RECEIVED 2018 MAR 28 12:52 PM (E)

**From:** Jackson, Stephanie P [mailto:SJackson@washgas.com]
**Sent:** Wednesday, March 28, 2018 11:20 AM
**To:** Smith, Maurice (PSC) <msmith@psc.dc.gov>; Galloway, Donna (PSC) <dgalloway@psc.dc.gov>
**Cc:** Rodriguez, Ruben <RRodriguez@washgas.com>; Murdock, Anthony <AMurdock@washgas.com>
**Subject:** Washington Gas Billing Invoicing Error - DC Commission Communication 03-28-18

Maurice,

Washington Gas would like to inform you that on March 27, 2018, the Washington Gas Customer Service department was notified that approximately 5,330 District of Columbia accounts were not invoiced on March 19. While conducting a review of this issue, it was found that a misstep occurred when the print files that were sent to Kubra, Washington Gas' billing distribution center, errored out and our ITS department recreated the invoices with an incorrect date to rectify the error. As a result, we have determined the following:

- All of the invoices generated on March 21, were printed and mailed twice, as mentioned above. There is no impact to our AutoPay customers because the issue is limited to the duplication of the printed bills.
- All of the invoices generated on March 20, were printed and mailed on schedule.
- All of the invoices generated on March 19, were not printed. Corrective actions to take place are as follows:
    - ITS department will create the print file containing all invoices generated on March 19 and will send to Kubra for printing and mailing on March 28.
    - Notification was given to Kubra to prioritize and expedite the printing of this file.
    - All impacted accounts will have interest locks placed on each account to prevent any issuance of late charges. With the March 19, delayed mailing, customers will have less time to pay their bills and the Call Center may incur additional call volumes from affected customers. The interest/late payment locks will allow customers more time to pay, through May, to compensate for the delay.
    - Customer accounts impacted will have a notated explanation placed on their accounts to assist Customer Advocates response to customer inquiries regarding the delay with receiving their paper bill(s).

Sincerely,
Stephanie

*Stephanie Jackson*
Manager, Customer Experience
**Washington Gas** | A WGL Company
**P 202-624-6312** | **sjackson@washgas.com**
6801 Industrial Rd., Springfield, VA 22151
energy answers. ask us.
WashingtonGas.com
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