

**TURN-OFF NOTICE**  
(FORM 311.4 11/2002)

**Your gas service has been:**

- Turned off for non-payment.
- Turned off for failure to redeem a returned payment. There will be a \$\_\_\_\_\_ returned item charge. You will be asked to make payment 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 local business office. In addition to the past due amount of \$\_\_\_\_\_ you will be asked to place a deposit of \$\_\_\_\_\_ and pay a reconnection fee of \$\_\_\_\_\_ plus tax, if applicable.**

By: \_\_\_\_\_

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

**FOR INFORMATION CALL:**

Between 8 a.m. - 5 p.m.      After 5 p.m. or  
Weekends and Holidays

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

Form 311.4 (11/2002) 320 Front

Customer Name \_\_\_\_\_

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

Account Number \_\_\_\_\_

**According to our records:**

- Your gas bill is past due in the amount of \$\_\_\_\_\_.
- Your payment in the amount of \$\_\_\_\_\_ has been returned. In addition to a \$\_\_\_\_\_ returned item charge, you will be asked to make payment with cash, money order, or cashier's check.
- Your application has not been received.
- Your deposit or bond in the amount of \$\_\_\_\_\_ has not been received.
- Other \_\_\_\_\_

**To avoid discontinuance of service, please contact our local business office no later than \_\_\_\_\_.**

If service is discontinued, in addition to the amount listed above, you will be asked to place a deposit of \$\_\_\_\_\_ and pay a reconnection fee of \$\_\_\_\_\_ plus tax, if applicable.

**PLEASE DO NOT MAIL PAYMENT**

☆ SEE OTHER SIDE FOR IMPORTANT INFORMATION ☆



**SOUTHWEST GAS CORPORATION**

Form 311.4 (11/2002) 320 Reverse

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

Advice Letter No. 730  
Decision No. D.05-03-010

Issued by  
John P. Hester  
Vice President

Date Filed April 29, 2005  
Effective April 29, 2005  
Resolution No. \_\_\_\_\_

**PAST DUE BILL NOTICE DOOR TAG**  
(FORM 311.14C 12/2005)

**Please see reverse side for  
important information.**

Customer Name \_\_\_\_\_  
Address \_\_\_\_\_  
Account # \_\_\_\_\_

**For Information Contact Your  
Local Southwest Gas Office:**

**Big Bear Lake, CA**  
40844 Big Bear Boulevard  
toll-free ..... (800) 443-8093

**Truckee, CA**  
10682 Pioneer Trail  
toll-free ..... (800) 832-2555

**Victorville, CA**  
13471 Mariposa Road ..... (760) 241-9321  
toll-free ..... (800) 443-8093

**Bullhead City, AZ**  
1705 Langford Drive  
toll-free ..... (800) 748-5539

**Incline Village, NV**  
218 Incline Court ..... (800) 832-2555

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



Form 311.14C (12/2005) 320 Front

**According to our records:**

- Your gas bill is past due in the amount of \$ \_\_\_\_\_.
- Your payment in the amount of \$ \_\_\_\_\_ has been returned. In addition to a \$ \_\_\_\_\_ returned item charge, you will be asked to make payment with cash, money order, or cashier's check.
- Your application has not been received.
- Your deposit or bond in the amount of \$ \_\_\_\_\_ has not been received.
- Other \_\_\_\_\_

**To avoid discontinuance of service,  
please contact our office no later than**

\_\_\_\_\_.

If service is discontinued, in addition to the amount listed above, a deposit of \$ \_\_\_\_\_ and a reconnection fee of \$ \_\_\_\_\_ will be required.

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

**PLEASE DO NOT MAIL PAYMENT**  
Thank you.

Form 311.14C (12/2005) 320 Reverse

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

Advice Letter No. 782  
Decision No. \_\_\_\_\_

Issued by  
John P. Hester  
Senior Vice President

Date Filed June 26, 2007  
Effective July 26, 2007  
Resolution No. \_\_\_\_\_

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California — South Lake Tahoe Tariff

Original Cal. P.U.C. Sheet No. 210  
Canceling \_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_

**NOTICE TO TENANTS**  
**(FORM 313.0 5/1990)**

**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 313.0 (05/1990) Front*



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

Advice Letter No. 730  
Decision No. D.05-03-010

Issued by  
John P. Hester  
Vice President

Date Filed April 29, 2005  
Effective April 29, 2005  
Resolution No. \_\_\_\_\_

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California — South Lake Tahoe Tariff

Original Cal. P.U.C. Sheet No. 211  
Canceling \_\_\_\_\_ Cal. P.U.C. Sheet No. \_\_\_\_\_

NOTICE TO LANDLORD  
(FORM 313.1 5/1990)

**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) Front*



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

Advice Letter No. 730  
Decision No. D.05-03-010

Issued by  
John P. Hester  
Vice President

Date Filed April 29, 2005  
Effective April 29, 2005  
Resolution No. \_\_\_\_\_

**DISCONNECT NOTICE — CALIFORNIA**  
(FORM 913.8 04/2006)

**SOUTHWEST GAS DISTRICT  
OFFICE LOCATIONS**

**Big Bear Lake** - 40844 Big Bear Boulevard  
..... (800) 443-8093

**Bullhead City, AZ** - 1705 Langford Drive  
..... (800) 748-5539

**Incline Village, NV** - 218 Incline Court  
..... (800) 832-2555

**Truckee** - 10682 Pioneer Trail  
..... (800) 832-2555

**Victorville** - 13471 Mariposa Road  
..... (760) 241-9321  
..... (800) 443-8093

**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](http://www.cpuc.ca.gov)



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The balance forward on your gas bill is past due.

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.

Please telephone 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 [www.swgas.com](http://www.swgas.com).

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

Form 913.8 (04/2006) 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](http://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 913.8 (04/2006) 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. 782  
Decision No. \_\_\_\_\_

Issued by  
John P. Hester  
Senior Vice President

Date Filed June 26, 2007  
Effective July 26, 2007  
Resolution No. \_\_\_\_\_

**FINAL NOTICE — CALIFORNIA**  
**(FORM 913.10 04/2006)**

**SOUTHWEST GAS DISTRICT  
OFFICE LOCATIONS**

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E-mail:

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**F** The balance forward on  
**I** your gas bill is past due.  
**N** Your gas service will  
**A** be turned off unless  
**L** payment is received at  
Southwest Gas by the  
"Due on or before"  
date shown on your  
Disconnect Notice bill.

**N** Mailed payments may be  
**O** received too late to avoid  
turn-off.

**T** Please telephone your  
**I** local office immediately if:  
**C** > the balance forward amount  
has already been paid,  
-or-  
**E** > you have questions about  
your gas bill.

For more information on all  
our payment options, visit  
[www.swgas.com](http://www.swgas.com).

Form 913.10 (04/2006) 320 Side 1

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Form 913.10 (04/2006) 320 Side 2

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(530) 621-6150

Nevada County:  
Nevada County Department of Housing  
(530) 265-1340

Placer County:  
Home Energy Assistance Program  
(888) 524-5705

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Advice Letter No. 782  
Decision No. \_\_\_\_\_

Issued by  
John P. Hester  
Senior Vice President

Date Filed June 26, 2007  
Effective July 26, 2007  
Resolution No. \_\_\_\_\_

**CLOSING BILL REMINDER NOTICE**  
**(FORM 916.0 12/2003)**



PLEASE RETAIN THIS TOP PORTION FOR YOUR RECORDS

Service Address:

ACCOUNT NUMBER	ON DATE	OFF DATE	BILL DATE	DATE MAILED
<p><b>Amount Past Due:</b></p> <p>Southwest Gas appreciates the opportunity to have served your natural gas needs. At this time, we have not received your closing bill payment. Thank you for your prompt attention to this matter. Please disregard this notice if the total amount due has been paid.</p>				

• RETURN BOTTOM PORTION WITH PAYMENT •



ACCOUNT NUMBER				CLOSING BILL REMINDER NOTICE	
ON DATE	OFF DATE	BILL DATE	DUE DATE	AMOUNT PAST DUE	

**SOUTHWEST GAS CORPORATION**  
PO Box 98890  
Las Vegas NV 89150-0101

Please make the check payable to SWG and write your account number on the front of the 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. 782  
Decision No. \_\_\_\_\_

Issued by  
John P. Hester  
Senior Vice President

Date Filed June 26, 2007  
Effective July 26, 2007  
Resolution No. \_\_\_\_\_

SOUTHWEST GAS CORPORATION  
 P.O. Box 98510  
 Las Vegas, Nevada 89193-8510  
 California — South Lake Tahoe Tariff

Canceling \_\_\_\_\_ First Revised Cal. P.U.C. Sheet No. 215  
 Original Cal. P.U.C. Sheet No. 215


**CUSTOMER BILL — DISCONNECT NOTICE**  
 (FORM 927.10 07/2006)



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 89150-0101

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. 782  
 Decision No. \_\_\_\_\_

Issued by  
 John P. Hester  
 Senior Vice President

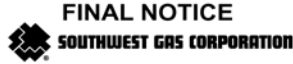
Date Filed June 26, 2007  
 Effective July 26, 2007  
 Resolution No. \_\_\_\_\_



SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
California — South Lake Tahoe Tariff

Canceling \_\_\_\_\_ **First Revised** Cal. P.U.C. Sheet No. 216  
**Original** Cal. P.U.C. Sheet No. 216


**CUSTOMER BILL — FINAL NOTICE**  
(FORM 927.11 07/2006)



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. 782  
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Issued by  
John P. Hester  
Senior Vice President

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