



November 16, 2015

WGL to Establish Washington Gas Customer Service Centers in Virginia

WASHINGTON--(BUSINESS WIRE)-- Washington Gas, a WGL Holdings (NYSE:WGL) company, today announced that it will establish its customer service, credit and collections and billing operations in Virginia through a new five-year agreement with Faneuil, a call center services company specializing in customer care for the utility and other industries. Through this agreement, more than 200 new jobs will be established in Virginia as Washington Gas transitions from offshore customer service operations to two fully redundant call centers in Hampton and Martinsville by the end of next year.

"Faneuil has a well-established track record of success in the utility sector, applying advanced technology in intelligent call routing combined with skilled personnel well trained in first-call resolution," said Adrian Chapman, President and Chief Operating Officer of Washington Gas and WGL Holdings. "Our mission is to provide energy answers to our customers - quickly and simply - and I am confident we have selected a partner that will help us achieve new highs in customer satisfaction."

Washington Gas will begin the transition of its call center operations to Faneuil this year and expects to complete the customer service and credit and collections transition by the end of July 2016. The billing operations transition is expected to be completed by the end of calendar year 2016.

"We welcome WGL's decision to bring more than 200 Washington Gas jobs to Virginia, another tangible sign of the progress we are making to foster business growth in the Commonwealth," said Virginia Governor Terry McAuliffe. "While this agreement supports our efforts to build a new Virginia economy, we are also encouraged by the customer experience benefits it promises for Washington Gas customers in Virginia and throughout its service territory."

Both call centers will provide high quality, best-in-class customer service capabilities with extensive utility experience when handling direct customer interactions. Faneuil's client-first approach aligns well with Washington Gas.

"We are honored to have been selected by Washington Gas to provide customer care and supporting services for its more than one million customers in Virginia, Maryland and the District of Columbia," said Faneuil President and Chief Executive Officer Anna Van Buren. "As our companies establish and build this new partnership, Faneuil's ongoing objective will be to focus intently on the needs of Washington Gas customers in delivering consistently exceptional service that reinforces the distinctive brand of Washington Gas," she added. "We are also proud to be able to join Washington Gas in creating more than 200 jobs in our home state of Virginia."

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., the company has been providing energy to residential, commercial and industrial customers for more than 166 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 www.wgl.com.

View source version on [businesswire.com](http://www.businesswire.com): <http://www.businesswire.com/news/home/20151116005783/en/>

WGL Holdings, Inc.
News Media:

Jim Monroe, 202-624-6620
or
Financial Community:
Douglas Bonawitz, 202-624-6129

Source: WGL Holdings, Inc.

News Provided by Acquire Media