

# How to read your bill

**1** **CUSTOMER ASSISTANCE**  
 This section contains the customer service phone numbers and TDD (for hearing impaired) that are available in your area, as well as our Web site address.

**2** **1D BARCODE**  
 The 1d barcode is your Southwest Gas account number and can be scanned at Bill Payment Kiosks.

**3** **2D BARCODE**  
 I.D. that contains non-sensitive information specific to an individual bill (job name/type, number of pages, zip code).

**4** **BILL PAYMENT ADDRESS**  
 This address is where you can mail your payment.

**5** **ACCOUNT NUMBER**  
 This is your account number with Southwest Gas Corporation. Please mark all correspondence and payments with this number to ensure your account is properly identified.

**6** **CYCLE**  
 The Cycle represents a billing period used on your account by Southwest Gas and is used to determine which day your meter is read.

**7** **DATE MAILED**  
 This is the date that your statement is sent to you, and it is tied to the cycle date for timely and efficient billing periods.

**8** **PAST DUE AFTER**  
 Although your monthly bill is due and payable upon presentation, it becomes past due if not paid by the "Due Date" on your bill. A late pay charge will be added to the bill if payment is not received before the next bill is rendered.

**9** **AMOUNT DUE**  
 This is the amount you owe on this bill. You may [pay your bill online](#), pay by phone 24/7 toll-free at **877-860-6020**, by mail or any authorized payment location. Authorized payment locations can be found on our [Payment Location Map online](#).

**10** **PREVIOUS BILLING**  
 This shows your last bill amount and the payment(s) received by us toward that amount. The balance forward represents the unpaid portion of last month's balance due.

**11** **CURRENT BILLING**  
 Southwest Gas bills customers on a per-therm basis; that is, for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of total therms you have used in the current billing period.

**12** **Billing Factor**  
 The billing factor is used to convert the amount of gas into units of heat energy which are called therms. This calculation ensures all customers are charged equally for the heating value of the gas used.

**13** **Total Therms**  
 Total therms refers to the total gas usage for the current month as shown in the current billing section.

**14** **GAS USAGE**  
 Your gas usage shows how many therms are billed at each tier (or threshold) times the rate for that tier. In California, the first tier is calculated at the baseline rate and everything exceeding that is calculated on a Tier II rate.

**15** **Baseline**  
 Baseline is defined by the California Public Utilities Commission as the amount of natural gas to meet the basic needs of the average home. It is a predefined daily therm usage multiplied by the number of billing days. The daily baseline quantity changes seasonally from winter to summer.

**16** **Seasonal Rate Transition**  
 When your billing period occurs during the transition between season or rate changes, the new bill shows you how many days you are billed at the previous rate as well as how many days at the new rate. For example a line item may exist on one bill for "Winter Baseline," "Winter Tier II," "Summer Baseline," and "Summer Tier II" to show the portion of your bill within each season changing from winter (Oct-May) to summer (Jun-Sep).

**17** **Tier II**  
 Tier II applies to all additional usage.

**18** **Total gas usage** is the sum of the amounts of all tiers added together. An asterisk (\*) will appear next to a detail line item receiving a discount.

**19** **OTHER CHARGES**  
 This includes other charges to your account such as Monthly Gas Cost, PPP Surcharge, CPUC Surcharge, Basic Service Charge, Applicable Taxes, Service Establishment, Expansion Area Facilities Surcharge, and Deposit Billing fees. Discount totals will also appear in this area.

**20** **The Basic Service Charge** is a monthly fee for costs incurred in providing your natural gas service.

**21** **The Monthly Gas Cost** portion of your bill changes each month to reflect the current market price of gas.

**22** **Public Purpose Program Surcharge** is a monthly fee to fund programs such as low income customer assistance, energy efficiency, and research and development as ordered by the California State Legislature.

**23** **California Public Utilities Commission (CPUC) Surcharge** is a monthly reimbursement fee for funding our regulation by the commission.

**24** **The Expansion Area Facilities Surcharge** includes an amount to recover a portion of the authorized cost of providing service to customers located in and around Truckee, California.

**25** **An asterisk (\*) will appear next to a detail line item receiving a discount.**

**26** **Due on or before: 99/99/99** **Amount due: \$55.90**

**27** **Look Here For:**  
 Important Messages  
 Your Next Meter Read Date  
 Conservation or Helpful Tips

**28** **GRAPH**  
 This graph will help you see your gas usage during the past year. It is broken down by therms used each month.

**29** **USAGE HISTORY**  
 This section will show your usage for this month, compared to last month, and compared to last year.

**30** **TOTAL DUE CALCULATED**  
 This section will show your previous balance, payments made toward that balance, the unpaid balance forward from the prior month's bill, your current month's bill amount, and your current balance. The amount due is the total amount payable before the past due date.

You may [pay your bill online](#), pay by phone 24/7 toll-free at **877-860-6020**, by mail or any authorized payment location. Authorized payment locations can be found on our [Payment Location Map online](#).

**31** **PLEASE SEE REVERSE SIDE FOR RULES AND REGULATIONS** **RETURN BOTTOM PORTION WITH PAYMENT**

\*\*\* To pay by ATR/debit/credit card or electronic check, call Western Union Speedpay payments 1-866-263-5188 toll free. \*\*\*

ACCOUNT NUMBER	CYCLE	DATE MAILED	PAST DUE AFTER	AMOUNT DUE
999-9999999-999	99	99/99/99	99/99/99	\$55.90

BILL SAMPLE  
 9999 YOUR STREET DR  
 YOUR CITY, CA 99999

**SOUTHWEST GAS CORPORATION**  
 PO Box 98890  
 Las Vegas NV 89150-0101

999999999999960000055900000000003

This bill is now due and payable. Please make check payable to SWG and write account number on front of check or money order. Do not send cash through the mail or place cash in the night depository.

0,064 - V O I D -

## 16. CURRENT BILL

This is the amount you owe on this bill.

### Due on or before and Amount due.

This is the due date of the bill and amount due.

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## 17. MESSAGES

Look here for important messages, your next meter read date, conservation, safety, and other helpful tips about natural gas.

## 18. GRAPH

This graph will help you see your gas usage during the past year. It is broken down by therms used each month.

## 19. USAGE HISTORY

This section will show your usage for this month, compared to last month, and compared to last year.

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## 2. 1D BARCODE

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## 3. 2D BARCODE

I.D. that contains non-sensitive information specific to an individual bill (job name/type, number of pages, zip code).

## 4. BILL PAYMENT ADDRESS

This address is where you can mail your payment.

### Payments may be mailed to:

Southwest Gas Corp.  
 P.O. Box 98890  
 Las Vegas, NV 89150-0101

## 5. YOUR BILLING INFORMATION

This is your official customer address as found on our records at Southwest Gas. This is where we will send your statement each month. Please help us to keep this information current by updating your address with us whenever it changes.

## 6. LOCAL SERVICE INFORMATION

The service address is the location where gas service is provided.

The rate schedule represents the gas rate used to calculate your account. The [Tariffs, Rate Schedules, and Statement of Rates](#) are available for viewing on this website.

The [local office](#) is a location where you can pay your bill at our kiosk. To discuss your account, please contact our Customer Assistance Department at **877-860-6020**.

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### Billing Factor

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The **Basic Service Charge** is a monthly fee for costs incurred in providing your natural gas service.

The **Monthly Gas Cost** portion of your bill changes each month to reflect the current market price of gas.

Because not all meters are read the first of the month, this portion of your bill is prorated to reflect the number of days you used gas at the previous month's rate and the number of days at the current month's rate.

**Public Purpose Program Surcharge** is a monthly fee to fund programs such as low income customer assistance, energy efficiency, and research and development as ordered by the California State Legislature.

**California Public Utilities Commission (CPUC) Surcharge** is a monthly reimbursement fee for funding our regulation by the commission.

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