



How to Read Your Gas Bill



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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.

10

Washington Gas A WGL Company

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Account number: 0123456789

Bill date: June 19, 2013

Period: May 17, 2013 - Jun 17, 2013 (31 days)

Service address: 123 MAIN STREET ANYWHERE USA 99999

Gas Bill

Please pay \$ 61.00 by July 9, 2013.

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

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	\$61.00
Payments/Credits	\$-31.00
Balance brought forward	\$0.00
Current Budget installment	\$31.00
Other Charges	\$30.00
Total Charges This Period	\$61.00
Total to pay	\$61.00

See over for details

Your budget plan

Monthly installment	\$31.00
Installments billed	4
Usage to date	\$190.04
Paid to date	\$93.00

Your usage Compared

Therms: Last year (dark grey), This year (light grey), Average temp (dotted line)

Temperature: Last year (dark grey), This year (light grey), Average temp (dotted line)

Month: J A S O N D J F M A M J

Days between readings this year: 32 29 30 31 30 33 31 29 32 29 30 31

For energy advice visit washingtongasliving.com

Call before you dig
 Prevent damage to underground pipelines.
 Call 811 before you dig. It's the law.

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

ADDRESS SERVICE REQUESTED

Account Number 0123456789
 Amount Due \$61.00
 Due Date Jul 09, 2013
 Amount Paid \$
 Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit washingtonareafuelfund.org.
 Fuel Fund donation \$

WASHINGTON GAS
 PO BOX 37747
 PHILADELPHIA PA 19101-5047

9 012345678900061000061004

Washington Gas A WGL Company

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Your charges in detail

Rate Class: Residential Heating
 Meter number: Z99999 Next read date: Jul 17, 2013

Gas you've used this period

Jun 17, 2013	Actual Meter Reading	4400
May 17, 2013	Actual Meter Reading	4387
Total CCF used		13
Total Therms (TH) used for 31 days		13.3

total CCF x 1.022

Charges this period

Previous Bill Amount	\$ 61.00
You paid on May 28, 2013	\$ -31.00
Thank you	
Balance brought forward	\$ 0.00
DISTRIBUTION SERVICE	
Distribution Charge 13.3 TH x .4797	\$ 6.38
All Applicable Riders	\$ 0.12
System Charge	\$ 11.25
NATURAL GAS SUPPLY SERVICE	
PGC 13.3 TH x \$.6351	\$ 8.45
TAXES	
Local Utility Tax	\$ 2.38
State and Local Consumption Tax	\$ 0.25
Total Current Washington Gas Charges	\$ 28.83
OTHER CHARGES	
WAFF Pledge	\$ 30.00
Total Other Charges	\$ 30.00
Total Washington Gas Charges This Period	\$ 58.83

Thank you for your WAFF contribution last month of \$ 10.00.

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.

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.
 Please note: A service fee is added for credit or debit card payments in Washington DC.

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.

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 Commission in your State. Washington Gas will furnish rate schedule and bill calculation data upon request.

Commission phone: 899-999-9999
 Commission address: 123 MAIN STREET, ANY TOWN USA

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 for 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.

System 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.

All Applicable Riders: Covers other regulatory charges as outlined in VA SCC General Service Provisions.

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

1100 H Street, NW, Washington DC (M-F 8am-4pm)
 3101 Martin Luther King Jr Ave, SE, Wash DC (M-F 8am-4pm)
 350 Hillendale Lane, Winchester VA (M-F 8am-4pm)
 1800 N Market St, Frederick MD (M-F 8am-4pm)

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 detail call us on 703-750-1000