

NEWS TO USE

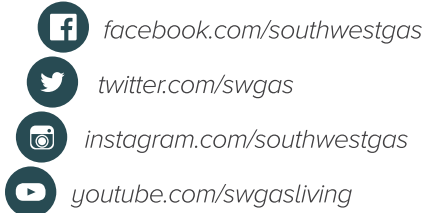


SOUTHWEST GAS

February 2018

CONNECT WITH US

Find energy saving tips, safety information, energy efficiency rebates, employment opportunities, and more.



SAVE ENERGY EVERY DAY

Everyone loves to save. And Southwest Gas wants to help you save energy and money by offering some simple reminders that can lower your utility bills:

Set your heating thermostat at 65°F to 68°F, health permitting, and lower it when you're away from home.

Seal leaks around doors, windows, and other openings with caulking or weather-stripping.

Dress for the weather even when you're inside. If it's cold outside, dress in warm layers.

Run full loads when washing dishes or doing laundry.

Pre-heat your oven only when necessary.

Repair leaky faucets quickly.

NEED TO CONTACT US?

During the heating season, call volume into our Call Center rises. Save time with these tips:

Avoid contacting us on Mondays and the day after a holiday. Call volume is the heaviest on those days.

Note our new Call Center hours:
Monday-Friday 7 a.m. – 7 p.m. and
Saturdays from 7 a.m. – 6 p.m.

View, manage, and pay bills online with MyAccount. Create one at swgas.com.

Retrieve account balances 24/7 through our automated phone system.

Start, stop, or move service is also available at swgas.com.



WHAT'S THAT SOUND?

If you hear a hissing or loud roaring coming from underground, aboveground piping, or a natural gas appliance, there could be a leak.

Leave the area immediately and call **911** and **877-860-6020**

Learn more about the signs of a natural gas leak at swgas.com/safety.



Gas

**NATURAL GAS
LEAKS AREN'T
JUST SMELLY.
THEY CAN BE
HEARD, TOO.**



GET TEXT UPDATES

In the rare instance that your natural gas service is interrupted, Southwest Gas can send you a text message to keep you informed. Opt in at swgas.com through MyAccount or call Customer Assistance at **877-860-6020**.

Our notification service is free. Message and data rates may apply.

PAYMENT ASSISTANCE

Residential customers who meet certain income guidelines may qualify for utility assistance through state programs.

Additionally, residential customers may qualify for **Energy Share**, an emergency fund which provides direct utility assistance to qualified customers with unexpected financial difficulties. For more information, call **877-860-6020**.



Misplaced your bill? Sign up for paperless!

With paperless billing, there's no envelope to open, or paper to recycle or throw away. Sign up for **Paperless Billing** through MyAccount. It's a secure, fast, and easy way to view and pay your bill!

SIGN UP TODAY!

Visit swgas.com/paperless.



CALL 811 BEFORE YOU DIG!

