

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 7, 2018

Advice Letter 1057-G

Justin Lee Brown
Vice-President/Regulatory Affairs
Southwest Gas Corporation
PO Box 98510
Las Vegas, NV 89193-8510

SUBJECT: Modify Customer Assistance Call Center hours in Forms 902.4, 311.14C, and 311.10.

Dear Mr. Brown:

Advice Letter 1057-G is effective as of December 22, 2017.

Sincerely,

A handwritten signature in cursive script that reads "Edward Randolph".

Edward Randolph
Director, Energy Division



SOUTHWEST GAS CORPORATION

November 20, 2017

ATTN: Tariff Unit, Energy Division
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, CA 94102

Subject: Southwest Gas Corporation (U 905 G)
Advice Letter No. 1057

Enclosed are an original and one (1) copy of Southwest Gas Corporation's Advice Letter No. 1057, together with California Gas Tariff Sheet Nos. 295, 310, 311, and 319.

Sincerely,



Valerie J. Ontiveroz
Regulatory Manager/California

VJO:dm
Enclosures



SOUTHWEST GAS CORPORATION

Advice Letter No. 1057

November 20, 2017

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Southwest Gas Corporation (Southwest Gas or Company) (U 905 G) tenders herewith for filing the following tariff sheets:

Cal. P.U.C. Sheet No.	California Gas Tariff Title of Sheet	Canceling Cal. P.U.C. Sheet No.
3rd Revised Sheet No. 295	Application for California Alternate Rates for Energy (CARE) Program for Qualified Agricultural Employee Housing Facilities (Form 902.4 – 09/2017)	2nd Revised Sheet No. 295
1st Revised Sheet No. 310	(Held for Future Use)	Original Sheet No. 310
1st Revised Sheet No. 311	Past Due Bill Notice Door Tag (Form 311.14C 08/2017)	Original Sheet No. 311
1st Revised Sheet No. 319	Sorry We Missed You Door Tag (Form 311.10 09/2017)	Original Sheet No. 319

Purpose

The purpose of this filing is to modify Southwest Gas Customer Assistance Call Center Hours listed in Forms 902.4 – Application for California Alternate Rates for Energy (CARE) Program for Qualified Agricultural Employee Housing Facilities; 311.14C – Past Due Bill Notice Door Tag; and 311.10 – Sorry We Missed You Door Tag. Southwest Gas has extended its weekday Call Center hours from 8:00 a.m. – 5:00 p.m. to 7:00 a.m. – 7:00 p.m., and has also added Call Center hours on Saturdays from 7:00 a.m. – 6:00 p.m. Additionally, Southwest Gas is removing Form 311.4 – Turn-Off Notice from its gas tariff, since it is only utilized for its customers in Arizona and Nevada.

Effective Date

Southwest Gas believes this Advice Letter is subject to Energy Division disposition and should be classified as Tier 2, effective after Energy Division Approval, pursuant to General Order (GO) 96-B. Southwest Gas respectfully requests this Advice Letter be approved December 22, 2017, which is thirty (30) calendar days after the date filed.



Advice Letter No. 1057
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November 20, 2017

Protest

Anyone may protest this Advice Letter to the Commission. The protest must state the grounds upon which it is based with specificity. The protest must be sent no later than 20 days after the date of this Advice Letter filing and shall be sent by letter via U.S. Mail, facsimile, or electronically mailed. The address for mailing or delivering a protest to the Commission is:

ATTN: Tariff Unit
Energy Division
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, CA 94102
Facsimile: 415-703-2200
E-mail: edtariffunit@cpuc.ca.gov

Copies should also be mailed to the attention of the Director, Energy Division, Room 4004, at the same address as above and mailed, faxed or emailed to:

Mr. Justin Lee Brown
Vice President/Regulation & Public Affairs
Southwest Gas Corporation
P.O. Box 98510
Las Vegas, NV 89193-8510
Facsimile: 702-364-3452
Email: justin.brown@swgas.com

Notice

Southwest Gas is exempt from the notice requirements set forth in General Rule 4.2 in GO 96-B since this Advice Letter will not increase any rate or charges, cause the withdrawal of service, or conflict with any other schedule or rule.

Service

In accordance with GO 96-B, General Rule 7.2, Southwest Gas is mailing copies of this advice letter and related tariff sheets to the utilities and interested parties shown on the attached list.



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November 20, 2017

Communications regarding this filing should be directed to:

Valerie J. Ontiveroz
Regulatory Manager/California
Southwest Gas Corporation
P.O. Box 98510
Las Vegas, NV 89193-8510
Telephone: 702-876-7323
E-mail: valerie.ontiveroz@swgas.com

Respectfully submitted,

SOUTHWEST GAS CORPORATION

By:

A handwritten signature in blue ink, appearing to read "Justin Lee Brown", written over a horizontal line.

Justin Lee Brown

Attachments

Distribution List

Advice Letter No. 1057

In conformance with GO 96-B, General Rule 4.3:

The following individual has been served by regular, first-class mail:

Elizabeth Echols, Director
Office of Ratepayer Advocates
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, CA 94105

The following individuals or entities have been served by electronic mail:

Pacific Gas & Electric Company
PGETariffs@pge.com

Southern California Gas Company
ROrtiz@SempraUtilities.com

San Diego Gas & Electric Company
SDG&ETariffs@SempraUtilities.com

Belinda Gatti
Energy Division
California Public Utilities Commission
Belinda.gatti@cpuc.ca.gov

Robert M. Pocta
Office of Ratepayer Advocates
California Public Utilities Commission
rmp@cpuc.ca.gov

Nathaniel Skinner
Office of Ratepayer Advocates
California Public Utilities Commission
nws@cpuc.ca.gov

Pearlie Sabino
Office of Ratepayer Advocates
California Public Utilities Commission
pzs@cpuc.ca.gov

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)	
Company name/CPUC Utility No. Southwest Gas Corporation (U 905 G)	
Utility type: <input type="checkbox"/> ELC <input checked="" type="checkbox"/> GAS <input type="checkbox"/> PLC <input type="checkbox"/> HEAT <input type="checkbox"/> WATER	Contact Person: Valerie J. Ontiveroz Phone #: (702) 876-7323 E-mail: valerie.ontiveroz@swgas.com
EXPLANATION OF UTILITY TYPE ELC = Electric GAS = Gas PLC = Pipeline HEAT = Heat WATER = Water	(Date Filed/ Received Stamp by CPUC)
Advice Letter (AL) #: 1057	
Subject of AL: Modify Customer Assistance Call Center hours in Forms 902.4, 311.14C, and 311.10.	
Keywords (choose from CPUC listing): Form	
AL filing type: <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Annual <input checked="" type="checkbox"/> One-Time <input type="checkbox"/> Other	
If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: Not applicable	
Does AL replace a withdrawn or rejected AL? If so, identify the prior AL Not applicable	
Summarize differences between the AL and the prior withdrawn or rejected AL ¹ : Not applicable	
Resolution Required? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Requested effective date: December 20, 2017	No. of tariff sheets: 4
Estimated system annual revenue effect (%): Not applicable	
Estimated system average rate effect (%): Not applicable	
When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).	
Tariff schedules affected: None	
Service affected and changes proposed ¹ : See 'Subject of AL' above	
Pending advice letters that revise the same tariff sheets: Not applicable	
Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:	
CPUC, Energy Division Attention: Tariff Unit 505 Van Ness Ave. San Francisco, CA 94102 E-mail: edtariffunit@cpuc.ca.gov	Mr. Justin Lee Brown, Vice-President/Regulation & Public Affairs Southwest Gas Corporation P. O. Box 98510 Las Vegas, NV 89193-8510 E-mail: justin.brown@swgas.com Facsimile: 702-364-3452

¹ Discuss in AL if more space is needed.

APPLICATION FOR CALIFORNIA ALTERNATE RATES
FOR ENERGY (CARE) PROGRAM FOR QUALIFIED
AGRICULTURAL EMPLOYEE HOUSING FACILITIES (FORM 902.4 - 09/2017)



SOUTHWEST GAS CORPORATION

**APPLICATION FOR CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)
PROGRAM FOR QUALIFIED AGRICULTURAL EMPLOYEE HOUSING FACILITIES**

Discount

The CARE program provides a 20% discount on the monthly gas bill for facilities that meet program criteria. The discount and eligibility criteria were established by the California Public Utilities Commission (CPUC). The discounted rates, upon formal approval by the CPUC, are available to qualified facilities. The facility will receive the discount after Southwest Gas receives and approves the application.

Instructions

1. Read all information and instructions before you complete this application.
2. Determine if the facility meets the definition of qualified agricultural employee housing. The facility must meet ALL criteria to qualify for the 20% discount from the CARE Program.
3. Complete the entire application (please print or type). Complete a separate application for each qualified facility.
4. Attach all required documents. (Application is not considered complete without documents.)
5. Mail to:
ATTN: CARE
Southwest Gas Corporation
PO Box 1498
Victorville, CA 92393-1498

If you have questions, please contact your local office listed below.

Si tiene preguntas, por favor llame a la oficina de la lista a continuación.

Eligibility Criteria for Applicant

Each applicant MUST meet all of the following criteria:

- Applicant must be the Southwest Gas customer of record.
- Applicant must verify that 100% of the residents/households of Employee Housing or Housing for Agricultural Employees meet the CARE income eligibility guidelines, excluding any employee operating or managing the facility who resides at the facility. (See enclosed application for current CARE income eligibility guidelines.) Pursuant to Assembly Bill 868, all nonprofit Migrant Farmworker Housing Centers are deemed eligible for the CARE program discount.

Eligible Facilities

Migrant Farmworker Housing Centers, provided pursuant to Section 50710 of the Health and Safety Code:

- Supporting documentation required:
 - Provide a copy of the current contract with the office of Migrant Services, Department of Housing and Community Development. (This documentation states the center is currently authorized to provide housing.)
- Total energy used:
 - Master-metered facilities must be 70% residential use.
 - Individually sub-metered units must be 100% residential use.

Employee Housing (privately owned), as defined in Section 17008 of the Health and Safety Code, that is licensed and inspected by state/local agencies pursuant to Part 1 (commencing with Section 17000) of Division 13.

- Supporting documentation required:
 - Provide a copy of the current permit issued by the State Department of Housing and Community Development
- Total energy used must be 100% residential.

Housing for Agricultural Employees (operated by nonprofit entities), as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has an exemption from local property taxes pursuant to Subdivision (g) of Section 214 of the Revenue and Taxation Code.

- Supporting documentation required:
 - Provide current copy of Federal 501 (c)(3) tax exemption or copy of state tax exemption form, and current copy of local property tax exemption form.
- Total energy used:
 - Master-metered facilities must be 70% residential use.
 - Individually sub-metered units must be 100% residential use.

Form 902.04 (09/2017) 320 Page 1 of 4- Microsoft Word

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

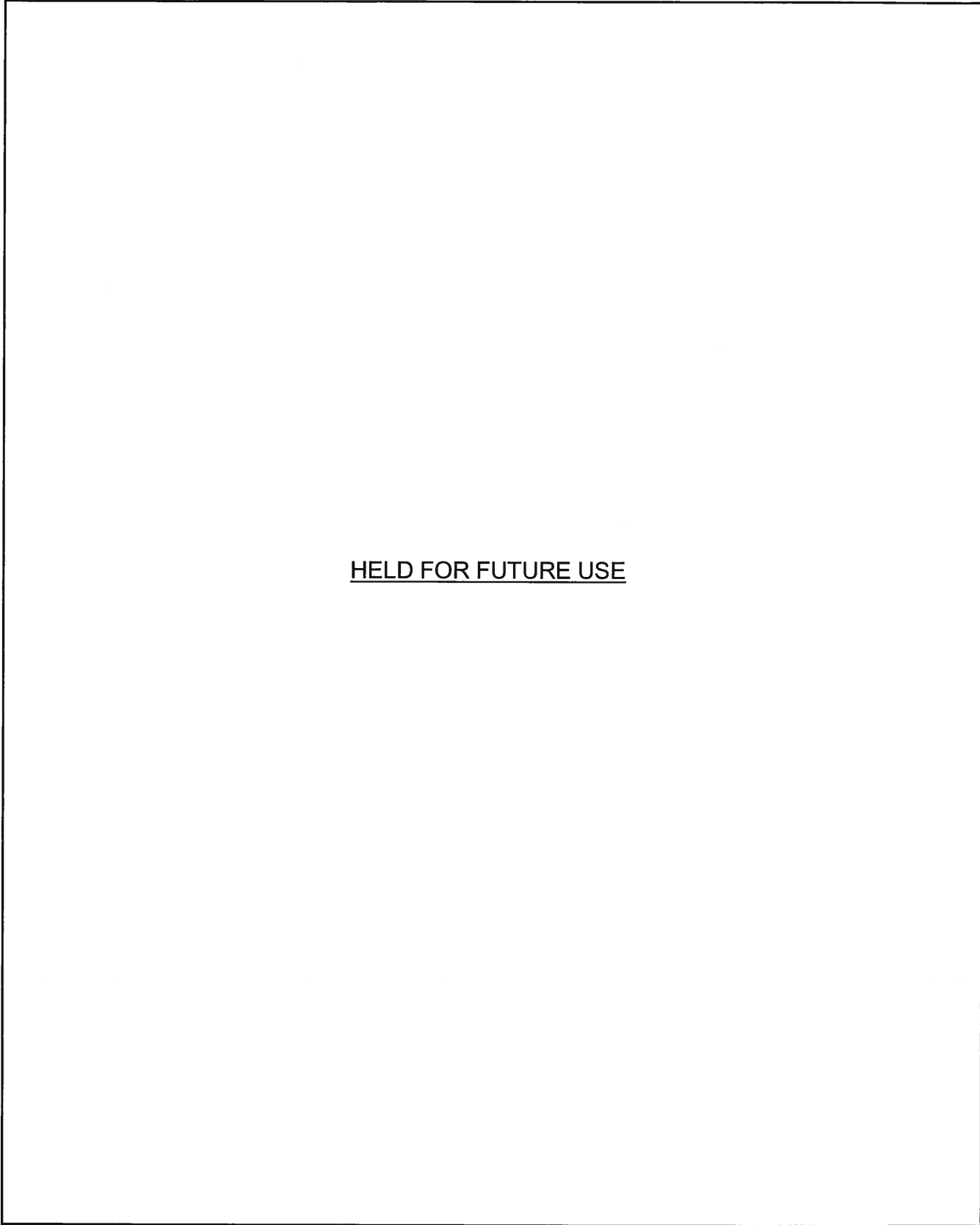
Advice Letter No. 1057
Decision No. _____

Issued by
Justin Lee Brown
Vice President

Date Filed November 20, 2017
Effective _____
Resolution No. _____

SOUTHWEST GAS CORPORATION
P.O. Box 98510
Las Vegas, Nevada 89193-8510
California Gas Tariff

Canceling _____ 1st Revised Cal. P.U.C. Sheet No. 310
_____ Original Cal. P.U.C. Sheet No. 310



HELD FOR FUTURE USE

Advice Letter No. 1057
Decision No. _____

Issued by
Justin Lee Brown
Vice President

Date Filed November 20, 2017
Effective _____ T
Resolution No. _____ T

PAST DUE BILL NOTICE DOOR TAG (FORM 311.14C 08/2017)

Customer Address _____

Your gas service has been:

- Turned off for non-payment.
 Other _____

To have service restored, call Customer Assistance at:

1-877-860-6020

Monday-Friday 7 a.m. - 7 p.m.
Saturday 7 a.m. - 6 p.m. (excluding holidays)
In addition to the gas bill, you will be asked to pay a reconnection fee and a security deposit, if applicable.

Si tiene preguntas, por favor llame (sin cargos) at **1-877-860-6020**

Date: _____

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

California

Form 311.14C (08/2017) 320 Front

Customer Address _____

According to our records:

- Your gas bill is past due.
 Other _____

To avoid discontinuance of service, call Customer Assistance immediately at

1-877-860-6020

Monday-Friday 7 a.m. - 7 p.m.
Saturday 7 a.m. - 6 p.m. (excluding holidays)
Pay free of charge using a checking or savings account at www.swgas.com.

If service is discontinued, you will be asked to pay the gas bill, a reconnection fee, and a security deposit, if applicable.

Si tiene preguntas, por favor llame (sin cargos) at **1-877-860-6020**

Date: _____

Do Not Mail Payment



SOUTHWEST GAS CORPORATION

California

Form 311.14C (08/2017) 320 Reverse

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1057
Decision No. _____

Issued by
Justin Lee Brown
Vice President

Date Filed November 20, 2017
Effective _____
Resolution No. _____

SORRY WE MISSED YOU DOOR TAG (FORM 311.10 09/2017)

**SORRY
WE MISSED YOU**

- Your GAS service has been turned OFF due to:
 - Repairs on Company facilities.
 - Unusual usage.
 - Gas leak on your piping.
 - Report of natural gas odor inside and no one was home.
- Our Service Technician stopped by today to:
 - Turn on your gas.
 - Answer your request for service.
 - Make arrangements for required periodic maintenance on your gas meter.
- Other _____

By: _____
Date: _____ Time: _____

Please contact our office at (877) 860-6020

.....
We are sorry we were not able to complete your request for service as scheduled. Please call our office to reschedule your order or restore your service. We value you as a customer and want to serve you as promptly and efficiently as possible.

Monday-Friday 7 a.m.-7 p.m. After hours or Holidays
Saturday 7 a.m.-6 p.m.
(excluding holidays)



Form 311.10 (09/2017) 511 Front

**LAMENTAMOS
NO HABERLE ENCONTRADO**

- Su servicio de GAS ha sido DESCONECTADO por:
 - Reparaciones en facilidades de la compañía.
 - Uso extraordinario.
 - Escape de gas en su tubería.
 - Reporte de olor a gas natural en su casa sin nadie en casa.
- Nuestro técnico de servicio le visitó hoy de acuerdo con una cita fijada para:
 - Conectar el gas.
 - Responder a su pedido de servicio.
 - Hacer arreglos para el mantenimiento periódico requerido en su medidor de gas.
- Otra _____

Por: _____
Fecha: _____ Hora: _____

Por favor contacte nuestra oficina en (877) 860-6020

.....
Lamentamos no haber podido completar su pedido de servicio como estaba programado. Por favor llame a nuestra oficina para acordar otra fecha o para restaurar su servicio. Apreciamos contarle entre nuestros clientes y queremos servirle tan rápida y eficazmente como sea posible.

lunes-viernes 7 a.m.-7 p.m. Después de horas o días festivos
sábado 7 a.m.-6 a.m.
(excluyendo días festivos)

Form 311.10 (09/2017) 511 Reverse

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1057
Decision No. _____

Issued by
Justin Lee Brown
Vice President

Date Filed November 20, 2017
Effective _____
Resolution No. _____