

## Energy Conservation Kit Portal Frequently Asked Questions (FAQ):

### What are Washington Gas Energy Conservation Kits?

The Washington Gas Energy Conservation Kits offer customers energy-saving products and are shipped upon request through an online portal.

This online portal and kit shipments are managed by AM Conservation as a contracted vendor of Washington Gas. Washington Gas is not a seller, manufacturer, or distributor of the Energy Conservation Kits. Washington Gas does not warrant or service products found within the Energy Conservation Kits.

### Why do you need to verify my account?

Account verification is necessary to ensure that the energy conservation kits are available, while funds last, to customers with an active and eligible Washington Gas account who have not already received a kit between 2024-2026.

### Can you send someone to install the energy conservation kit measures?

Unfortunately, we do not install energy conservation kits. The kit's contents are meant to be self-installed measures. Your kit should have a printed card with a website and QR Code that links to a full set of directions.

### What energy-saving products are in the energy conservation kit?

- [Residential Customer Energy Conservation Kit Contents](#)
  - Spray Foam Sealant
  - Faucet Aerator
  - 3-Spray Shower Head
  - Switch and Outlet Sealing Gaskets
  - Adhesive Weather Strips
  - Door Sweep
  - Hot Water Pipe Insulation
  - Squeeze Tube Caulk
- [Commercial Customer Energy Conservation Kit Contents \(Food Service\)](#)
  - Spray Foam Sealant
  - Faucet Aerator
  - Switch and Outlet Sealing Gaskets

- Adhesive Weather Strips
- Door Sweep
- Hot Water Pipe Insulation
- Squeeze Tube Caulk
- Spray Rinse Valve
- [Commercial Customer Energy Conservation Kit Contents \(General\)](#)
  - Spray Foam Sealant
  - Faucet Aerator
  - Switch and Outlet Sealing Gaskets
  - Adhesive Weather Strips
  - Door Sweep
  - Hot Water Pipe Insulation
  - Squeeze Tube Caulk

**Who do I contact if I have questions about my order?**

If you placed an order on the Washington Gas Energy Conservation Kits portal, please contact the support team at 855-671-5997 Monday-Friday 8:00 AM to 5:00 PM, or email [WGLkits@AMConservation.com](mailto:WGLkits@AMConservation.com).

**How long will it take for my energy conservation kit to arrive?**

Washington Gas customers who are deemed eligible will receive their energy conservation kit within 6 weeks.

**Do I have to pay for my energy conservation kit?**

The energy conservation kit is offered at no additional charge through the EmPOWER Maryland programs. EmPOWER Maryland is funded by a charge on your energy bill. EmPOWER programs can help you reduce your energy consumption and save you money. [Learn more](#) about EmPOWER Maryland.

**Who is AM Conservation (AMC)?**

AM Conservation Group is a company that has provided energy-efficient and water-saving products and services to utilities, municipalities, and businesses since 1989. AM Conservation is working under contract to provide Washington Gas customers with energy-and water-saving items through its Energy Conservation Kits.

