

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 1st Revised Cal. P.U.C. Sheet No. 310  
Original Cal. P.U.C. Sheet No. 310

HELD FOR FUTURE USE

Advice Letter No. 1057  
Decision No. \_\_\_\_\_

Issued by  
Justin Lee Brown  
Vice President

Date Filed November 20, 2017  
Effective December 22, 2017  
Resolution No. \_\_\_\_\_

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**PAST DUE BILL NOTICE DOOR TAG (FORM 311.14C 11/2019)**

Customer Address \_\_\_\_\_

**Your gas service has been:**

Turned off for non-payment.  
 Other \_\_\_\_\_

\_\_\_\_\_

To have service restored, call Customer Assistance at:

**1-877-860-6020**

Monday-Friday 7 a.m. - 6 p.m. PST  
excluding holidays  
In addition to the gas bill, you will be asked to pay a reconnection fee and a security deposit, if applicable.

Si tiene preguntas, por favor llame (sin cargos)  
al **1-877-860-6020**

\_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

California Public Utilities Commission  
Consumer Affairs Branch  
Toll free: (800) 649-7570  
Hearing Impaired toll free: (866) 836-7825  
E-mail: consumer-affairs@cpuc.ca.gov  
California

*Form 311.14C (11/2019) 320 Front*

Customer Address \_\_\_\_\_

**According to our records:**

Your gas bill is past due.  
 Other \_\_\_\_\_

\_\_\_\_\_

To avoid discontinuance of service, call Customer Assistance immediately at

**1-877-860-6020**


Monday-Friday 7 a.m. - 6 p.m. PST  
excluding holidays  
Pay free of charge using a checking or savings account at [www.swgas.com](http://www.swgas.com) or by downloading our mobile app.  
If service is discontinued, you will be asked to pay the gas bill, a reconnection fee, and a security deposit, if applicable.

Si tiene preguntas, por favor llame (sin cargos)  
al **1-877-860-6020**

\_\_\_\_\_

Date: \_\_\_\_\_

**Do Not Mail Payment**

 **SOUTHWEST GAS CORPORATION**  
California

*Form 311.14C (11/2019) 320 Reverse*

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

NOTICE TO TENANTS (FORM 313.0 05/1990)

(Reverse)

**AVISO A LOS INQUILINOS**  
**DESCONTINUACION DEL SERVICIO DE GAS**

Se discontinuará el servicio de gas a \_\_\_\_\_  
debido a la falta de pago de facturas, a menos que a más tardar el \_\_\_\_\_  
se reciba el pago completo de toda la suma adeudada. El promedio de la facturación mensual de esta  
cuenta es \$ \_\_\_\_\_. Se ha notificado al dueño de la propiedad.

Los inquilinos tienen el derecho de asumir la responsabilidad por facturas futuras, deduciendo el pago por  
tal servicio de los pagos periódicos de renta (Código de Compañías de Servicios Públicos de California,  
777.1). Si el servicio se proporciona mediante un solo medidor, se pueden hacer arreglos para que todos  
los inquilinos acuerden asumir la responsabilidad individual o conjunta de las facturas. Las facturas que  
actualmente permanecen sin pagar siguen siendo responsabilidad del dueño de la propiedad.

Hay asesoría legal disponible a través de \_\_\_\_\_,  
número de teléfono ( ) \_\_\_\_\_.

**NOTICE TO TENANTS**  
**TERMINATION OF GAS SERVICE**

Gas service to \_\_\_\_\_ will be discontinued for  
nonpayment of bills unless payment of the full amount owing is received by \_\_\_\_\_.  
Average monthly billing for this account is \$ \_\_\_\_\_. Your landlord has been notified.

Tenants have the right to assume responsibility for future bills, deducting payment for such service from  
periodic rent payments (State of California Public Utilities Code, 777.1). If service is supplied through  
one meter, arrangements may be made for service if all tenants agree to assume individual or joint  
responsibility for bills. Bills currently unpaid remain the responsibility of your landlord.

Legal advice is available through \_\_\_\_\_  
at \_\_\_\_\_, telephone number ( ) \_\_\_\_\_.

If the tenant(s) decide to assume responsibility for service, the tenant(s) must establish credit satisfactory  
to Southwest Gas Corporation.

For further information, please call us at ( ) \_\_\_\_\_; ask for \_\_\_\_\_.  
Your local office address is \_\_\_\_\_.

(FOR SPANISH, SEE REVERSE)



Form 313.0 (05/1990) 105 Front

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 864  
Decision No. \_\_\_\_\_

Issued by  
John P. Hester  
Senior Vice President

Date Filed March 23, 2011  
Effective April 24, 2011  
Resolution No. \_\_\_\_\_

NOTICE TO LANDLORD (FORM 313.1 05/1990)

Front

**NOTICE TO LANDLORD**

We are required by state law (Public Utilities Code, Section 777.1, 1/1/89) to post a "Notice to Tenants" on each tenant's door or in central locations on the premises of any master-metered multiple family dwelling if gas service is subject to discontinuance for nonpayment of bills.

This notice is to inform you and your tenants in advance that gas service may be discontinued for nonpayment. The "Notice to Tenants" form will be posted on your premises by one of our employees on the mailing date of this notice. Within 15 calendar days the outstanding bills must be paid by you, or an agreement made by your tenants to assume future bills; otherwise gas service will be discontinued.

For further information, please call us at (     ) \_\_\_\_\_; ask for \_\_\_\_\_.

(See reverse side for partial text of "Notice to Tenants.")



*Form 313.1 (05/1990) 105 Front*

Reverse

**NOTICE TO TENANTS  
TERMINATION OF GAS SERVICE**

Gas service to \_\_\_\_\_  
will be discontinued for nonpayment of bills unless payment of the full amount owing is received by  
\_\_\_\_\_. Your landlord has been notified.

Tenants have the right to assume responsibility for future bills, deducting payment for such service from periodic rent payments (State of California Public Utilities Code, 777.1). If service is supplied through one meter, arrangements may be made for service if all tenants agree to assume individual or joint responsibility for bills. Bills currently unpaid remain the responsibility of your landlord.

For further information, please call us at (     ) \_\_\_\_\_; ask for \_\_\_\_\_.



*Form 313.1 (05/1990) 105 Reverse*

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Advice Letter No. 864  
Decision No. \_\_\_\_\_

Issued by  
John P. Hester  
Senior Vice President

Date Filed March 23, 2011  
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Resolution No. \_\_\_\_\_

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 4th Revised Cal. P.U.C. Sheet No. 314  
3rd Revised Cal. P.U.C. Sheet No. 314

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 03/2021)

(See Attached Form)

Advice Letter No. 1165  
Decision No. \_\_\_\_\_

Issued by  
Justin Lee Brown  
Senior Vice President

Date Filed March 19, 2021  
Effective April 18, 2021  
Resolution No. \_\_\_\_\_

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**SOUTHWEST GAS**  
swgas.com



## CALIFORNIA DISCONNECT NOTICE

**THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.**

### YOUR GAS SERVICE WILL BE TURNED OFF

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

### PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:

- the balance forward amount has already been paid,
- or –
- you have questions about your gas bill.

**FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM**

### GENERAL INFORMATION

**Bills** - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on your bill.

**Payment Arrangements** - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

**Special Services** - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- **Equal Payment Plan** (to even out your billings over 12 months)
- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- **Debit/Credit Card/Electronic Check** - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or log onto swgas.com

**Third Party Notification** - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

**Disputed Bills** - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on the back of your bill.

**Returned Items** - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier's check. In addition, you will be assessed a returned item fee.

**Turning Your Service Back On** - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;
- a deposit equal to two times the estimated highest monthly bill;
- a non-refundable reestablishment charge.

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

**Payment Assistance Agencies** - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

#### SOUTHERN CALIFORNIA

##### **San Bernardino County:**

Community Services Department  
686 East Mill Street  
San Bernardino, CA 92408  
909-885-1219  
800-635-4618

#### NORTHERN CALIFORNIA

##### **El Dorado County:**

937 Spring Road  
Placerville, CA 95667  
530-621-6150

##### **Nevada County:**

Nevada County Department of Housing  
530-265-1340

##### **Placer County:**

Home Energy Assistance Program  
888-524-5705



Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.

#### SOUTHWEST GAS DISTRICT OFFICE LOCATIONS

**Toll Free 877-860-6020**

**Big Bear Lake** - 140 Business Center Drive  
**Bullhead City, AZ** - 1705 Langford Drive  
**Incline Village, NV** - 218 Incline Court  
**Truckee** - 10682 Pioneer Trail  
**Victorville** - 13471 Mariposa Road

#### CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION

**Consumer Affairs Branch**

505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102  
800-649-7570 | Hearing Impaired: 711  
E-mail: cpuc.ca.gov

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California Gas Tariff

Canceling 4th Revised Cal. P.U.C. Sheet No. 315  
3rd Revised Cal. P.U.C. Sheet No. 315

FINAL NOTICE — CALIFORNIA (FORM 913.10 03/2021)

(See Attached Form)

Advice Letter No. 1165  
Decision No. \_\_\_\_\_

Issued by  
Justin Lee Brown  
Senior Vice President

Date Filed March 19, 2021  
Effective April 18, 2021  
Resolution No. \_\_\_\_\_

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**SOUTHWEST GAS**

swgas.com



# CALIFORNIA FINAL NOTICE

## THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.

### YOUR GAS SERVICE WILL BE TURNED OFF

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

### MAILED PAYMENTS MAY BE RECEIVED TOO LATE TO AVOID TURN-OFF.

#### PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:

- the balance forward amount has already been paid,
- or –
- you have questions about your gas bill.

### FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM

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Canceling \_\_\_\_\_ 2nd Revised Cal. P.U.C. Sheet No. 316-317  
\_\_\_\_\_ 1st Revised Cal. P.U.C. Sheet No. 316-317

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HELD FOR FUTURE USE

Advice Letter No. 1128  
Decision No. \_\_\_\_\_

Issued by  
Justin Lee Brown  
Senior Vice President

Date Filed February 25, 2020  
Effective March 26, 2020  
Resolution No. \_\_\_\_\_ T