Original Cal. P.U.C. Sheet No. 310 Cal. P.U.C. Sheet No.

TURN-OFF NOTICE (F	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.	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,
□ Other To have service restored, please contact our business office toll free: <b>1-877-860-6020</b> 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:	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
Date:Time: Arizona and Nevada	<b>SOUTHWEST GAS CORPORATION</b> Arizona and Nevada
IF ACTUAL COPY OF FORM IS REQ	UIRED, PLEASE NOTIFY COMPANY
vice Letter No. 864 John	ued by Date Filed <u>March 23, 20</u> P. Hester Effective <u>April 24, 201</u> ice President Resolution No.

Original Cal. P.U.C. Sheet No. 311 Cal. P.U.C. Sheet No.

added to your account. Payment must be   added to your account. Payment must 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		
deposit, if applicable.       pay the gas bill, a reconnect fee, and a deposit, if applicable.         Si tiene preguntas, por favor llame (sin cargos) al 1-877-860-6020       Si tiene preguntas, por favor llame (sin al 1-877-860-6020         By:	<ul> <li>A count Number</li> <li>Your gas service has been:</li> <li>Turned off for non-payment.</li> <li>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.</li> <li>Turned off due to no application.</li> <li>Turned off due to no deposit or bond.</li> <li>Taken out of your name and put into your landlord's name.</li> <li>Other</li></ul>	Account Number 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.
al 1-877-860-6020       Si tiene preguntas, por favor llame (sir al 1-877-860-6020         By:	deposit, if applicable.	pay the gas bill, a reconnect fee, and a secu
Date:	al 1-877-860-6020	Si tiene preguntas, por favor llame (sin cargo al <b>1-877-860-6020</b>
California Public Utilities Commission Consumer Affairs Branch Date:Time:	Time T	By:
Consumer Affairs Branch   Consumer Affairs Branch  Please Do Not Mail Paym	Date: Time:	(b) 0
Toll free: (800) 649-7570	Consumer Affairs Branch	Please Do Not Mail Payment
Hearing Impaired toll free: (866) 836-7825	Hearing Impaired toll free: (866) 836-7825	SOUTHWEST GAS CORPORATION
E-mail: consumer-affairs@cpuc.ca.gov	E-mail: consumer-affairs@cpuc.ca.gov	
California California		California
Form 311.14C (01/2010) 320 Front Form 311.14C (01/2010) 320 Reverse	Form 311.14C (01/2010) 320 Front	Form 311.14C (01/2010) 320 Reverse

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

John P. Hester Senior Vice President Effective April 24, 2011 Resolution No.

Las Vegas, Nevada 89193-8510 California Gas Tariff			Cal. P.U.C. Sheet No. Cal. P.U.C. Sheet No.				
NOTICI	<u>E TO TENANTS (F</u>	ORM 313.0 05/	<u>1990)</u>				
(Reverse)							
	SCONTINUACION DEL SI						
Se descontinuará el servicio o debido a la falta de pago de fact se reciba el pago completo de te cuenta es \$	oda la suma adeudada. E	El promedio de la fac	turación mensual de esta				
Los inquilinos tienen el derecho o tal servicio de los pagos periódio 777.1). Si el servicio se proporci los inquilinos acuerden asumir la actualmente permancen sin pag	cos de renta (Código de C ona mediante un solo mec a responsabilidad individua	ompañías de Servici lidor, se pueden hace al o conjunta de las fa	os Públicos de California, er arreglos para que todos acturas. Las facturas que				
Hay asesoría legal disponible a número de teléfono ()							
	NOTICE TO TENANTS TERMINATION OF GAS SERVICE						
Gas service to nonpayment of bills unless Average monthly billing for	payment of the full amoun this account is \$	t owing is received by Y	will be discontinued	for  fied.			
Tenants have the right to a periodic rent payments (St one meter, arrangements responsibility for bills. Bills	ate of California Public U may be made for service	tilities Code, 777.1). e if all tenants agree	If service is supplied thro to assume individual or	bugh			
Legal advice is available t at	hrough	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, plea Your local office address is	ase call us at ( )	; ask for _					
(FOR SPANISH, SEE REVERS	E)	4	SOUTHWEST GAS CORPORT	mon			
Form 313.0 (05/1990) 105 Front		~~					
	OF FORM IS REQUIR	ED, PLEASE NOT	IFY COMPANY				

		Issued by	Date Filed	March 23, 2011
Advice Letter No.	864	John P. Hester	Effective	April 24, 2011
Decision No.		Senior Vice President	Resolution No.	

## NOTICE TO LANDLORD (FORM 313.1 05/1990)

<u>Front</u>

### 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 \_\_\_\_\_

SOUTHWEST GRS CORPORATION

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

Form 313.1 (05/1990) 105 Front

## **Reverse**

		TICE TO TENAN TION OF GAS S			
Gas service to					
will be discontinued for no		s unless paymer d has been notif		ull amount o	owing is received by
Tenants have the right to a periodic rent payments (S one meter, arrangements responsibility for bills. Bills	tate of California I may be made for	Public Utilities Construction of the service if all te	ode, 777. <sup>2</sup> mants agr	1). If service to assur	e is supplied through me individual or joint
For further information, ple	ease call us at (	)	; ask	for	,
Form 313.1 (05/1990) 105 Reverse				SOUTH SOUTH	WEST GAS CORPORATION
IF ACTUAL (	COPY OF FORM I	S REQUIRED, F	PLEASE N		MPANY
		Issued by		ate Filed	
lvice Letter No. 864 ecision No.		John P. Hester enior Vice Presic		fective esolution No	

<u>Original</u> Cal. P.U.C. Sheet No. <u>313</u> Cal. P.U.C. Sheet No. \_\_\_\_\_

#### DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 10/2012) SOUTHWEST GAS DISTRICT SOUTHWEST GRS CORPORATION OFFICE LOCATIONS CALIFORNIA Toll Free (877) 860-6020 П CALIFORNIA PUBLIC UTILITIES The balance forward on COMMISSION LOCATION Big Bear Lake - 140 Business Center Drive your gas bill is past due. S **Consumer Affairs Branch** С 505 Van Ness Avenue, Room 2003 Bullhead City, AZ - 1705 Langford Drive Your gas service will be San Francisco, CA 94102 0 turned off unless payment (800) 649-7570 N is received at Southwest Incline Village, NV - 218 Incline Court Gas by the "Due on or Hearing Impaired: 711 Ν before" date shown on your Truckee - 10682 Pioneer Trail E Disconnect Notice bill. E-mail: С Victorville - 13471 Mariposa Road www.cpuc.ca.gov Please telephone your local office immediately if: the balance forward amount has already been paid, Ν -or-С you have questions about > your gas bill. Por favor, llame a su oficina local de Southwest For more information on all С Gas para obtener una versión en español. our payment options, visit F www.swgas.com. Form 913.8 (10/2012) 320 Side 1 GENERAL INFORMATION Third Party Notification - This program is available to Payment Assistance Agencies - The following are agencies or organizations that are available to assist all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers you if you are unable to pay your gas bills. A call to Bills - The monthly bill is due and payable upon presentation and becomes past due if not paid by who are out of town for extended periods of time. your local Southwest Gas office will provide the name It was designed to give notification to a third party (any of any agency or organization that is not listed. the "Due on or before" date on your bill. person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The Payment Arrangements - If you are unable to pay Southern California third party would notify the customer that prompt your gas bill in full, please call your local Southwest action is necessary to prevent discontinuance of Gas office at the telephone number shown at the San Bernardino County: service. Notification does not obligate the third party top of your bill. We will work with you to establish a Community Services Department to pay the bill. reasonable schedule for payment of your bill. Your 686 East Mill Street service could be disconnected if you do not notify San Bernardino, CA 92408 Disputed Bills - Please refer to the "NOTICE us that you need assistance. TO SOUTHWEST GAS CORPORATION (SWG) (909) 885-1219 CUSTOMERS" section, for your state, located on (800) 635-4618 Special Services - If you or any permanent resident the back of your bill. of your household is seriously ill, elderly or disabled, there are programs available to you by contacting Northern California Returned Items - If your payment is returned to us as your local Southwest Gas business office. Some of uncollectible for any reason, you will be asked to pay El Dorado County: the other services available are your bill with cash, money order, or cashier's check. In 937 Spring Road addition, you will be assessed a returned item fee. Equal Payment Plan (to even out your billings Placerville, CA 95667 over 12 months) (530) 621-6150 Turning Your Service Back On - In order for us to turn gas on that was disconnected for Automatic Payment Plan (for automatic bill nonpayment, we must receive: Nevada County: payment through your financial institution) Nevada County Department of Housing the past due amount of your bill plus late Pay Stations (call your local Southwest Gas (530) 265-1340 office for the pay station nearest you) charges; a deposit equal to two times the estimated > Placer County: Western Union® Speedpay® (to pay by ATM/ highest monthly bill; Home Energy Assistance Program debit/credit card or electronic check, call a non-refundable reestablishment charge. (866) 263-5188 toll free) or log on to > (888) 524-5705 www.swgas.com Requests for service are scheduled on a first-come first-served basis. Contact your local Southwest Gas office for scheduling. Form 913.8 (10/2012) 320 Side 2 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 Effective Resolution No.

October 29, 2012 October 29, 2012

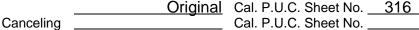
SOUTHWEST GAS DISTRICT OFFICE LOCATIONS		
Toll Free (877) 860-6020		
Big Bear Lake - 140 Business Center Drive	CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION	F The balance forward on your gas bill is past due.
Bullhead City, AZ - 1705 Langford Drive	Consumer Affairs Branch 505 Van Ness Avenue, Room 2003 San Francisco, CA 94102	Your gas service will N be turned off unless payment is received at
Incline Village, NV - 218 Incline Court	(800) 649-7570	A Southwest Gas by the L "Due on or before" date shown on your
Truckee - 10682 Pioneer Trail	Hearing Impaired: 711	Disconnect Notice bill.
Victorville - 13471 Mariposa Road	E-mail:	N Mailed payments may be received too late to avoid
	www.cpuc.ca.gov	O turn-off.
		T Please telephone your local office immediately if: I > the balance forward amount has already been paid, -or-
		E > you have questions about your gas bill.
	Form 913.10 (10/2012) 320 Side 1	For more information on all our payment options, visit www.swgas.com.
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	all residential customers and provides special benefits to the ill, elderly or disabled, as well as custom- ers 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	agencies or organizations that are available to as- sist 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.
rayment Arrangements - ii 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	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.	Southern California San Bernardino County: Community Services Department
service could be disconnected if you do not notify us that you need assistance.	Disputed Bills - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on	686 East Mill Street San Bernardino, CA 92408 (909) 885-1219
of your household is seriously ill, elderly or disabled, there are programs available to you by contacting	the back of your bill. Returned Items - If your payment is returned to us as uncollectible for any reason, you will be	(800) 635-4618
your local Southwest Gas business office. Some of the other services available are:	asked to pay your bill with cash, money order, or cashier's check. In addition, you will be assessed	Northern California El Dorado County:
<ul> <li>Equal Payment Plan (to even out your billings over 12 months)</li> </ul>	a returned item fee.	937 Spring Road Placerville, CA 95667
	Turning Your Service Back On - In order for us to turn gas on that was disconnected for nonpayment, we must receive:	(530) 621-6150
<ul> <li>Automatic Payment Plan (for automatic bill payment through your financial institution)</li> </ul>	The second se	Nevada County:
payment through your financial institution)	<ul> <li>the past due amount of your bill plus late charges;</li> </ul>	Nevada County Department of Housing (530) 265-1340
<ul> <li>payment through your financial institution)</li> <li>Pay Stations (call your local Southwest Gas</li> </ul>		Nevada County Department of Housing (530) 265-1340 Placer County

## IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

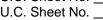
Advice Letter No. 902 Decision No.\_\_\_\_\_

Issued by John P. Hester Senior Vice President Date Filed Effective

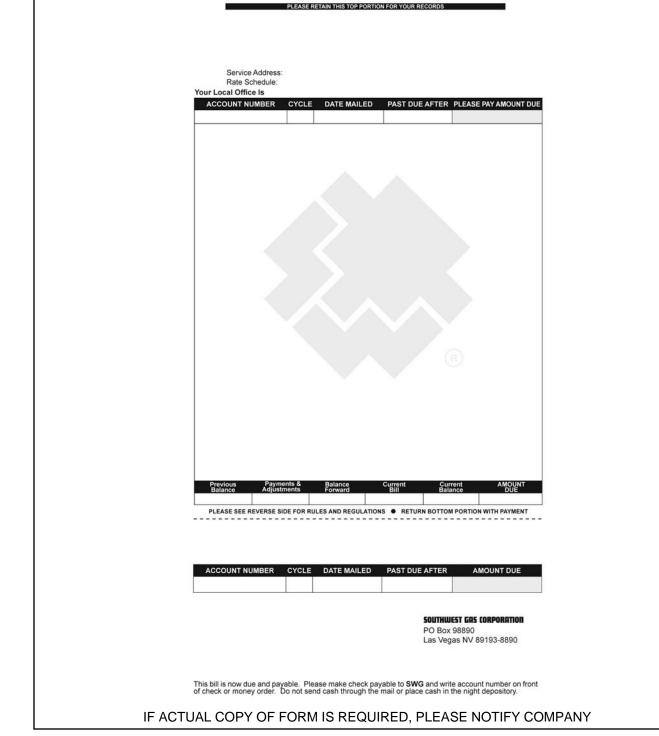
October 29, 2012 October 29, 2012 Resolution No.



Cal. P.U.C. Sheet No.

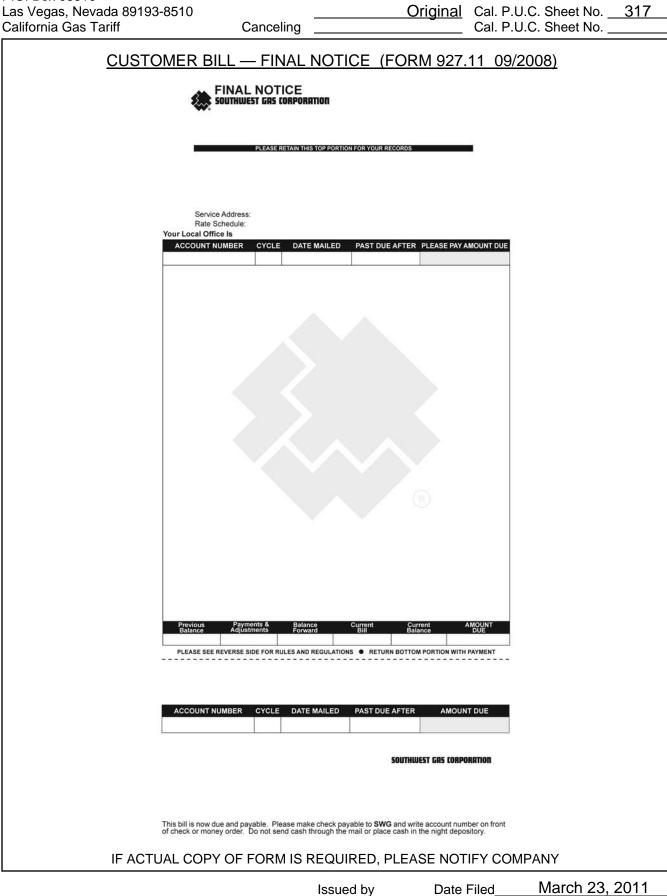


# CUSTOMER BILL - DISCONNECT NOTICE (FORM 927.10 01/2010) DISCONNECT NOTICE SOUTHWEST GAS CORPORATION



		Issued by
Advice Letter No.	864	John P. Hester
Decision No.		Senior Vice President

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



John P. Hester

Senior Vice President

Effective

Resolution No.

864

Advice Letter No.

Decision No.

April 24, 2011