

TURN-OFF NOTICE (FORM 311.4 01/2010)

Customer Address _____

Account Number _____

Your gas service has been:

- Turned off for non-payment.
- Turned off for failure to redeem a returned payment. A returned item fee will be added to your account. Payment must be made with cash, money order, or cashier's check.
- Turned off due to no application.
- Turned off due to no deposit or bond.
- Taken out of your name and put into your landlord's name.
- Other _____

To have service restored, please contact our business office toll free:

1-877-860-6020

Monday through Friday, 8 a.m. to 5 p.m.

In addition to the gas bill, you will be asked to pay a reconnect fee and a security deposit, if applicable.

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

By: _____

Date: _____ Time: _____

Arizona and Nevada

Form 311.4 (01/2010) 320 Front

Customer Address _____

Account Number _____

According to our records:

- Your gas bill is past due.
- Your payment has been returned. A returned item fee will be added to your account. Payment must be made with cash, money order, or cashier's check.
- Your application has not been received.
- Your deposit or security bond has not been received.
- Other _____

To avoid discontinuance of service, please contact us immediately at our business office toll free:

1-877-860-6020

Monday through Friday, 8 a.m. to 5 p.m.

If service is discontinued, you will be asked to pay the gas bill, a reconnect fee, and a security deposit, if applicable.

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

By: _____

Date: _____ Time: _____

Please Do Not Mail Payment



SOUTHWEST GAS CORPORATION

Arizona and Nevada

Form 311.4 (01/2010) 320 Reverse

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

PAST DUE BILL NOTICE DOOR TAG (FORM 311.14C 01/2010)

Customer Address _____

Account Number _____

Your gas service has been:

- Turned off for non-payment.
- Turned off for failure to redeem a returned payment. A returned item fee will be added to your account. Payment must be made with cash, money order, or cashier's check.
- Turned off due to no application.
- Turned off due to no deposit or bond.
- Taken out of your name and put into your landlord's name.
- Other _____

To have service restored, please contact our business office toll free:

1-877-860-6020

Monday through Friday, 8 a.m. to 5 p.m.
In addition to the gas bill, you will be asked to pay a reconnect fee and a security deposit, if applicable.

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

By: _____

Date: _____ Time: _____

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 (01/2010) 320 Front

Customer Address _____

Account Number _____

According to our records:

- Your gas bill is past due.
- Your payment has been returned. A returned item fee will be added to your account. Payment must be made with cash, money order, or cashier's check.
- Your application has not been received.
- Your deposit or security bond has not been received.
- Other _____

To avoid discontinuance of service, please contact us immediately at our business office toll free:

1-877-860-6020

Monday through Friday, 8 a.m. to 5 p.m.
If service is discontinued, you will be asked to pay the gas bill, a reconnect fee, and a security deposit, if applicable.

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

By: _____

Date: _____ Time: _____

Please Do Not Mail Payment
 **SOUTHWEST GAS CORPORATION**
California

Form 311.14C (01/2010) 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


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. _____

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 10/2012)

<p>SOUTHWEST GAS DISTRICT OFFICE LOCATIONS</p> <p>Toll Free (877) 860-6020</p> <p>Big Bear Lake - 140 Business Center Drive</p> <p>Bullhead City, AZ - 1705 Langford Drive</p> <p>Incline Village, NV - 218 Incline Court</p> <p>Truckee - 10682 Pioneer Trail</p> <p>Victorville - 13471 Mariposa Road</p>	<p>CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION</p> <p>Consumer Affairs Branch 505 Van Ness Avenue, Room 2003 San Francisco, CA 94102</p> <p>(800) 649-7570</p> <p>Hearing Impaired: 711</p> <p>E-mail: www.cpuc.ca.gov</p>	<p> SOUTHWEST GAS CORPORATION CALIFORNIA</p> <p>D I S C O N N E C T N O T I C E</p> <p>The balance forward on your gas bill is past due.</p> <p>Your gas service will be turned off unless payment is received at Southwest Gas by the "Due on or before" date shown on your Disconnect Notice bill.</p> <p>Please telephone your local office immediately if:</p> <ul style="list-style-type: none">> <i>the balance forward amount has already been paid,</i>-or-> <i>you have questions about your gas bill.</i> <p>For more information on all our payment options, visit www.swgas.com.</p>
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Form 913.8 (10/2012) 320 Side 1

<p>GENERAL INFORMATION</p> <p>Bills - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Due on or before" date on your bill.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none">- 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 station nearest you)- Western Union® Speedpay® (to pay by ATM/ debit/credit card or electronic check, call (866) 263-5188 toll free) or log on to www.swgas.com	<p>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.</p> <p>Disputed Bills - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on the back of your bill.</p> <p>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.</p> <p>Turning Your Service Back On - In order for us to turn gas on that was disconnected for nonpayment, we must receive:</p> <ul style="list-style-type: none">> <i>the past due amount of your bill plus late charges;</i>> <i>a deposit equal to two times the estimated highest monthly bill;</i>> <i>a non-refundable reestablishment charge.</i> <p>Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.</p>	<p>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.</p> <p>Southern California</p> <p><i>San Bernardino County:</i> Community Services Department 686 East Mill Street San Bernardino, CA 92408 (909) 885-1219 (800) 635-4618</p> <p>Northern California</p> <p><i>El Dorado County:</i> 937 Spring Road Placerville, CA 95667 (530) 621-6150</p> <p><i>Nevada County:</i> Nevada County Department of Housing (530) 265-1340</p> <p><i>Placer County:</i> Home Energy Assistance Program (888) 524-5705</p>
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Form 913.8 (10/2012) 320 Side 2

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

FINAL NOTICE — CALIFORNIA (FORM 913.10 10/2012)

**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:

www.cpuc.ca.gov



F The balance forward on
your gas bill is past due.
I Your gas service will
be turned off unless
payment is received at
Southwest Gas by the
N "Due on or before"
date shown on your
Disconnect Notice bill.
O Mailed payments may be
received too late to avoid
turn-off.
T Please telephone your
local office immediately if:
I > the balance forward amount
has already been paid,
C -or-
E > you have questions about
your gas bill.

For more information on all
our payment options, visit
www.swgas.com.

Form 913.10 (10/2012) 320 Side 1

GENERAL INFORMATION

Bills -The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Due on or before" 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 station nearest you)
- **Western Union® Speedpay®** (to pay by ATM/ debit/credit card or electronic check, call (866) 263-5188 toll free) or log on to www.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.

Form 913.10 (10/2012) 320 Side 2

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

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 902
Decision No. _____

Issued by
John P. Hester
Senior Vice President

Date Filed October 29, 2012
Effective October 29, 2012
Resolution No. _____

CUSTOMER BILL — DISCONNECT NOTICE (FORM 927.10 01/2010)



PLEASE RETAIN THIS TOP PORTION FOR YOUR RECORDS

Service Address:
Rate Schedule:

Your Local Office Is

ACCOUNT NUMBER	CYCLE	DATE MAILED	PAST DUE AFTER	PLEASE PAY AMOUNT DUE	
					
Previous Balance	Payments & Adjustments	Balance Forward	Current Bill	Current Balance	AMOUNT DUE

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

ACCOUNT NUMBER	CYCLE	DATE MAILED	PAST DUE AFTER	AMOUNT DUE

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

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.

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. _____

CUSTOMER BILL — FINAL NOTICE (FORM 927.11 09/2008)



PLEASE RETAIN THIS TOP PORTION FOR YOUR RECORDS

Service Address:
Rate Schedule:

Your Local Office Is

ACCOUNT NUMBER	CYCLE	DATE MAILED	PAST DUE AFTER	PLEASE PAY AMOUNT DUE



Previous Balance	Payments & Adjustments	Balance Forward	Current Bill	Current Balance	AMOUNT DUE

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

ACCOUNT NUMBER	CYCLE	DATE MAILED	PAST DUE AFTER	AMOUNT DUE

SOUTHWEST GAS CORPORATION

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.

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. _____