

Washington Gas Interruptible Delivery Service Account AOBA Briefing

Presented By:
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AOBA Briefing

Thursday, September 17, 2015

SAFETY MINUTE



AGENDA

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

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Customer Base

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551 Interruptible Delivery Service Customer

- **169 DC Customers**

DC Interruptible Delivery Service Customers have the option of purchasing natural gas from a 3rd party natural gas supplier or at the market price (Sales Delivery Service Customers).

- **196 MD Customers**

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

- **186 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 is must notify the customer at least 1 hour prior to an interruption or balancing curtailment-short. (tariff changes are in the works)

Interruption/Balancing Curtailment-Short Process

- 10 AM – WG takes its daily reading. This 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.
- Present Day Penalty charges:
 - DC Properties - \$2.25 per therm + commodity rate + distribution charges
 - MD Properties - \$2.25 per therm + commodity rate + distribution charges
 - VA Properties - \$1.50 per therm + commodity rate + distribution charges



Tariff Changes

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PROPOSED TARIFF CHANGES

- WG filed DC Interruptible Service tariff on May 26, 2015 in GT 2014-03.
- In Virginia, the Interruptible and Interruptible Delivery Service tariffs were filed on September 1 in Case No. PUE-2014-00091
 - Sept 10, 2015 – HE Ruling recommending the Commission approve the revised tariffs
- Maryland: WG is hoping to file tariffs consistent with DC tariffs this week.



Customer Experience

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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 a our first Key Accounts Administration's Interruptible Delivery Service Customer Open House on October 22 & 23, 2015, 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 Experience Contacts

Key Accounts Administration

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Questions & Answers

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