

Southwest's C.E.O. Addresses

Natural Gas Issues

Dear Customer,

Partnering with our customers, community, and government leaders has long been important to Southwest Gas. The relationships that these partnerships create enable us to continue to provide safe and reliable natural gas service and to meet customer needs.

At this time in our nation's history, as we address energy and economic issues, partnerships are more important than ever. That's why Southwest Gas continues to work closely with energy policymakers, consumers and business partners to encourage the wise use of energy.

In fact, reports have indicated that when energy companies and states work together to help households, businesses and government use up-to-date practices and technologies, energy usage can be reduced by 10 to 30 percent. These up-to-date practices and technologies include taking steps to make homes and businesses more energy efficient and purchasing an appliance with an ENERGY STAR® rating.*

Also, smart energy practices and choices made today benefit the environment and our nation's energy supply, and help to secure the ability of future generations to meet their energy needs. Southwest Gas has long believed that natural gas appliances help to lessen the energy consumers' impact on the environment because natural gas used at its source for "end-use" applications such as cooking, heating water and homes, and drying clothes, is a smart choice. In fact, the American Gas Foundation released a study that found that end-use applications will position natural gas to remain a key component in an energy efficient, low-carbon future in the United States.

At Southwest Gas, we believe it's important to partner with our customers throughout the communities we serve to provide excellent customer service and helpful tips on how to save energy and money. That's why you'll find helpful information on these topics in this issue of *News to Use*.

As we enter a new year, we also reaffirm our commitment to continue our partnerships with our government and energy policymakers to work on long-term solutions when making energy decisions that impact our customers, our communities and our country.

Thank you for taking the time to become further acquainted with the benefits that natural gas provides to you and to our energy future.

Sincerely,



Jeff Shaw



Energy-wise Tips to Ready Your Home for Winter



- ✔ Replace the furnace filter and arrange for a gas furnace checkup by a licensed contractor. This can prolong the life of the furnace and decrease energy usage.
- ✔ Weatherize your home by caulking and weatherstripping around drafty doors and windows.
- ✔ Install a programmable thermostat. Reduce its temperature setting when you're asleep or away from home.
- ✔ Properly maintain all smoke detectors and carbon monoxide alarms. Follow manufacturers' instructions for proper safety and maintenance.
- ✔ Open blinds and drapes during the day to let the sun warm your home, and close them at night to help keep the warmth from escaping through windows.
- ✔ Insulating pipes and repairing leaky water faucets can help you save fuel, water and money.
- ✔ Call our Energy Specialists toll-free at 1-800-654-2765, or visit us at www.swgas.com, for more energy-saving tips.
- ✔ Visit www1.eere.energy.gov/consumer/tips/ to download a copy of "Energy Savers, Tips on Saving Energy and Money at Home."



When times are tough, we're here to help

Because anyone can experience financial difficulties, we realize that some of our customers may have difficulty paying their winter heating bills this year. At the first indication that you may have trouble paying your bill, please call us at 1-877-860-6020 or go on-line at www.swgas.com to view our payment options.

For customers who may need additional assistance, we also have a special program, Energy Share, which is administered by the Salvation Army. Energy Share offers short-term emergency assistance to low-income families and seniors who, because of illness, unemployment or other unexpected circumstances, can't keep up with energy bills. Those in need should contact their local Salvation Army to determine if they qualify for Energy Share.

Our friendly Southwest Gas representatives can also provide you with the names and telephone numbers of community agencies that provide energy payment assistance, should you need additional resources.



2010 CENSUS: **IT'S IN OUR HANDS**

The 2010 Census is on the horizon and the U.S. Census Bureau wants to ensure that everyone is counted by April 1, 2010.

Set to be mailed to homes in March 2010, the 2010 Census is one of the shortest questionnaires in history and will take less than 10 minutes to complete. All responses are for statistical purposes only, and are strictly confidential. Remember, the future of our states is in our hands. Visit the 2010 Census website at, www.census.gov/2010census for more information.

