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Washington Gas Earns "Most Trusted Brand" Rating in National Energy Utility Study

Market Strategies International names Washington Gas as a top trusted utility brand among residential customers

WASHINGTON--(BUSINESS WIRE)-- Washington Gas, a WGL (NYSE: WGL) company, has been ranked as a Most Trusted Brand in 2017 among residential utility customers, according to a new Cogent Reports™ study by Market Strategies International. The findings, which designate 44 utilities across the country as "Most Trusted Brands," can be found in [The 2017 Utility Trusted Brand & Customer Engagement: Residential study](#).

Washington Gas was recognized for several factors, including its customer focus, company reputation and advocacy, community support, communications effectiveness, environmental dedication and reliable quality. Founded in 1848, Washington Gas delivers natural gas to more than 1.1 million customers throughout the Washington D.C. region.

"Washington Gas takes great pride in our strong commitment to customer service while holding safety paramount. The company continues to expand new service offerings and remains committed to community engagement while delivering clean, reliable and affordable natural gas to our customers," said Adrian Chapman, President and Chief Operating Officer, Washington Gas. "We are honored to be recognized as a trusted company by our customers and the communities we serve, and will continue providing clean energy solutions as we uphold our dedication to corporate citizenship."

A Washington Gas initiative that played a key role contributing to this recognition includes recently establishing its customer service, credit and collections and billing operations in Virginia. More than 200 new jobs were established in Virginia as the company transitioned from offshore customer service operations to a domestic call center contractor in Hampton and Martinsville. The company also continues its robust customer communications efforts by providing information on natural gas safety, energy conservation, federal and regional energy assistance programs as well as information to assist customers in understanding their bills and the options to pay bills online and by telephone.

For WGL, parent company of Washington Gas, giving back to the community is a core company value, whether through volunteer time, philanthropic work or charitable contributions. Last year, WGL and its more than 1,500 employees volunteered more than 12,000 hours to help those in need across the region. The company also provided more than \$1 million in corporate contributions to 135 local organizations.

The study is in its fourth year and benchmarks brand performance on a quarterly basis among 59,823 utility consumers. The brand trust index is based upon 35 rating questions that relate to a suite of emotional attachment and management performance factors. The Most Trusted Brands group of utilities scored 40 points higher on brand trust than their industry peers.

About Washington Gas

Washington Gas Light Company is a regulated natural gas utility providing safe, reliable natural gas service to more than 1.1 million customers in the District of Columbia, Maryland and Virginia. A subsidiary of WGL Holdings, Inc. (WGL), the company has been providing energy to residential, commercial and industrial customers for 169 years.

About WGL

WGL (NYSE: WGL), headquartered in Washington, D.C., is a leading source for clean, efficient and diverse energy solutions. With activities and assets across the U.S., WGL consists of Washington Gas, WGL Energy, WGL Midstream and Hampshire Gas. WGL provides options for natural gas, electricity, green power and energy services, including generation, storage, transportation, distribution, supply and efficiency. Our calling as a company is to make energy surprisingly easy for our employees, our community and all our customers. Whether you are a homeowner or renter, small business or multinational corporation, state and local or federal agency, WGL is here to provide Energy Answers. Ask Us. For more information, visit us at wgl.com.

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Washington Gas

News Media:

Bernie Tylor, 202-624-6778

btylor@washgas.com

or

Financial Community:

Douglas Bonawitz, 202-624-6129

Source: Washington Gas

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