



September 15, 2015

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. The winter of 2015-2016 presented our service territory with the most significant cold weather in years which pushed our distribution system to record gas send outs. The result of this cold weather was multiple interruptions and curtailments, as Washington Gas relies on the ability of our interruptible customers to curtail/stop gas usage when notified to allow us to operate our system safely and efficiently for all of our over 1.2 million customers. As winter approaches, we would like to make sure we are both prepared for any interruption or curtailment that may be declared on your account(s) this winter. **Please take a few moments to carefully review the information in this package and return the Interruption Contact Personnel Document and the Validation of Equipment Readiness form.**

- **Interruption Contact Personnel Document** – Please review the contact information on the enclosed document for accuracy and make any changes required. For Property Management firms managing multiple accounts, a document for each account has been provided. Notification of operational information such as interruptions or curtailments is done using an outbound telephone calling, facsimile and email system using the contact information you provide. **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. Interruptions and curtailments are typically signaled during working hours, but may be called at any time; with this in mind please provide after-hours contact numbers for your personnel.**
- **Validation of Equipment Readiness** – It 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. **Please note there are no waivers of penalties for mechanical failures.** Additionally this year we have included an option to request an analysis of our ability of our distribution system to convert your property from interruptible to firm service. Please note firm delivery service rates are higher than interruptible delivery service rates.

Additionally as an Interruptible Customer there are several important items that you need to be aware of:

- **Penalty Policy Overview** - Upon receiving the notification, Washington Gas' Policy places the responsibility on the interruptible service customer to comply with all interruption procedures. Tariffs in all jurisdictions require us to provide a minimum of one (1) hour notification of an interruption or curtailment. We will always strive to provide as much notice as possible to allow for operational scheduling. When notified of an interruption the facility must stop all use of natural gas at or before the interruption time and switch all equipment on your interruptible meter to alternate fuel. This action is imperative in order to avoid the assessment of substantial penalties.
- **Interruptible Operations** – Interruptible Customers are subject to several types of operational actions, notifications of operational issues are made utilizing an outbound notification system, which utilizes telephone calls, facsimile messages and email messages. Additionally interruptible operational information is available at [www.washingtongas.com/interruptible](http://www.washingtongas.com/interruptible) and the interruptible operation hotline at 703-750-4773.

- **System Interruption-** Interruptible customers must switch to their alternative fuel and **stop** all use of natural gas. This typically occurs when customer demand for natural gas is high and the Washington Gas delivery distribution system cannot maintain adequate pressure to supply our firm natural gas customers. Additionally in jurisdictions where interruptible sales service is available, sales service interruptible customers are interrupted when peaking or spot commodity resources are utilized to satisfy the system demand. Interruptible delivery service customers are those customers where the commodity is supplied by a third party natural gas supplier, Interruptible delivery service customers are still required to adhere to interruptions and stop all use of natural gas. Your third party natural gas supplier does not bring gas to the Washington Gas system on your behalf when an interruption has been signaled.
  
- **Balancing Curtailment** – This occurs when the Washington Gas system is utilizing its firm resources to meet the load requirements of its firm customers and interruptible resources are inadequate or unavailable. All interruptible delivery service customers must ensure that their third party energy supplier delivers gas to the Washington Gas delivery system in a quantity equal to or exceeding their usage. Based on tariff language, only interruptible delivery service customers in the District of Columbia are notified individually. Before stopping use of natural gas or switching to an alternative fuel, interruptible customers in all jurisdictions should contact their third party natural gas supplier for operational information specific to their account.
  
- **Interruptible Level Assignments** - Please note the Interruptible Level Assignment listed on the Interruptible Contact Personnel Document, as it may differ from last year's level assignment .Please note interruptible customers in our Shenandoah and Frederick service territories have had new levels assigned to align with our standard interruption levels. These assignments are reviewed annually and may differ from last year's assignment. This level will be referenced when Washington Gas signals an interruption or curtailment.
  
- **Telephone Line** – Washington Gas interruptible customer meters utilize a modem to allow meter reading and daily volume assignment. All interruptible customers are required to maintain a dedicated analog telephone line for the exclusive use of Washington Gas.
  
- **Interruptible Accounts** – Service is provided to interruptible accounts under specific tariff terms on a premises basis, meaning that change of ownership, failure to notify Washington Gas of changes in ownership or management, or failure to return forms contained in this readiness package do not remove the premises from the responsibilities of an interruptible account including interruptions and curtailments. Interruptible accounts receive a significantly lower distribution cost than a firm account based on the ability to interrupt and or curtail as detailed in each jurisdictions tariff.

***Please return the completed Interruptible Contact Personnel Document and Validation of Equipment Readiness forms to Washington Gas by October 31, 2015. Washington Gas will conduct a test of its outbound notification system in early November using the information provided.***

These forms can be returned to Washington Gas, Key Accounts by any of the following methods:

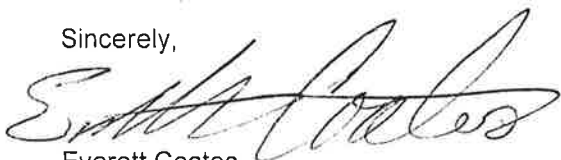
✉ email – [keyaccounts@washgas.com](mailto:keyaccounts@washgas.com)

✉ mail – Washington Gas – Key Accounts, 6801 Industrial Rd, Springfield, VA 22151

☎ facsimile – 703-750-4441

If you have any questions, please contact us via our Hotline at (703) 750-4773, option "2" and an Account Manager will contact you.

Sincerely,



Everett Coates  
Manager – Customer Experience

Enclosures



**Washington  
Gas**

## Interruptible Service Penalty Policy Overview

Washington Gas tariffs require that, in cases where continuous operation of facilities is necessary, a customer must maintain alternate fuel equipment, including fuel supply for operation, in satisfactory operating condition. **Customers are advised, accordingly, to conduct periodic inspections along with the test firing, if applicable, of their alternate fuel equipment.** All interruptible customers are solely responsible for complying with any Federal, State and Local regulations or permit obligations, including specifically environmental regulations or permit conditions. Washington Gas Light Company has no obligation or ability to verify compliance with such regulations or permit obligations by Interruptible Customers within its service territory. **There are currently no provisions for waivers of penalties in the event of mechanical failure of customer equipment.**

Upon receiving notification of an interruption, Washington Gas policy places the responsibility on the interruptible service customer to comply with interruption procedures. Tariffs in all jurisdictions require Washington Gas to provide a minimum of one (1) hour notification of an interruption or curtailment (notification of interruptions are made in District of Columbia, Maryland and Virginia; notification of curtailments are only made to District of Columbia interruptible customers, Maryland and Virginia curtailment notifications are made to your third party natural gas supplier). We will always strive to provide as much advance notice as possible of any interruptible operation to allow for operational scheduling. When notification of an interruption is made, the facility must insure that they stop all usage of natural gas on the interruptible meter at or before the designated interruption time. If a customer fails to comply with any interruption notice delivered by the Company, the customer shall be billed for the unauthorized use of gas during the period of the interruption at the penalty rates listed below and the amount of any penalty, fine, or charge incurred by the Washington Gas and the distribution cost based on tariff. This includes the cost of commodity that Washington Gas must procure as a result of any unauthorized use of gas by the customer.

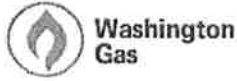
**DC Accounts - \$2.25 per therm + commodity rate + distribution charge.**

**MD Accounts - \$2.25 per therm + commodity rate + distribution charge.**

**VA Accounts - \$1.50 per therm + commodity rate + distribution charge.**

Unauthorized gas penalty charges are current as of September 25, 2014, and are subject to change as approved by Commission action in each jurisdiction.

Updated September 2015



# Sample

## VALIDATION OF EQUIPMENT READINESS

This validation is for the following location:

Washington Gas Account Number:

Property:

Address:

Please provide/update the following contact information:

Primary Administrative Contact:

Contact Name:

Primary Phone:

Alternate Phone:

Fax:

Email:

Please review the following statements and indicate which one most accurately describes the interruptible status of this specific energy plant:

- This energy plant's interruptible equipment has been tested on its alternate fuel and was found to perform satisfactorily. The equipment was switched from gas to its alternate fuel on \_\_\_\_\_(date) and returned to natural gas on \_\_\_\_\_(date). This plant can operationally curtail its use of natural gas when notified by Washington Gas to interrupt.
- This energy plant's interruptible equipment has been tested on its alternate fuel and was found not to perform satisfactorily. This failed test occurred on \_\_\_\_\_(date). Repairs will be made by \_\_\_\_\_(date). We understand that if property is unable to switch to its alternate fuel during a signaled interruption that penalties will be incurred for any gas usage during an interruption.
- This energy plant has interruptible service. However, it does not maintain alternate fuel capabilities. We will comply with all interruptible operations and curtailments by tariffs when notified by Washington Gas. We understand that if property utilizes natural gas during a signaled interruption that penalties will be incurred.

*All interruptible customers are solely responsible for complying with any Federal, State and Local regulations or permit obligations, including specifically environmental regulations or permit conditions. Washington Gas Light Company has no obligation or ability to verify compliance with such regulations or permit obligations by Interruptible Customers within its service territory.*

Please provide the following information if an alternate fuel is used (maintained confidential):

Type of alternate fuel  #2 fuel oil  # 6 fuel oil  Other (specify) \_\_\_\_\_

Alternate fuel onsite storage capacity \_\_\_\_\_gallons

Expected full load run time \_\_\_\_\_ days

I validate that the above information is accurate and based on the most recent test of the interruptible equipment at the above address:

\_\_\_\_\_  
Plant Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Technician Completing Test

\_\_\_\_\_  
Date

Please return completed form to Washington Gas by **October 31, 2015** via Fax: 703.750.4441

Email: [keyaccounts@washgas.com](mailto:keyaccounts@washgas.com) or

Mail: Washington Gas Key Accounts 6801 Industrial Road Springfield, VA 22151

This Validation of Interruptible Readiness form is used for Washington Gas (WG) purposes only. It provides WG the necessary information to assure that interruptible sale and interruptible delivery service customers maintain the operating flexibility to curtail dependency on natural gas when requested by WG.

# Sample

Account #:  
Management  
Company:  
Customer:  
Service  
Address:

Level Assignment: 35

Interruptible Status  
Updates:

Hotline @ (703) 750-4773

Website @ [www.washingtongas.com/interruptible](http://www.washingtongas.com/interruptible)

Contact #1

Name: \_\_\_\_\_

Phone #1: \_\_\_\_\_

Fax #: \_\_\_\_\_

Contact #2

Name: \_\_\_\_\_

Phone #1: \_\_\_\_\_

Phone #2: \_\_\_\_\_

Ext: \_\_\_\_\_

Fax #: \_\_\_\_\_

Contact #3

Name: \_\_\_\_\_

Phone #1: \_\_\_\_\_

Fax #: \_\_\_\_\_

Contact #4

Name: \_\_\_\_\_

Phone #1: \_\_\_\_\_

Fax #: \_\_\_\_\_

Contact #5

Name: \_\_\_\_\_

Phone #1: \_\_\_\_\_

Fax #: \_\_\_\_\_

Contact #6

Name: \_\_\_\_\_

Phone #1: \_\_\_\_\_

Ext: \_\_\_\_\_

Phone #2: \_\_\_\_\_

Ext: \_\_\_\_\_

Fax #: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Updated by: \_\_\_\_\_

Date: \_\_\_\_\_