

RULE NO. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contracts form for gas service will contain the following provisions

“This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise of its jurisdiction.”

B. CUSTOMER’S BILLS

1. On each regular, disconnect and final bill for gas service the following statement will be printed:

“This bill is now due and payable.”

“Non-utility charges are identified and shown separately on this bill as: Installments, Leases. Should you believe you have been billed incorrectly, please request an explanation from your nearest Southwest Gas business office. If you thereafter wish to dispute this bill, the amount of the bill should be deposited, to avoid discontinuance of service, with the California Public Utilities Commission (CPUC) at 505 Van Ness Avenue, San Francisco, California 94102. However, the CPUC will not accept deposits when it appears that the dispute is over matters, such as quality of service, level of rates, pending applications for rate increases, etc., which do not relate directly to the question of the accuracy of the bill. Make remittances payable to the CPUC and attach the bill and a statement supporting your belief that the bill is not correct. The CPUC will review the basis of the billed amount and make disbursement in accordance with its findings. The CPUC Consumer Services Division offices may be reached by telephone toll-free at 1-800-649-7570; for the hearing impaired, please contact the CPUC toll-free at 1-800-229-6846.”

2. Each bill for gas service will show the schedule under which service is billed.

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*(Continued)*

C. DEPOSIT RECEIPTS

Each receipt for a cash deposit to establish or reestablish credit for service will contain the following statements:

“This deposit may be applied to unpaid gas bills when service has been discontinued upon request of customer or by the Company. Any balance of the deposit in excess of the unpaid bill will be refunded to the customer.”

“After twelve (12) consecutive months of continuous service and payment of bills in accordance with the Company's rules, as approved by the appropriate regulatory commission, residential customers' deposits will be refunded with applicable interest to be computed in a manner authorized by the appropriate regulatory commission.”

D. DISCONTINUANCE OF SERVICE NOTICE

On each notice of discontinuance of service for nonpayment of bills will be provided the substance of Rule No. 11(A).