



# 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 Maryland 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

**Washington Gas** www.washingtongas.com  
PLEASE RETAIN THIS PORTION FOR YOUR RECORDS.

**ACCOUNT INFORMATION**

Service Address: 20000 SOMEPLACE ST.  
Mailed 10/24/02  
Account Number 1234567890  
Meter ID No. 1234567  
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	
45.0 TH @ \$.3461:	\$ 15.57
32.8 TH @ \$.2432:	\$ 7.98
SYSTEM CHARGE	\$ 9.25
NATURAL GAS SUPPLY SERVICE	
PGC @ \$.5657	\$ 44.01
MD GRT SURCHARGE	\$ -0.01
TOTAL GAS USAGE	\$ 76.80

**CHARGES**

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

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

**BUDGET PLAN INFORMATION**

Monthly Installment	\$ 63.00
Used to Date	\$ 572.96
Installments Billed to Date	10
Paid to Date	\$ 504.00

## 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 OCCURRED)

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

**Washington Gas** P.O. Box 96502  
Washington, DC 20090-96502  
202-624-6049 • 703-750-0000

ADDRESS SERVICE REQUESTED

0000000307

1234567890000897800088899

**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*.

## Gas Usage Detail

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

**IMPORTANT CUSTOMER INFORMATION**

**CCF**  
The unit of measurement on your meter for the amount of natural gas used. One CCF is equal to 100 cubic feet, which equals five therms.

**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 or warm the weather has been and 2) how much natural gas you have used in previous months. You can call your meter reading to 202-624-6049, 703-750-0000 or 800-752-7700.

**Estimated Meter or Meter Number**  
If you read your meter or have a meter number that the estimate will be automatically adjusted the next time your meter is read. (Meters without meter reading cards will be mailed to you as they you may apply as well as the other message.)

**Distribution Service**  
Distribution Service is the transportation of natural gas through the Washington Gas system to your meter. The cost of this service is included in the monthly Distribution Charge. Distribution Service is a regulated service that must be purchased from Washington Gas.

**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.

**System Charge**  
This charge covers certain costs of providing your service—operations, taxes, maintenance and other expenses, such as meter reading and billing.

**Natural Gas Supply Service**  
Natural Gas Supply Service is the provision of natural gas to your meter. It is provided to you by your local gas supplier in the competitive market in Washington Gas.

**Purchased Gas Charge (PGC)**  
This is the cost of the natural gas you use. It is the cost of manufacturing the gas.

**Therm (Th)**  
A therm is the unit of measurement for natural gas. Because the heat content of gas may fluctuate, the heat content of gas is measured in British Thermal Units (BTU). The rate of gas usage is measured in therms. One therm is equal to 100,000 BTU.

**Meters with 20000 pounds per square inch or greater pressure**  
Meters with 20000 pounds per square inch or greater pressure are also subject to a 1.0% increase in the Distribution Charge.

**Montgomery County Surcharge and Prince George's County Energy Tax**  
A fee imposed by the County based on the number of therms used.

**Sales Tax**  
A fee on all commercial customers imposed by the State of Maryland.

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

**QUESTIONS ABOUT YOUR BILL:**  
Call us at 202-624-6049 or 800-752-7700. You may also write us with billing questions from 8 a.m. to 6 p.m. Monday through Friday, and from 8 a.m. to 4:30 p.m. on Saturdays. We are closed on most holidays through December 31. If your meter is read for emergency reasons, 24 hours a day. Please advise the meter of the representative assisting you. In order to avoid late charges, any report or complaint about this bill should be made prior to the Due Date.

**CONSENT NOTICE:**  
Please advise All correspondence to Washington Gas, Consumer Care, 680 Industrial Road, Springfield, VA 22151-4200. Your attention on your bill will call your attention to the percentage of your payment and our response to the percentage of your payment.

**IMPORTANT PHONE NUMBERS:**  
If No Small Gas: 202-750-1000  
Small Gas Customers: 703-750-1000  
24-Hour Toll Free: 800-752-7700  
If you need assistance with your bill, please call 703-750-7975 or 703-750-1000.

For product information or assistance in locating a meter, please call 703-750-1000 or 800-752-7700.

**REGULATORY AGENCY NOTICE:**  
Utility Name: Washington Gas Corporation  
The Maryland Public Service Commission, Washington Gas will continue to file rate cases and all rate cases will be subject to the Commission's approval.

**ASSIGNMENT OF PAYMENT PLAN:**  
This is a notice to you to pay your bill by automatic bill payment. If you do not wish to pay your bill by automatic bill payment, you must check your bill for the date when you should call Washington Gas to cancel the automatic bill payment. If you do not call Washington Gas to cancel the automatic bill payment, you will be charged for the automatic bill payment.

**Call and Pay:**  
Pay your bill over the phone by calling 703-750-1000. The payment will be deducted from your checking account.

**Change of Mailing Address**  
Customer Name (No Billing Change):  
Street Address:  
City:  
State:  
Zip:  
New Address (if any):  
City:  
State:  
Zip:  
Home Account Number:

Definitions are on the back of your bill.