programmable thermostat.
- ✓ Check dampers in unused fireplaces and close them if they are 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.
- ✓ Look for the ENERGY STAR label when buying new appliances.
- ✓ Have your heating systems thoroughly inspected annually by a licensed contractor.



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Search

About Us | Newsroom | Careers | Information En Español | Contact Us | WGL Holdings Inc.

CUSTOMER INFORMATION | FOR YOUR BUSINESS | COMMUNITY SUPPORT | RATES | LIVING WITH NATURAL GAS

WELCOME TO WASHINGTON GAS

Natural Gas. Efficient by Nature.

For more than 100 years, Washington Gas has been distributing natural gas to customers in the District of Columbia, Maryland and Virginia. We bring natural gas to your home or business safely and reliably.

EMERGENCY INFORMATION

If you smell gas, or if you have an emergency involving natural gas, leave the area immediately, and call 911 and Washington Gas at 753-750-1400 or 1-800-752-7520.

WASHINGTON GAS SUPPORTS NATION'S CAPITAL GIRL SCOUTS

Washington Gas Supports Nation's Capital Girl Scouts

CUSTOMER SERVICES

753-750-1000

[SIGN IN](#) | [REGISTER](#)

I WANT TO:

TOOLS FOR CONTROLLING USAGE

REDUCING YOUR USAGE

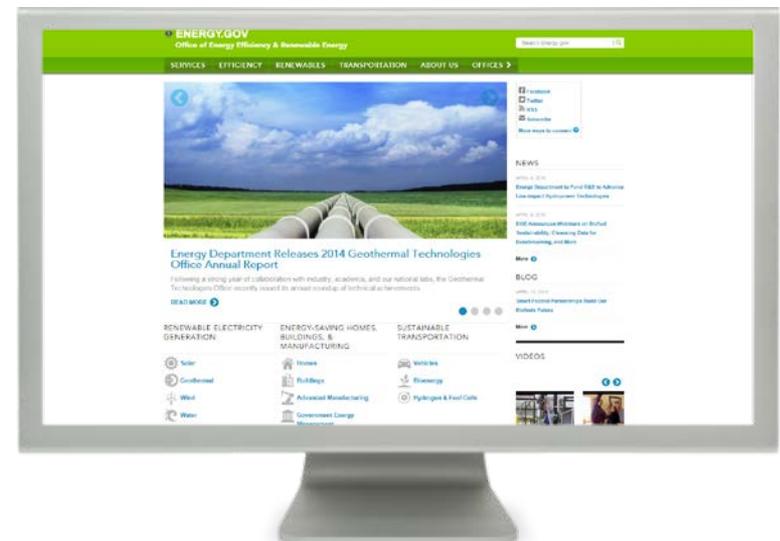
- Contact the District of Columbia Sustainable Energy Utility (DC SEU)
 - Provides energy efficiency and renewal energy programs for District residents
 - Visit www.dcseu.com or call 202-479-2222



TOOLS FOR CONTROLLING USAGE

REDUCING YOUR USAGE

- Other tools available:
 - U.S. Dept of Energy's Office of Energy Efficiency and Renewable Energy – www.eere.energy.gov/consumer or 877-337-3463
 - Alliance to Save Energy - www.energyhog.org



QUESTIONS

Contact Washington Gas

www.washingtongas.com

703-750-1000 or 800-752-7520

Natural Gas Emergencies – Dial 911, or the Washington Gas Emergency Leak Line at 703-750-1400/800-752-7520