



September 16, 2010

RE: Winter Preparedness Campaign – ACTION REQUIRED

Dear Interruptible Service Customer,

Washington Gas would like to thank you for choosing clean burning natural gas to serve your energy needs. As winter approaches, we would like to make sure we are both prepared for any interruption or curtailment that may be declared on your accounts this winter. ***Please take a few moments to carefully review and return the following information by October 15, 2010.***

- ***Contact Personnel Form*** –On the attached Contact Personnel Information form, please provide a primary contact followed by alternate contacts listed in the order that you wish the calls to be escalated to. For Property Management firms managing multiple accounts, please provide a Contact Personnel Information form for each interruptible service account. ***Please keep in mind that Washington Gas no longer uses an on-site alarm to signal interruptions or curtailments.*** Notification of operational information such as interruptions or curtailments is done using an outbound telephone calling and email system using the contact information you provide on the Contact Personnel Form. Interruptible Operations Updates are available at [www.washingtongas.com/interruptible](http://www.washingtongas.com/interruptible) and by the telephone at 703-750-4773. For future reference the enclosed magnet provides the website and hotline telephone number. ***To avoid penalties, it is imperative that you provide names and contact information of available personnel so that Washington Gas can notify you promptly of any declared service interruptions or curtailments.***
- ***Validation of Interruptible Readiness Form*** – is critical that you successfully test fire your boilers on alternate fuel to make sure all related equipment for each of your properties is in working order. All interruptible customers are solely responsible for complying with and Federal, State and Local regulations or permit obligations, including specifically environmental regulations or permit conditions. Washington Gas has no obligation or ability to verify compliance with such regulations or permit obligations by Interruptible Customers within its service territory. It is also critical that you maintain an adequate, uncontaminated alternate fuel supply at all times.
- ***Penalty Policy Overview*** - Upon receiving the notification, Washington Gas' Policy places the responsibility on the interruptible service customer to comply with all interruption procedures. Please keep in mind you have one (1) hour from the notification to switch all equipment on your interruptible meter to alternate fuel. This action is imperative in order to avoid the assessment of substantial penalties.

Please note the *Interruptible Level Assignment listed on the Contact Personnel Form*; as it may differ from last year's level assignment. Refer to this level assignment during any periods of interruption or curtailment.

***Please return the completed Contact Personnel Form and Validation of Interruptible Readiness to Washington Gas no later than October 15, 2010, as Washington Gas will be conducting a test of the outbound notification system during the week of October 25, 2010.*** These forms can be mailed to Washington Gas, Interruptible Services, 6801 Industrial Road, Springfield, VA 22151 or faxed back to 703-750-4441. If you have any questions, please contact your Account Manager or our Hotline at (703) 750-4773 and press zero (0).

Sincerely,

Douglas C. Dreist  
Supervisor, Partner Management  
Enclosures