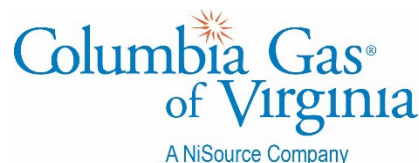


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Media Statement from Columbia Gas of Virginia regarding odor of natural gas reports in Warrenton and Fauquier County:

Here is a list of questions we are receiving, along with answers. This information has been posted on the Columbia Gas of Virginia website at [Alert Center - Columbia Gas of Virginia](#).

Question: What is the status of the efforts to restore natural gas service to affected customers?

Columbia Gas of Virginia continues to coordinate with the town of Warrenton and the Fauquier County Fire and Rescue System, and we continue to make significant progress on restoring natural gas service to customers whose service was interrupted over the past few days.

We are also vigilantly monitoring our natural gas systems and leveraging advanced leak detection technology that allows us to identify and prioritize potential leaks on our natural gas delivery system more quickly and efficiently.

We are committed to safety of the community and will continue to work with our local partners throughout this process and beyond.

Question: What do I need to do if I am a Columbia Gas of Virginia customer, but still don't have natural gas service?

Columbia Gas crews are performing safety checks, and relighting natural gas appliances for all affected customers. If you don't have natural gas service and have not reported the outage to us, please contact us at **1-800-543-8911** to let us know.

For customers who are not home at the time when our technicians arrive to assist, door hangers will be left informing them of the outage and requesting they call Columbia Gas at **1-800-543-8911** for a service technician to be dispatched to restore service to their homes or businesses.

Question: What is mercaptan?

Mercaptan is an organic and naturally occurring compound. Because natural gas is odorless and colorless, utility companies add mercaptan as a safety measure to give natural gas its characteristic rotten egg odor. Federal regulations require natural gas companies to odorize natural gas. The amount of mercaptan added to natural gas is very small, but even a small amount of the compound can create a strong smell. The small amount of mercaptan in natural gas is not hazardous to human health.

Question: What can I do if I need assistance with my natural gas appliances?

If you notice any changes with your natural gas appliances, we encourage you to contact a qualified professional for assistance. For your safety, a qualified professional should perform all work on natural gas lines and equipment inside the home.

For more information, visit: [Safe Appliance Installation - Columbia Gas of Virginia](#). Or for help finding a qualified professional, visit: [Find a Contractor - Columbia Gas of Virginia](#).

Question: What do I do if I have questions?

If you have questions, please contact the Columbia Gas Customer Care Center at **1-800-543-8911**. We will be glad to assist you in any way possible.

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