

NEWS TO USE







SOUTHWEST GAS

December 2018

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SAVE ENERGY THIS HEATING SEASON

When temperatures fall, monthly utility bills can rise. So, we've put together a few helpful reminders about how to save energy and money this heating season:

- 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.
- Change or clean your furnace filter regularly.
- Schedule a yearly tune-up of your heating and cooling system with a licensed contractor.



Also, in the heating season, call volume into our billing office rises. Save time with these tips:

- Our busiest days are Mondays and the day after a holiday. To minimize your wait time, avoid calling on these days.
- View, manage and pay bills online with MyAccount. Create yours at swgas.com.
- Retrieve account balances 24/7 through our automated phone system.
- Enroll in our Equal Payment Plan to assist with monthly budgeting.
- Start, stop or move service at swgas.com.



WHAT'S THAT SOUND?

Natural gas leaks aren't just smelly. They can be heard, too.

Hissing or loud roaring sounds can indicate a leak.

Learn more about the signs of a natural gas leak at [swgas.com/safety](https://www.swgas.com/safety).



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](https://www.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 that provides direct utility assistance to qualified customers with unexpected financial difficulties. For more information, call **877-860-6020**.



You've got better reasons to have your hands full.

With paperless billing, there's no envelope to open or paper to recycle.

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](https://www.swgas.com/paperless).

CALL 811 BEFORE YOU DIG!

