

Washington Gas Interruptible Delivery Service Account AOBA Briefing

Presented By:
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AOBA Briefing

Monday, September 24, 2018

SAFETY MINUTE



AGENDA

- Customer Base
 - Interruption Process
 - Customer Experience
 - Questions & Answers

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Customer Base

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Friday, September 29, 2017

464 Interruptible Service Customers

- **140 DC Customers**

DC Interruptible Delivery Service Customers must purchase gas from a 3rd party natural gas supplier.

- **169 MD Customers**

MD Interruptible Delivery Service Customers must purchase gas from a 3rd party natural gas supplier.

- **155 VA Customers**

VA Interruptible Delivery Service Customers must purchase gas from a 3rd party natural gas supplier.



Interruption Process

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Interruption/Balancing Curtailment-Short Process

Interruption Definition:

- An interruption means, the interruptible delivery service customer must come off of natural gas and switch to their alternative heating source.

Balancing Curtailment –Short:

- In DC, WG will notify the customers of a balancing curtailment-short.
- In MD and VA, your supplier will notify you of a balancing curtailment-short.

Notifications:

- WG will issue a Interruption or Balancing Curtailment-Short notice by telephone, email and fax.
- Currently, WG must notify the customer at least 2 hours prior to an interruption or balancing curtailment-short.

Interruption/Balancing Curtailment-Short Process

- 10 AM – WG takes its daily reading. This is when interruptions or balancing curtailment-shorts generally begin.
- During the interruption or balancing curtailment-short, hourly readings are taken through MV-90 which allows us to monitor who is burning gas and who is not.
- Communication to the customers who continue to burn throughout interruption.
- A notification/update of the interruption or balancing curtailment-short is issued to advise customers that it ended and they can resume to normal operations.
- Billing will occur the following month, as normal. The customers who burned gas during the interruption are then assessed penalty charges.

Penalties

- Penalty charges:

- DC Properties - \$3.00 per therm for violating the interruption notice

- MD Properties - \$3.00 per therm for violating the interruption notice

- VA Properties - \$3.00 per therm for violating the interruption notice

- The Customer, in addition to the above penalty, shall pay the unauthorized consumption of gas charge rate equal to (i) the highest actual price paid during an interruption from a source from which actual purchases were made during the period of non-compliance; (ii) multiplied by a factor of 1.5; b) This penalty charge and the unauthorized consumption gas charge rate shall be in addition to any damages, penalties, fines and/or charges incurred by the Company directly attributable to violating the interruption notice



Customer Experience

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Monday, September 28, 2018

Key Accounts

Administration/Customer Experience

Our role is to service our Key Accounts/Interruptible Customers to ensure that you have a great customer experience.

- We will be the key point of contact for all questions/concerns
- We will follow-up to ensure that your questions/concerns have fully been addressed
- We will notify customers during an interruption phase
- We will address billing issues/concerns

Key Accounts Administration Open House

Washington Gas will host our first Key Accounts Interruptible Delivery Service Customer Open House on Thursday, October 25, 2018, at Washington Gas Springfield Center.

By attending, you will have the opportunity to engage and provide feedback to personnel from various business groups within Washington Gas as well as learn the role they play in the Interruptible Delivery Service Customer Experience.

- Key Accounts Administration
- Energy Acquisition
- System Planning
- Rates
- Regulatory Affairs
- Customer Measurement
- Chemical Engineering

Customer Experience Contacts

Key Accounts Administration

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Questions & Answers

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