



Washington Gas Ranked Most Trusted Brand for Second Year in a Row

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National energy study by Market Strategies International recognizes Washington Gas in rating of elite utility brands among residential customers

WASHINGTON--(BUSINESS WIRE)--Jun. 27, 2018-- According to a new 2018 Cogent Reports™ study released by Market Strategies International, Washington Gas Light Company, a WGL Holdings, Inc. (NYSE: WGL) company, has been rated a Most Trusted Brand for the second consecutive year among residential utility customers. The report, identifying the top 44 elite utilities across the United States as the most trusted brands in the industry, is available in the [Utility Trusted Brand & Customer Engagement™: Residential Cogent Reports™ 2108 study](#)

Washington Gas earned recognition based on multiple strengths, including the ability to meet consumer demand for new energy sources and innovative offerings as a trusted energy advisor to its customers, consistently earning the trust of its customer base, establishing a reputation as an industry leader in innovation, as well as successfully achieving customer adoption of its enhanced solutions and services. In this year's survey, Washington Gas improved its brand trust standing by 14 points from the 2017 report.

"We have proudly delivered safe, affordable and reliable natural gas throughout the Washington D.C., Maryland and Virginia area for 170 years, and we are honored to again be recognized for our commitment to providing exceptional customer service, high-quality energy services, and the many benefits of clean natural gas to our more than 1.1 million customers in the region," said Adrian Chapman, President and Chief Operating Officer, Washington Gas. "We will continue our dedication to safety, to operating our business as a trusted company to our highly regarded customers and the local community, and to driving energy innovation."

Washington Gas continues to build upon and implement several programs and initiatives that played a significant role in last year's recognition and led to an improved score in 2018. These activities include an ongoing focus to enhance customer communications by improving our customer information and telephone-based Interactive Voice Response (VRU) systems, routinely providing information on natural gas safety, energy conservation, federal and regional energy assistance programs, assisting customers in understanding their bills, and providing the option to pay bills by telephone or by use of online services.

Market Strategies conducted surveys among 60,310 residential electric, natural gas and combination utility customers of the 130 largest utility companies based on residential customer counts. The brand trust index was determined by 35 rating questions that relate to a suite of emotional attachment and management performance factors.

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 170 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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