

Welcome to the Neighborhood!

Arizona and California



This brochure has important information about options for managing your account and paying your bill, as well as things you can do to help keep you and your family safe.

We hope you find this information useful and look forward to providing you with safe and reliable service that meets all of your natural gas needs.



Easy Options To Pay Your Bill



MyAccount and Mobile App

It's free, secure and convenient. Manage your account, pay your bill and view your usage history electronically from anywhere and on the go. Visit myaccount.swgas.com to manage your account online and download our mobile app.

Phone

Pay your bill by phone using your checking or savings account free of charge. Credit/debit cards are also accepted with a small processing fee. Call us toll-free at 877-860-6020, select Payment Options.

Pay Stations

A variety of convenient pay stations are located throughout our service territories. Visit swgas.com to locate an agent near you. A vendor convenience fee will apply.

Bill Pay Kiosks

Many locations have extended hours and 24/7 access. Visit swgas.com or download the Southwest Gas mobile app to locate a kiosk near you. A vendor convenience fee may apply.

Mail

Insert your payment with the bill stub in the return envelope.

Automatic Payment Plan (APP)

APP allows you to pay your gas bill with an automatic debit from your checking or savings account. Get started today at swgas.com/app.

Equal Payment Plan (EPP)

EPP calculates your monthly payment using your average gas usage for the year. Your usage will be reviewed on a quarterly basis and payments may be adjusted accordingly.

Get started today at swgas.com/epp.

Go Paperless!

Sign up for Paperless Billing through MyAccount. It's an easy, convenient way to pay your natural gas bill. Paperless Billing provides instant notification when your bill is ready, including the amount due and the due date — all in an email notification. Visit swgas.com/paperless to sign up today.





We're at Your Service

MyAccount at your fingertips.

View and manage your Southwest Gas account online with ease! With your account number handy, visit myaccount.swgas.com or download our mobile app and follow the steps to conveniently manage your natural gas account.

Working together, works best.

With MyAccount, you'll have instant access to your billing and payment history and account status. You can also view payment options, request a payment extension or installment plan and get additional information about financial assistance.

If you're experiencing financial difficulties, you may be able to make your payments over time. Request an installment plan online or contact us to discuss our flexible payment options or a local community agency referral.

You may also choose a third party (relative, friend, or social service agency) to receive a courtesy copy of any delinquent bill that may be mailed to you. The third party can often help resolve a problem before service is discontinued. The third party does not accept responsibility for paying the bill or for avoiding disconnection of the gas service.

Visit us at swgas.com for more energy assistance information.

YOUR SAFETY. OUR PRIORITY.



At Southwest Gas, your safety is our priority. By knowing how to recognize, react to, and prevent unsafe conditions, you'll be doing your part to keep yourself and your loved ones safe. Working together, we can continue to provide you with safe and reliable natural gas service 24/7.

A Leak May Be Present if You:



SMELL - a distinct, sulfur-like odor similar to rotten eggs, even if it's faint or momentary.



HEAR - a hissing or roaring coming from the ground, aboveground piping, or a natural gas appliance.



SEE - dirt or water blowing into the air, unexplained dead or dying plants or grass, or standing water continuously bubbling.

If you suspect a natural gas leak:

- Exit the area or building immediately. Tell others to evacuate and leave doors open.
- From a safe place, call **911** and Southwest Gas at **877-860-6020** day or night. A Southwest Gas representative will be there as soon as possible.
- Don't smoke or use matches or lighters.
- Don't turn on or off any electric switches, thermostats, or appliance controls, or do anything that could cause a spark.
- Don't start or stop an engine, or use an automated (garage) door.



**Know what's below.
Call 811 before you dig.**



SOUTHWEST GAS

Excess Flow Valves

An excess flow valve (EFV) is a device that automatically closes and restricts the flow of natural gas if a service line is broken. The EFV is installed on the service line that runs underground between the gas main and the meter on a customer's property. Because the EFV restricts the flow of gas, it reduces the potential for fire-related property damage, personal injury, and death. Southwest Gas has installed EFVs on most residences built after June 2008.

While the valve provides enhanced safety, it won't protect against customer appliance malfunction, customer houseline leaks, small punctures in the underground pipe, or gas meter leaks. An EFV may not protect against damage to pipelines from earthquakes or flooding.

If you'd like a cost estimate to have an EFV installed at your residence, or if you'd like to find out if you already have an EFV, please call our Energy Specialists at 800-654-2765 to get more information.

Customer Buried Piping

If you're a property owner or manager, tenant and/or occupant, you're responsible for maintaining all gas lines on your side of the meter. This "customer buried piping" includes all gas lines running from the gas meter to the appliances or equipment on your property. In some cases, the meter may be located at your property line or a distance away from your home or business.

To keep your home or business safe, you should:

- Monitor and properly maintain the natural gas lines you own;
- Periodically inspect your lines for leaks and/or corrosion;
- Repair the lines immediately if any unsafe condition is discovered;
- Hand dig when excavating near any buried gas piping.

A licensed, qualified plumber or contractor can assist you in finding, inspecting, and repairing your customer buried piping. Call the Southwest Gas Energy Specialists at 800-654-2765 for a list of qualified plumbers, contractors, or dealers in your area.

Notice to Employers: You can request a Safety Data Sheet (SDS) for natural gas by calling Energy Services at 800-654-2765 or visit swgas.com/sds. Please ensure your employees know how to obtain SDS information.

CALL 811 BEFORE YOU DIG!

