

How to read your bill

1 **Customer Assistance**
Toll Free/Gratis
1-877-860-6020
English/Espanol
Hearing Impaired: Dial 711
www.swgas.com

2 **SOUTHWEST GAS CORPORATION**

3 **QR Code**

4 **Barcode**

PO BOX 99999
SOME CITY, AZ 99999

PLEASE RETAIN THIS TOP PORTION FOR YOUR RECORDS

5 **Service Address:** 999 SERVICE STREET DR 99999
Rate Schedule: 000/XX-99 RESIDENTIAL GAS SERVICE
Local Office Is: 999 SE Of ST, CITY AZ 999

6 **Service Address:** 999 SERVICE STREET DR 99999

7 **ACCOUNT NUMBER** 99-9999999-999 **8** **CYCLE** 99 **9** **DATE MAILED** 99/ 99/ 99 **10** **PAST DUE AFTER** 99/ 99/ 99 **11** **PLEASE PAY AMOUNT DUE** \$106.80

12 **PREVIOUS BILLING:**
Previous Balance 80.21
Payment(s) Since Last Bill - Thank You 80.21CR

13 **Balance Forward** \$0.00

14 **CURRENT BILLING:** 32 Days
Meter Reading: Current Jan. 03 8459 - Previous Dec. 02 8379 = Billing Factor 80 X .9566 = Total Therms 75

15 **Usage Charges:**
EEP Mo Weather Adj 0.65
EEP Annual Adj 0.05CR
Basic Service Charge 10.10
DOT Safety Surcharge 0.66
Applicable Revenue Taxes 6.72

16 **Current Bill** \$106.80

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

18 **GRAPH**
THERMS
200
180
160
140
120
100
80
60
40
20
S O N D J F M A M J J A S
05 Months 06

19 **Gas Usage History Information:**

This Month	Therms / Days =	Avg Daily Therms
19	31	0.61
Last Month	14 / 30	0.47
Last Year	22 / 28	0.79

20 **Summary Table:**

Previous Balance	Payments & Adjustments	Balance Forward	Current Bill	Current Balance	AMOUNT DUE
80.21	80.21	0.00	106.80	106.80	\$106.80

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

ACCOUNT NUMBER 999-9999999-999 **CYCLE** 99 **DATE MAILED** 99/ 99/ 99 **PAST DUE AFTER** 99/ 99/ 99 **AMOUNT DUE** \$106.80

SOUTHWEST GAS CORPORATION
PO Box 98890
Las Vegas NV 89193-8890

BILL SAMPLE
9999 YOUR STREET DR
YOUR CITY, AZ 99999

99999999999900000000000012356777

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.

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.

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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 call Customer Assistance 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.

Total Therms

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

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.

14. USAGE CHARGE

Usage charge is a per therm charge that recovers the costs of delivering natural gas which are not recovered in the Basic Service Charge, and the cost of natural gas purchased by SWG on behalf of our customers.

15. OTHER CHARGES

This includes other charges to your account such as **EEP Monthly Weather Adjustment, EEP Annual Adjustment, Basic Service Charge, DOT Safety Surcharge, Applicable Taxes, Service Establishment and Deposit Billing fees.** Discount totals will also appear in this area.

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

EEP Monthly Weather Adjustment and EEP Annual Adjustment

The Energy Efficiency Enabling Provision (EEP) monthly weather adjustment updates customers' winter bills for differences in actual and average weather for each customer's billing period. The EEP annual adjustment ensures SWG recovers no more than its Commission authorized margin.

DOT Safety Surcharge

This charge recovers the cost of government mandated programs to ensure the continued safe operation of Southwest's Arizona natural gas system.