

Understanding Your Washington Gas Bill...

Service Address

Provides details that specifically identify your account. The meter number has been added for further verification.

Gas Use

Calculates the amount of natural gas you've used in the current billing period.

NEW DATA: Energy Use History

Provides a year's worth of energy usage data that helps you track and compare efficiency and costs. (The average D.C. household uses approximately 900 therms annually.) Visit our Web site for historical price information, or call us.

Budget Plan

Provides Budget Plan customers with their account status.

For demonstration purposes only

www.washingtongas.com
PLEASE RETAIN THIS PORTION FOR YOUR RECORDS.

ACCOUNT INFORMATION

Service Address: 20000 SOMEWHERE ST.
Mailed 10/24/02
Account Number 1234567890
Meter ID No. 12345678
Rate Class RESIDENTIAL HEAT/COOL
Level
Meter Reading Date 11/20/02
Days in This Billing Period 31

Gas Use

Reading	Date	Method
Current Reading 3471	10/21/02	READ BY CO.
Previous Reading 3395	9/20/02	READ BY CO.
CCF of Gas Used 76		
Unmetered Gas Light (CCF) +		
Total CCF of Gas Used 76		
Conversion Factor X 1.024		
Total Therms (TH) Used 77.8		

12-MONTH ENERGY USE HISTORY

Mo.	Yr.	TH	Mo.	Yr.	TH
OCT	01	70.0	APR	02	50.0
NOV	01	80.0	MAY	02	30.0
DEC	02	150.0	JUN	02	30.0
JAN	02	150.0	JUL	02	30.0
FEB	02	150.0	AUG	02	30.0
MAR	02	70.0	SEP	02	60.0
TOTAL TH		900.0			

GAS USAGE DETAIL

TOTAL THERMS USED	77.8
DISTRIBUTION SERVICE	
DISTRIBUTION CHARGE	
77.8 TH @ \$.3504:	\$ 27.26
CUSTOMER CHARGE	\$ 7.49
NATURAL GAS SUPPLY SERVICE	
PGC @ \$.5898	\$ 45.89
DC RIGHTS-OF-WAY FEE	\$ 2.18
DC GROSS RECEIPTS TAX (GRT)	\$ 8.57
TOTAL GAS USAGE	\$ 91.39

CHARGES

PREVIOUS BILL AMOUNT	\$ 63.00
PAYMENTS RECEIVED	\$ 63.00
BALANCE FORWARD	\$ 0.00
CHARGES THIS PERIOD	\$ 0.00
BUDGET INSTALLMENT	\$ 63.00
TOTAL THIS PERIOD	\$ 63.00
TOTAL DUE 11/13/02	\$ 63.00

TO AVOID LATE PAYMENT CHARGES, FULL PAYMENT MUST BE RECEIVED BY THE DUE DATE.

Charges

Reflects the amount due and when. Budget Plan customers see their monthly installment included; otherwise, look for the total amount carried over from *Gas Usage Detail*.

(GAS USE EXPLANATION TO GO HERE IF METER CHANGE OCCURS)

Important customer information is on the back of this bill. Please detach this stub and return with payment. Make check payable to WASHINGTON GAS or pay online at www.washingtongas.com.



Washington Gas
P.O. Box 96502
Washington, DC 20090-0602
202-624-6049 • 703-750-1000

ADDRESS SERVICE REQUESTED

0000000307

SOMEONE
20000 SOMEWHERE ST.
SOMEWHERE, DC 20080-0000

Washington Area Fuel Fund
Check box and include donation with payment. (If you have previously pledged a donation, do not check box.)
Donation Amount \$ _____

Account No. 1234567890
Due Date 11/13/02 X
Amount Due \$ 63.00
Amount Paid \$ _____

Mailing Address or Name Change? Please check box and complete form on back.

Washington Area Fuel Fund

Provides you an opportunity to give the gift of warmth.

12345678900000897800088899

Gas Usage Detail

Calculates charges for the actual cost of the gas (PGC) and for delivering the gas (Distribution and Customer Charges) and adds any tariffs and fees imposed by your local government.

IMPORTANT CUSTOMER INFORMATION

The rate of measurement on your meter for the amount of natural gas used. One CCF is equal to 100 cubic feet, which equals one therm.

Estimated Meter Reading
Your natural gas usage is estimated when we do not have an actual meter reading. Estimates are based on: 1) how cold it is; 2) how much gas you have used in previous months; 3) how cold it is; 4) how much gas you have used in previous months. We can call to verify meter readings. 202-624-6049, 703-750-1000 or 800-722-7500.
If you think there is a problem with your estimate, the difference will be automatically adjusted to your next meter reading. If you think there is a problem with your estimate, we will be happy to meet with you to discuss your meter reading and how we may supply you with the actual meter reading.

Distribution Service
Distribution Service is the transportation of natural gas through the Washington Gas System to your meter. The cost of which is reflected through the Distribution Charge and the system charge that must be paid to the Washington Gas System.

Distribution Charge
The Distribution Charge covers the cost of moving your gas through the Washington Gas System to your meter. The monthly Distribution Charge is based upon the amount of gas you use.

Customer Charge
This charge covers certain costs of providing your service—operation, taxes, maintenance and repair of customer devices, and customer-related activities, such as meter reading and billing.

Natural Gas Supply Service
Natural Gas Supply Service is the price of natural gas, which varies and may be passed on to you. It is included in the Distribution Charge.

Purchased Gas Charge (PGC)
This is the cost of the natural gas delivered to the site of transportation to the Washington Gas System.

Therms (TH)
A therm is the unit of heat energy in natural gas. Because the heat content of gas varies, the Btu content of a therm is not constant. The Btu content of a therm varies by the gas used. Multiple by the Conversion Factor to obtain the Total Therms used on your bill.

Minimum 30-Day Billing
Minimum 30-day billing periods apply to all gas metering systems. The amount of gas used in the 30-day period is used to determine the amount of gas to be billed.

Gas Usage Detail
A gas usage detail is provided to the District of Columbia customers and approved by the District of Columbia.

Peak Usage Charge
A charge that covers a portion of the higher costs associated with the purchase and delivery of gas during high-demand winter months.

Service Tax
A tax on commercial customers imposed by the District of Columbia.

PAYMENT ADDRESS:
Payment Address: The mailing address for your gas bill payments is P.O. Box 96502, Washington, DC 20090-0602.

QUESTIONS ABOUT YOUR BILL:
Call us at 202-624-1000 or 800-722-7500. You may also write us with billing questions from 8 a.m. to 6 p.m., Monday through Friday, excluding 8 a.m. to 6 p.m. on Saturdays. We are unable to receive faxes. Sunday through Saturday, calling 24 hours. Tissue numbers are mailed for emergency response. For further assistance, please call the toll-free number. For more information, please visit our website at www.washingtongas.com.

CORRESPONDENCE:
Please address ALL correspondence to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4244. Processing of your payment and our response to your correspondence.

IMPORTANT PHONE NUMBERS:
If You Small Gas: 703-750-1000
Service Emergencies: 703-750-1000
24-Hour Toll Free: 800-722-7500
Mailing Department: 703-750-7975
If you need a meter, please call the toll-free number. If you need a meter, please call the toll-free number.

REGULATORY AGENCY NOTICE:
For Product Information or assistance in locating a meter, please call us at 202-624-1000 or 800-722-7500. If you need a meter, please call the toll-free number.

REGULATORY AGENCY NOTICE:
If you are a Public Service Commission of the District of Columbia, Washington Gas will furnish you with a copy of the Public Service Commission of the District of Columbia's rules and regulations. Call us at 202-624-1000 or 800-722-7500.

CHANGE OF MAILING ADDRESS OR NAME:
Customer Name (Old Name) Changed To: _____
Street Address (Old) _____ Apt. No. _____
City _____ State _____ Zip _____
Customer Name (New Name) Changed To: _____
Street Address (New) _____ Apt. No. _____
City _____ State _____ Zip _____
Mailing Address (New) _____ Apt. No. _____
City _____ State _____ Zip _____
Mailing Address (Old) _____ Apt. No. _____
City _____ State _____ Zip _____

Definitions are on the back of your bill.