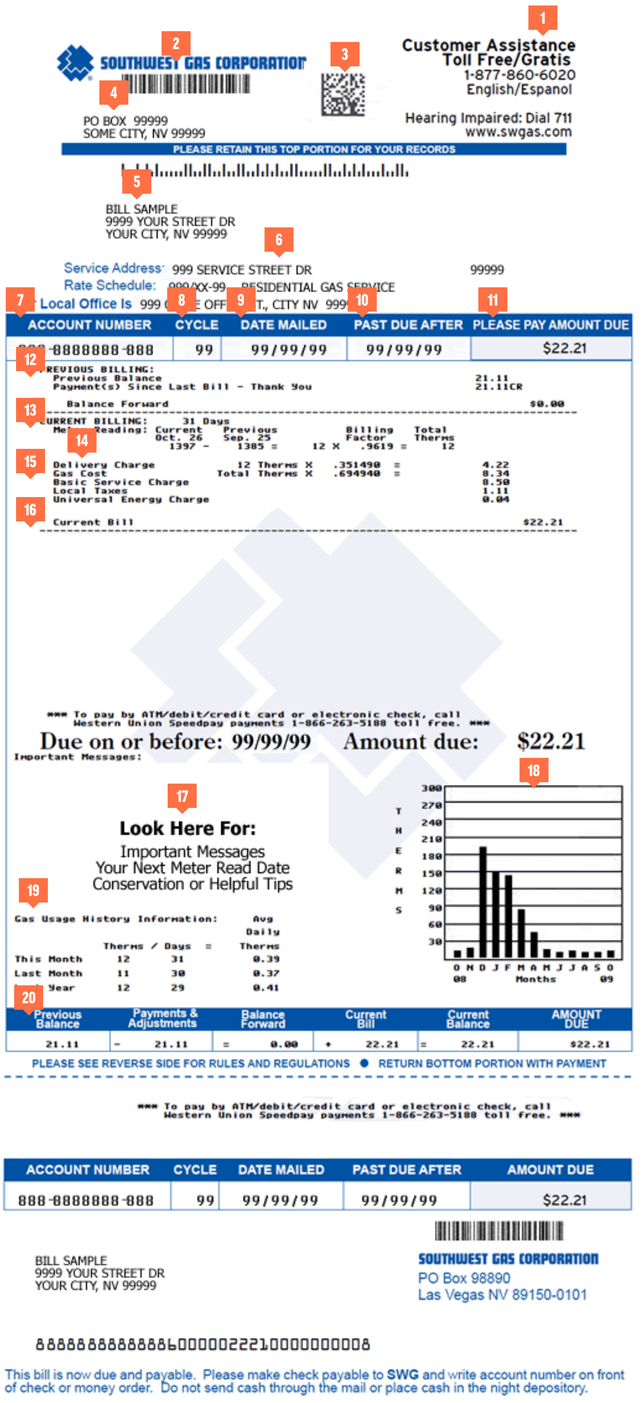
NORTHERN NEVADA

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.

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**.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. DELIVERY CHARGE

Delivery charge shows how many therms are billed multiplied by the applicable rate. The delivery charge for customers with installed natural gas air conditioning equipment will have a different rate for therms used for air conditioning and will reflect a seasonal rate change. A separate line item for each rate will be shown for any seasonal rate changes during your billing period.

Seasonal Rate Change
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 Tier," "Summer First Tier," and "Summer Next Tier" to show the portion of your bill within each season changing from winter (Nov-Apr) to summer (May-Oct).

15. OTHER CHARGES

This includes other charges to your account such as Gas Cost, Universal Energy Charge, Basic Service Charge, Applicable Taxes, Service Establishment Charge, and Deposit Billing fees.

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

Gas Cost – The gas cost portion of your bill changes four times each year, on January 1, April 1, July 1, and October 1, to reflect the cost of natural gas purchased by SWG on behalf of its customers.

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.

Universal Energy Charge is a fee mandated by the State of Nevada to assist eligible households in paying for natural gas and electricity and for programs of energy conservation, weatherization, and energy efficiency.

mail or any authorized payment location. Authorized payment locations can be found on our Payment Location Map online.

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.

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.

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.

20. 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.