

A Message to our Customers

# Notice

## NEW PAYMENT ADDRESS

In an effort to provide improved customer service, Washington Gas's **payment mailing address** will change **effective June 1, 2009**. The new payment address is as follows:

**Washington Gas  
P.O. Box 37747  
Philadelphia, PA 19101-5047**

**This address change is for Washington Gas payments only.** All other correspondence should be sent to our service center at 6801 Industrial Road, Springfield, VA 22151. If you have any questions or concerns, please feel free to call 703-750-1000.

Please be aware that this change does not affect customers who make payments through the Automatic Payment Plan, Electronic Funds Transfer or [washingtongas.com](http://washingtongas.com). However, if you make your payments via online banking, please update your records with the above address.

Customers may continue to make payments using our *Automated Services Line*, **703-750-7944** or in person at the following offices:

**Washington Gas Main Office**

101 Constitution Avenue, NW  
Washington, DC 20080  
8:30 a.m. to 4:30 p.m., Monday through  
Friday, except holidays

**Washington Gas Anacostia/  
Congress Heights Office**

3101 Martin Luther King, Jr., Avenue, SE  
Washington, DC 20032  
8:00 a.m. to 4:00 p.m., Monday through  
Friday, except holidays

Washington Gas will continue to accept payments **via Drop Box**: In **Maryland**, use the 24-hour drop box available in the parking lot of our Forestville office at 4000 Forestville Road. In **Virginia**, a 24-hour drop box is located in the parking lot of our Springfield location at 6801 Industrial Road. In the **District of Columbia**, customers will find drop boxes at our main office and Anacostia locations. **Washington Gas accepts only checks and money orders at drop boxes.**

**Western Union**: You may pay your gas bill through the Quick Collect service at locations nationwide. Call Western Union at **1-800-325-6000** for the location nearest you and for applicable Western Union service fees.

Frederick and Shenandoah customers may pay their bills in person or by drop box at the following offices:

**Frederick Office**

1800 N. Market Street  
Frederick, MD 21701  
8 a.m. to 4:30 p.m., Monday through  
Friday, except holidays

**Shenandoah Office**

350 Hillandale Lane  
Winchester, VA 22602  
7:30 a.m. to 4:30 p.m., Monday through  
Friday, except holidays



**Washington  
Gas**

[washingtongas.com](http://washingtongas.com)

**Customer Service: 703-750-1000**

**Natural Gas Leaks/Emergencies: 911 or 703-750-1400**

**Frederick County, MD Customers**

**Customer Service: 301-662-2151**

**Natural Gas Leaks/Emergencies: 911 or 301-662-2151**

**Shenandoah, VA Customers**

**Customer Service: 540-869-1111**

**Natural Gas Leaks/Emergencies: 911 or 540-869-1111**