

Washington Gas' public awareness communications are provided in print through direct mail for our paper bill customers and electronically on our eService on customers' "accounts summary" page to ensure 100% coverage for Washington Gas' LDC public awareness program. Additionally, all safety messaging is available on the company's website, [washingtongas.com](http://washingtongas.com).

For clarity, we have included a specific safety messaging distributed through Washington Gas' quarterly customer newsletter and Maryland customer handbook as well as the frequency of delivery. Additionally, we have provided the messaging included in the company's biannual paid newspaper safety advertisements.

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### **Customer Newsletter**

The customer newsletter is distributed quarterly and includes PAP messaging for Washington Gas' LDC program. Topics include:

#### *2011 Customer Newsletter*

- Winter (December)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - How pipelines work (pipeline safety)
- Spring (March)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Excess flow valves
  - Don't forget your roots – planting in your yard
- Summer (June)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Call 811 before you dig
  - How pipelines work (pipeline safety)
  - Meter tampering/gas theft
- Fall (September)
  - Gas pipe maintenance
  - Appliance safety, installation and inspection
  - Winter essentials – safety tips

#### *2012 Customer Newsletter*

- Winter (December)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - How pipelines work (pipeline safety)
  - Winter essentials – safety tips
- Spring (March)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Excess flow valves
- Summer (June)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Call 811 before you dig
  - How pipelines work (pipeline safety)
  - New safety technology: radio frequency identification (RFID) marker balls

- Fall (September)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Winter essentials – safety tips

*2013 Customer Newsletter*

- Winter (December)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - How pipelines work (pipeline safety)
  - Winter essentials – safety tips
- Spring (March)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Excess flow valves
  - Don't forget your roots – planting in your yard
- Summer (June)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Call 811 before you dig
  - How pipelines work (pipeline safety)
  - Meter tampering/gas theft
- Fall (September)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Winter essentials – safety tips

*2014 Customer Newsletter*

- Winter (December)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - How pipelines work (pipeline safety)
  - Winter essentials – safety tips
- Spring (March)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Excess flow valves
  - Don't forget your roots – planting in your yard
- Summer (June)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Call 811 before you dig
  - How pipelines work (pipeline safety)
  - Meter tampering/gas theft
- Fall (September)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Winter essentials – safety tips

*2015 Customer Newsletter*

- Winter (December)

- What to do if you smell natural gas (recognize, react and respond; gas migration)
- How pipelines work (pipeline safety)
- Winter essentials – safety tips
- Spring (March)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Excess flow valves
  - Don't forget your roots – planting in your yard
- Summer (June)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Call 811 before you dig
  - How pipelines work (pipeline safety)
  - Meter tampering/gas theft
- Fall (September)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Winter essentials – safety tips

*2016 Customer Newsletter*

- Winter (December)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Winter essentials – safety tips
  - How pipelines work (pipeline safety)
  - Access to Washington Gas-owned equipment
- Spring (March)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Excess flow valves
- Summer (June)
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Call 811 before you dig
  - How pipelines work (pipeline safety)
  - Meter tampering/gas theft
  - Structures over service
- Fall (September)
  - Call 811 before you dig
  - Gas pipe maintenance
  - Winter essentials – safety tips

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**MD Customer Handbook**

The customer handbook is distributed annually to all customers of record every October. Additionally, the handbook is provided to all new customers with their first bill. Safety messaging includes:

- What does natural gas smell like?
- What to do if you smell natural gas
- Signs of natural gas
- Gas migration
- How to receive free natural gas safety/mercaptan scratch-n-sniff brochures

- Responding to your call
- How pipelines work
- Call 811 before you dig
- Cross bore safety
- Call Before You Clear
- Gas pipe maintenance
- Excess flow valves
- Emergency preparedness
- Carbon monoxide
- Using natural gas appliances safely
- Making appliances safe
- Access to company-owned natural gas equipment
- Structures over service
- Meter tampering/gas theft
- Emergency turn off
- Where to find more safety information
- Washington Gas and emergency officials contact information

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**Natural Gas Safety /Mercaptan Scratch-N-Sniff Brochure**

The Natural Gas Safety Brochure is distributed biennially on odd years to all customers of record in July. The brochure is published in English and Spanish and includes a scratch-n-sniff sample of mercaptan as well as the following safety messaging:

- What to do if you smell natural gas
  - How to recognize, react and respond to a natural gas leak or other gas emergency
  - Gas migration
- How pipelines work (pipeline safety)
- Call 811 before you dig
- National pipeline mapping system
- Where to find an overview of Washington Gas’ pipeline integrity management programs
- Washington Gas and emergency officials contact information

Note: In 2017, Washington Gas plans to enhance its LDC delivery frequency of the natural Gas Safety/Mercaptan Scratch-N-Sniff brochure for distribution annually.

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**Additional LDC Safety Messaging**

- 811 call before you dig bill insert
- Call before you clear/cross bore safety bill insert
- Structures over service bill insert
- Pipeline integrity/access to company-owned equipment bill insert
- Biennial public awareness effectiveness customer survey bill insert on odd years
- Biannual, paid safety advertisements in newspapers throughout Washington Gas’ service territory
  - What to do if you smell natural gas (recognize, react and respond; gas migration)
  - Call 811 before you dig
  - Structures over service

NOTE: Messaging for the safety advertisements is subject to continual improvement. However, the baseline messaging has remained the same since 2011: what to do if you smell natural gas

(recognize, react and respond); gas migration; and call 811 before you dig. The language regarding structures over service was added in 2015 as an enhancement.

- Brochure and insert distribution at community events