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## Washington Gas Named 2017 Customer Champion in Study of Top Utilities

*Among 49 companies recognized for the industry's strongest customer engagement through superior service, brand and product experience*

WASHINGTON--(BUSINESS WIRE)-- Washington Gas, a WGL Holdings, Inc. (NYSE: WGL) company, has been named as a 2017 Customer Champion utility company, according to a new Cogent Reports study conducted by Market Strategies International. The results, which recognized the top 49 utilities throughout the country that accomplished the industry's strongest customer engagement through customer service, brand and product experiences, can be found in a published study called [Utility Trusted Brand & Customer Engagement™: Residential](#).

Washington Gas earned high marks for several achievements, including rating better than its industry peers for being a well-managed company, maintaining a strong brand, demonstrating superior management of customer operations, leading the industry in innovation, and building the new energy economy. With more than 1.1 million customers in Washington D.C., Maryland and Virginia, Washington Gas has provided safe, affordable and reliable natural gas for more than 169 years. Earlier this year, the company [ranked](#) as a Most Trusted Brand in 2017 among residential utility customers by Cogent Reports.

"Washington Gas has always been a champion of customers, and strives to deliver an exceptional customer experience for the communities in the D.C. region that we have been honored to serve for nearly 170 years," said Adrian Chapman, President and Chief Operating Officer, Washington Gas. "We are proud to earn industry recognition for service excellence, and commend the hard work and dedication of our employees and leadership. Washington Gas will continue to adhere to high standards of safety and service quality as a trusted energy partner to our valued customers."

Now in its fourth year of the study, Cogent Reports conducts surveys among 59,847 residential electric, natural gas and combination utility customers of the 130 largest utilities in the U.S. (based on residential customer counts). The 2017 Customer Champions, selected from a benchmark set of 128 electric, natural gas, and combination utilities, were based on a customer management metric that measures the entire customer experience spanning brand trust, product experience, and service satisfaction performance ratings compiled from each company.

### 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](http://wgl.com).

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Washington Gas

#### News Media:

Bernie Tylor, 202-624-6778

[btylor@washgas.com](mailto:btylor@washgas.com)

or  
**Financial Community:**  
Douglas Bonawitz, 202-624-6129

Source: Washington Gas

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