

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 30, 2020

Advice Letter 1128-G

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

SUBJECT: To Redesign Customer Bills and Disconnect and Final Notice Forms

Dear Mr. Brown:

Advice Letter 1128-G is effective as of March 26, 2020.

Sincerely,

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

Edward Randolph
Deputy Executive Director for Energy and Climate Policy/
Director, Energy Division



SOUTHWEST GAS CORPORATION

February 25, 2020

Advice Letter No. 1128-G

(U 905 G)

Public Utilities Commission of the State of California

Subject: To Redesign Customer Bills and Disconnect and Final Notice Forms

Southwest Gas Corporation (Southwest Gas) hereby submits for approval by the California Public Utilities Commission (Commission) revisions to its California Gas Tariff. The tariff sheets being modified as a result of this submission are included as Attachment A.

Purpose

The purpose of this submission is to revise and/or eliminate the following tariff forms:

1. 927.0 – Customer Bill:
2. 927.6CA – Back of Bill – Customer Bill, Customer Bill – Disconnect Notice, Customer Bill – Final Notice
3. 913.8 – Disconnect Notice – California
4. 913.10 – Final Notice – California
5. 927.10 – Customer Bill – Disconnect Notice
6. 927.11 – Customer Bill – Final Notice

Background

Over the past several years, Southwest Gas has taken various initiatives to improve the methods in which it interacts with its customers, from redesigning its website in December 2015, launching a mobile application in December 2018, and communicating with its customers via various social media channels. In this same vein, Southwest Gas has undertaken the redesign of its customer bills.

The current designs of Southwest Gas' customer bills – the Regular Bill, the Disconnect Bill, the Final Bill – have been in place since as early as 1996. The customer bills are currently 6.5" x 14" in size, contain outdated print, have very limited messaging space due to their size and are not supportive of instantaneously modifying various aspects of the bill without extensive testing to ensure that the customer bills read properly. Southwest Gas customer bills are also printed and maintained as separate forms and require that distinct envelopes be printed for the "Disconnect Notice Bill" or "Final Notice Bill" to notify customers of the urgency of the bill notice. Additionally, the existing customer bills are pre-printed and require that Southwest Gas maintain a large amount of printed bill stock.



Finally, in 2018 Southwest Gas separated the back of the customer bills which provides various customer information, i.e., Commission complaint process, definitions and/or explanations for bill components, etc., and created a separate tariff form for the bill back. Doing so allowed the bill back to be easily modified without having to destroy large amounts of printed bill stock or waiting until the old bill stock is exhausted.

Redesign of Customer Bills – Regular, Disconnect, Final, and Summary Bill

Southwest Gas revised the design of its customer bills to simplify customer information, add additional space within graphics and print copy, and make graphs colorful and easier to understand. The following specific changes have been made to support these objectives:

- Convert to a more convenient 8.5” x 11” format;
- Additional colors and fonts to improve readability;
- Convert gas usage history numbers (Daily Average Usage) to a graph;
- “Amount Due” and “Past Due After” dates will be featured more prominently and in multiple places;
- Increased messaging space has been added to make important messages (i.e. payments due) more visible;
- Convert bill inserts to onserts to eliminate multiple bill inserts in all envelopes. Bill inserts that will be converted to onserts include *Disconnect Notice – California*, and *Final Notice – California*, *News to Use* (such as energy efficiency messaging) and *Public Warning* messages (such as snow load warnings and Proposition 65); and
- Eliminate the use of custom printed envelopes by utilizing a larger envelope window that allows the highlighting for disconnect notice or final notice bills on the remittance slip to show through the envelope window

With the exception of usage graphs, Summary Bills have also been revised with the above-noted revisions. In the space allotted for the usage graphs on individual customer bills, information for a customers’ various accounts will be presented on the first page of Summary Bills.

Additionally, all customer bills will be printed as they are generated, eliminating the need to maintain pre-printed bill stock and three separate customer bill tariff forms (Regular Customer, Disconnect Bill and Final Bill), as well as a separate bill back tariff form.

Southwest Gas has also revised the design of the *Disconnect Notice - California* (Form 913.8) and *Final Notice - California* (Form 913.10) to conform with the customer bill revisions noted above. Along with the design, references to “Due on or before” were revised to “Past Due After” to reflect how due dates will be displayed on the revised Customer Bills. No other aspects of these two notices have been revised.

Southwest Gas anticipates implementing these redesigned forms and changes discussed above as early as the first billing cycle in April 2020. Southwest Gas plans to inform and



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educate its customers on the new bill through messaging on its website, social media channels, electronic mail, on-bill messaging, and on-hold messaging.

Samples for each customer bill type – Regular Customer Bill, Disconnect Bill, Final Bill, and Summary Bill – are included as Attachments B through E, respectively. The Disconnect Bill and Final Bill will also include the appropriate bill onsert notice.

Therefore, Southwest Gas seeks authorization to revise its Customer Bill, Customer Bill-Disconnect Notice, and Customer Bill-Final Notice as noted herein, which will also combine these tariff forms into one (Form 927.0 – *Customer Bill*). This will in turn result in the elimination of Form 927.6CA – *Back of Bill*, Form 927.10 – *Customer Bill – Disconnect Notice* and Form 927.11 – *Customer Bill – Final Notice*. Finally, Southwest Gas also seeks authorization to revise the *Disconnect Notice – California* (Form 913.8) and *Final Notice – California* (Form 913.10).

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 Disposition) pursuant to General Order (GO) 96-B. Southwest Gas respectfully requests that the tariff sheets filed herein be made effective March 26, 2020, which is thirty (30) days after the date submitted.

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 submission 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
Email: edtariffunit@cpuc.ca.gov
Facsimile: 415-703-2200

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

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

Notice

Southwest Gas believes it 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 charge, cause the withdrawal of service, or conflict with any other schedule or rule that are currently in effect.

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.

Communications regarding this submission 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
Email: valerie.ontiveroz@swgas.com

Respectfully submitted,

SOUTHWEST GAS CORPORATION

By: 
Valerie J. Ontiveroz

Attachments

Distribution List

Advice Letter No. 1128-G

In conformance with GO 96-B, General Rule 4.3

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

Elizabeth Echols, Director
Public Advocates Office
elizabeth.echols@cpuc.ca.gov

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
Public Advocates Office
California Public Utilities Commission
robert.pocta@cpuc.ca.gov

Nathaniel Skinner
Public Advocates Office
California Public Utilities Commission
nathaniel.skinner@cpuc.ca.gov

Pearlie Sabino
Public Advocates Office
California Public Utilities Commission
pearlie.sabino@cpuc.ca.gov

ATTACHMENT A
Advice Letter No. 1128-G

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
25th Revised Sheet No. 6	Table of Contents – Bills and Invoices	24th Revised Sheet No. 6
6th Revised Sheet No. 7	Table of Contents – Collection/Disconnection Notices	5th Revised Sheet No. 7
2nd Revised Sheet No. 307	Customer Bill (Form 927.0 12/2019)	1st Revised Sheet No. 307
2nd Revised Sheet No. 307.1	Held for Future Use	1st Revised Sheet No. 307.1
3rd Revised Sheet No. 314	Disconnect Notice – California (Form 913.8 10/2019)	2nd Revised Sheet No. 314
3rd Revised Sheet No. 315	Final Notice – California (Form 913.10 10/2019)	2nd Revised Sheet No. 315
2nd Revised Sheet Nos. 316-317	Held for Future Use	1st Revised Sheet Nos. 316-317

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902.6	Application for California Alternate Rates for Energy (CARE) Program (New and Recertification) (03/2019)	296
902.15	Customer Declaration of Eligibility for Baseline Rates (California) (06/2010)	297
902.16	CARE Program Application for Tenants of Submetered Residential Facilities (New and Recertification) (03/2019)	298
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913.9	Certification of Health and/or Disability Condition (01/2014)	301
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SOUTHWEST GAS CORPORATION
P.O. Box 98510
Las Vegas, Nevada 89193-8510
California Gas Tariff

Canceling _____ 2nd Revised Cal. P.U.C. Sheet No. 307
_____ 1st Revised Cal. P.U.C. Sheet No. 307

CUSTOMER BILL (FORM 927.0 02/2020)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1128
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed February 25, 2020
Effective _____
Resolution No. _____

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AMOUNT DUE	PAST DUE AFTER
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ACCOUNT

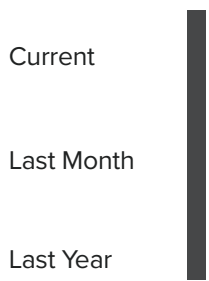
Billing From
Date Mailed

Your Local Office is:

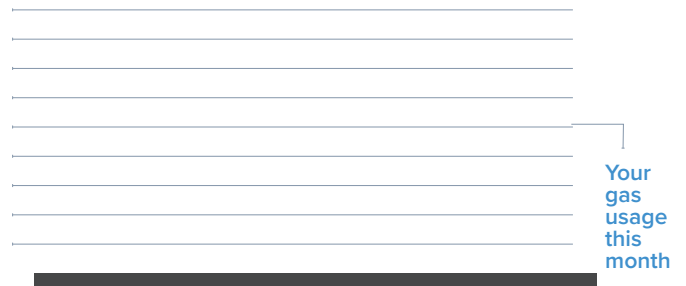
Customer Assistance/Asistencia al Cliente
Toll Free/Llamada Gratis **877-860-6020**
Hearing Impaired: **711**

Service Address:

DAILY AVERAGE USAGE (THERMS)



MONTHLY USAGE (THERMS)



REMIT WITH PAYMENT

SOUTHWEST GAS
 PO Box 98890
 Las Vegas, Nevada 89193-8890



AMOUNT DUE	PAST DUE AFTER
-------------------	-----------------------

ACCOUNT

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



Please include account number on check or money order.
Do not send cash through the mail.

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CALIFORNIA CUSTOMERS

Baseline - Baseline volumes provide residential natural gas customers with an amount of gas for basic energy needs at a lower rate.

Basic Service Charge and Gas Usage Charge - These charges recover the costs of operating the natural gas distribution system.

Billing Factor - The billing factor is used to convert the metered volume of gas into units of heat energy which are called therms. SWG bills customers on a per therm basis for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of therms you have used in the current billing period.

California (CA) Climate Credit - The CA Climate Credit is a payment from a State program designed to fight climate change by limiting the amount of greenhouse gases that our largest pollution sources emit into the atmosphere. As a residential customer in California you will receive the CA Climate Credit annually on your April bill (based on your billing cycle, you may see your CA Climate Credit reflected on your May bill). Should you have any credit balance that is carried over to your following month's bill, you may request a refund by check instead of having the carryover balance applied to your bill. To request a refund check of your CA Climate Credit carryover balance, please call SWG at our toll-free number (llamada gratis) at 1-877-860-6020.

CARE Discount - The California Alternate Rates for Energy program provides a 20 percent discount to income-qualified customers at their primary residence.

CPUC Surcharge - The California Public Utilities Commission Surcharge recovers the cost of regulation by the CPUC.

Customer Buried Gas Piping - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.16) This piping, which is typically located between the gas meter and a building or outdoor gas appliance, may consist of buried steel gas lines. Steel gas lines are subject to the effects of corrosion if they are not maintained, which could result in leakage. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping is periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulations encourage customers to employ qualified plumbing and heating contractors for all inspections, monitoring, and repairing of customer buried gas piping. Unsafe conditions discovered must be repaired immediately. For assistance in locating licensed plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-654-2765. Remember, call before you dig to locate gas piping in advance, and excavate by hand.

Deposits - If you are an existing customer, your deposit will be credited to your account, with any applicable interest, after continuous service and timely payment of bills in accordance with SWG commission approved rules. If your service has been discontinued, either at your request or by SWG, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.

Disconnection of Service at Customer Request - Please call SWG at least five (5) working days in advance of the date you wish to have service disconnected. If SWG is not notified, service will continue to be billed to the customer of record.

Electronic Check Conversion - When a check is provided as payment, SWG is authorized to either use information from the check to make a one-time electronic funds transfer from the account or to process the payment as a check transaction.

Emergency Service - In case of an emergency or if you smell natural gas, call SWG at 1-877-860-6020, or dial 911. Emergency service is also available by calling: Southern California 1-800-867-9091, Northern California 1-800-772-4555, or Needles, 1-800-447-5422.

Monthly Gas Cost - This charge recovers the cost of natural gas purchased by SWG on behalf of its customers.

Notice to Employers - Request a Safety Data Sheet (SDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting swgas.com/emergencysafety. Please ensure your employees know how to obtain SDS information.

Past Due Date/Late Pay Charge - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on the bill. A late pay charge may be added to any past due amount.

PPP Surcharge - The Public Purpose Program Surcharge recovers the cost of public benefit programs such as the California Alternate Rates for Energy (CARE) program, energy efficiency and research and development as ordered by the California State Legislature.

Rates and Other Information - The Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at swgas.com.

Right of Access and Bill Estimation - SWG will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWG is unable to read a meter on the scheduled date because of circumstances beyond its control, SWG will calculate the bill based upon estimated usage for that billing period.

Service Establishment and Reestablishment Charge - For each establishment of service there is a charge which appears on the first bill following the establishment of service. This charge partially covers the costs incurred to set up the service and create the account in the SWG billing system. Whenever gas service is turned off because of nonpayment, the delinquent bill, plus a reestablishment charge, must be paid and credit reestablished before service will be restored.

Special Services - Every effort will be made to ensure uninterrupted service to residential customers who notify SWG about permanent residents in their household who are seriously ill, disabled, or elderly. Also, in an effort to avoid service being turned off, any residential customer may elect to designate a third party (agency or individual) to receive a copy of all Disconnect Notices.

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If you believe there is an error on your bill or have a question about your service, please call **SWG Customer Assistance at (877) 860-6020**. If you are not satisfied with SWG's response, you may submit a billing or service complaint to the California Public Utilities Commission (CPUC) Consumer Affairs Branch (CAB), at <http://www.cpuc.ca.gov/complaints/>. CAB can also be reached by telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If your complaint is **specifically regarding the accuracy of your bill**, please contact CAB for assistance to avoid having service turned **off** while you wait for the outcome of a complaint. CAB will provide you with instructions on how to mail a check or money order for the disputed amount of your bill that will be held by the CPUC pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

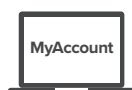
If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which provides direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free numbers below to be routed to the California Relay Service provider.

Language	TTY/VCO/HCO Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
English	1-800-735-2929	1-800-735-2922	1-800-854-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

Payments - Take advantage of our customer service features at swgas.com where you can view a variety of payment options, and find easy steps to pay your gas bill online. Create a MyAccount to view, manage, and customize your gas account online. To pay by ATM/debit/credit card, call Speedpay™ toll free at 1-866-263-5188.

 RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS

If address changed, please check box and provide new address below.

WAYS TO PAY**ONLINE**

swgas.com

MOBILE APPDownload
Application**PHONE**877-860-6020
Press 2**MAIL**PO Box 24531
Oakland, CA 94623-1531**PAY LOCATIONS**myaccount.swgas.com/
paystation

PREVIOUS BILLING:

Previous Balance
 Payment(s) Since Last Bill - Thank you
 5. Misc Copy Line
 6. Misc Copy Line
 7. Misc Copy Line
Balance Forward

AMOUNT DUE

PAST DUE AFTER

ACCOUNT

RATE SCHEDULE:

**CURRENT BILLING:
METER READING**

DAYS

Current	Previous	Billing Factor	Total Therms
-	-	=	x =

Next meter read date is:

Charges

Cost

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

Canceling 2nd Revised Cal. P.U.C. Sheet No. 307.1
1st Revised Cal. P.U.C. Sheet No. 307.1

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HELD FOR FUTURE USE

Advice Letter No. 1128
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed February 25, 2020
Effective _____
Resolution No. _____

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

Canceling 3rd Revised Cal. P.U.C. Sheet No. 314
2nd revised Cal. P.U.C. Sheet No. 314

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 02/2020)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1128
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed February 25, 2020
Effective _____
Resolution No. _____

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THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.

YOUR GAS SERVICE WILL BE TURNED OFF

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:

- the balance forward amount has already been paid,
- or —
- you have questions about your gas bill.

FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM

GENERAL INFORMATION

Bills - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on your bill.

Payment Arrangements - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

Special Services - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- **Equal Payment Plan** (to even out your billings over 12 months)
- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- **Speedpay™** (to pay by ATM/debit/credit card or electronic check, call 866-263-5188 toll free) or log on to swgas.com

Third Party Notification - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

Disputed Bills - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on the back of your bill.

Returned Items - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier's check. In addition, you will be assessed a returned item fee.

Turning Your Service Back On - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;
- a deposit equal to two times the estimated highest monthly bill;
- a non-refundable reestablishment charge.

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

Payment Assistance Agencies - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

SOUTHERN CALIFORNIA

San Bernardino County:

Community Services Department
686 East Mill Street
San Bernardino, CA 92408
909-885-1219
800-635-4618

NORTHERN CALIFORNIA

El Dorado County:

937 Spring Road
Placerville, CA 95667
530-621-6150

Nevada County:

Nevada County Department of Housing
530-265-1340

Placer County:

Home Energy Assistance Program
888-524-5705



Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.

SOUTHWEST GAS DISTRICT OFFICE LOCATIONS

Toll Free 877-860-6020

Big Bear Lake - 140 Business Center Drive
Bullhead City, AZ - 1705 Langford Drive
Incline Village, NV - 218 Incline Court
Truckee - 10682 Pioneer Trail
Victorville - 13471 Mariposa Road

CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION

Consumer Affairs Branch

505 Van Ness Avenue, Room 2003
San Francisco, CA 94102
800-649-7570 | Hearing Impaired: 711
E-mail: cpuc.ca.gov

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

Canceling 3rd Revised Cal. P.U.C. Sheet No. 315
2nd Revised Cal. P.U.C. Sheet No. 315

FINAL NOTICE — CALIFORNIA (FORM 913.10 02/2020)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1128
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed February 25, 2020
Effective _____
Resolution No. _____

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SOUTHWEST GAS

swgas.com



CALIFORNIA FINAL NOTICE

THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.

**MAILED PAYMENTS MAY BE RECEIVED TOO LATE TO AVOID TURN-OFF.
PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:**

- the balance forward amount has already been paid,
- or –
- you have questions about your gas bill.

YOUR GAS SERVICE WILL BE TURNED OFF
unless payment is received by Southwest Gas
by the “Past Due After” date shown on your
Disconnect Notice bill.

FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM

GENERAL INFORMATION

Bills - The monthly bill is due and payable upon presentation and becomes past due if not paid by the “Past Due After” date on your bill.

Payment Arrangements - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

Special Services - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- **Equal Payment Plan** (to even out your billings over 12 months)
- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- **Western Union® Speedpay®** (to pay by ATM/debit/credit card or electronic check, call 866-263-5188 toll free) or log on to swgas.com

Third Party Notification - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer’s Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

Disputed Bills - Please refer to the “NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS” section, for your state, located on the back of your bill.

Returned Items - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier’s check. In addition, you will be assessed a returned item fee.

Turning Your Service Back On - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;
- a deposit equal to two times the estimated highest monthly bill;
- a non-refundable reestablishment charge.

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

Payment Assistance Agencies - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

SOUTHERN CALIFORNIA

San Bernardino County:

Community Services Department
686 East Mill Street
San Bernardino, CA 92408
909-885-1219
800-635-4618

NORTHERN CALIFORNIA

El Dorado County:

937 Spring Road
Placerville, CA 95667
530-621-6150

Nevada County:

Nevada County Department of Housing
530-265-1340

Placer County:

Home Energy Assistance Program
888-524-5705



Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.

SOUTHWEST GAS DISTRICT OFFICE LOCATIONS

Toll Free 877-860-6020

Big Bear Lake - 140 Business Center Drive
Bullhead City, AZ - 1705 Langford Drive
Incline Village, NV - 218 Incline Court
Truckee - 10682 Pioneer Trail
Victorville - 13471 Mariposa Road

CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION

Consumer Affairs Branch

505 Van Ness Avenue, Room 2003
San Francisco, CA 94102
800-649-7570 | Hearing Impaired: 711
E-mail: cpuc.ca.gov

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

Canceling _____ 2nd Revised Cal. P.U.C. Sheet No. 316-317
_____ 1st Revised Cal. P.U.C. Sheet No. 316-317

D/T

HELD FOR FUTURE USE

Advice Letter No. 1128
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed February 25, 2020
Effective _____
Resolution No. _____ T

**ADVICE LETTER NO. 1128-G
ATTACHMENT B**

SAMPLE

Regular Customer Bill with Onserts



swgas.com



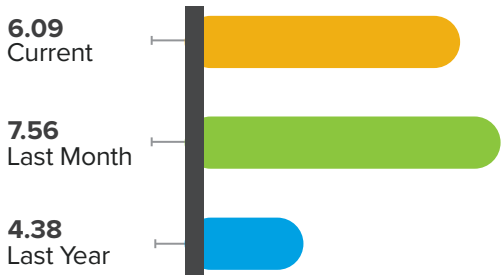
Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234
Service Address: 1234 Anywhere St, Anywhere Town, CA 87654

\$56.74 AMOUNT DUE
PAST DUE AFTER 04/15/2019

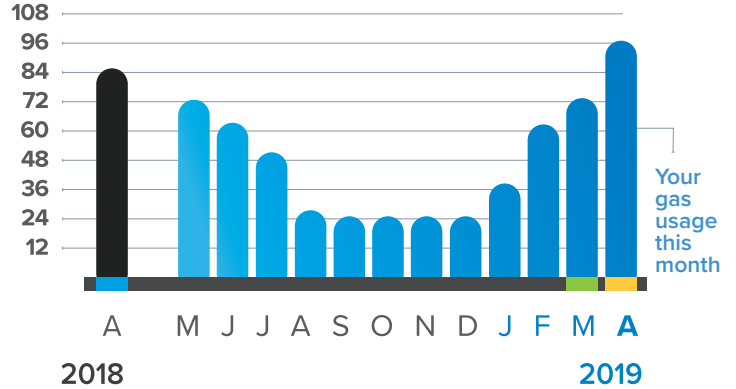
ACCOUNT 211-1234567-890
Billing From 02/22/2019 - 03/25/2019
Date Mailed 03/27/2019

Your Local Office is:
13471 Mariposa Road, Victorville, CA 92395
Customer Assistance/Asistencia al Cliente
Toll Free/Llamada Gratis 877-860-6020
Hearing Impaired: 711

DAILY AVERAGE USAGE (THERMS)



MONTHLY USAGE (THERMS)



IMPORTANT MESSAGES

Our Call Center receives the majority of calls on Mondays, the day after a holiday, and during the cooler winter months. Convenience is just a click away at swgas.com to start/stop/move service, create a MyAccount to manage your account, or make a payment. You can also access your account via our automated phone system 24/7 at 877-860-6020.

WE HAVE A MOBILE APP!

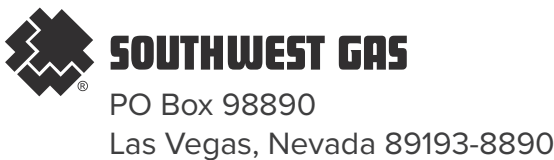
Download our Southwest Gas Mobile App today and never have to make a trip to the mailbox.



CUSTOMER MESSAGE

Quature hendera dolorehenim ex esequas pideliquas mos sus quaspid essi blab incipsa ndicti dolloria perferum quatias nobis abo. Et omniam, quassus si dem ea et la vere erferov iduscil inctorum aut ra es et ex esto voluptat quam voloria inullest, quas natecessi odis qui iuntem haruntiorati dollibe aquosam enditem cus nobit, coreptaspis moluptamus auta sequistemolo di blabore serum fugiam.

REMIT WITH PAYMENT



Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234

\$56.74 AMOUNT DUE
PAST DUE AFTER 04/15/2019

ACCOUNT 211-1234567-890

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



Please include account number on check or money order. Do not send cash through the mail.



21112345678900000005674000000003

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CALIFORNIA CUSTOMERS

Baseline - Baseline volumes provide residential natural gas customers with an amount of gas for basic energy needs at a lower rate.

Basic Service Charge and Gas Usage Charge - These charges recover the costs of operating the natural gas distribution system.

Billing Factor - The billing factor is used to convert the metered volume of gas into units of heat energy which are called therms. SWG bills customers on a per therm basis for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of therms you have used in the current billing period.

California (CA) Climate Credit - The CA Climate Credit is a payment from a State program designed to fight climate change by limiting the amount of greenhouse gases that our largest pollution sources emit into the atmosphere. As a residential customer in California you will receive the CA Climate Credit annually on your April bill (based on your billing cycle, you may see your CA Climate Credit reflected on your May bill). Should you have any credit balance that is carried over to your following month's bill, you may request a refund by check instead of having the carryover balance applied to your bill. To request a refund check of your CA Climate Credit carryover balance, please call SWG at our toll-free number (llamada gratis) at 1-877-860-6020.

CARE Discount - The California Alternate Rates for Energy program provides a 20 percent discount to income-qualified customers at their primary residence.

CPUC Surcharge - The California Public Utilities Commission Surcharge recovers the cost of regulation by the CPUC.

Customer Buried Gas Piping - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.16) This piping, which is typically located between the gas meter and a building or outdoor gas appliance, may consist of buried steel gas lines. Steel gas lines are subject to the effects of corrosion if they are not maintained, which could result in leakage. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping is periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulations encourage customers to employ qualified plumbing and heating contractors for all inspections, monitoring, and repairing of customer buried gas piping. Unsafe conditions discovered must be repaired immediately. For assistance in locating licensed plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-654-2765. Remember, call before you dig to locate gas piping in advance, and excavate by hand.

Deposits - If you are an existing customer, your deposit will be credited to your account, with any applicable interest, after continuous service and timely payment of bills in accordance with SWG commission approved rules. If your service has been discontinued, either at your request or by SWG, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.

Disconnection of Service at Customer Request - Please call SWG at least five (5) working days in advance of the date you wish to have service disconnected. If SWG is not notified, service will continue to be billed to the customer of record.

Electronic Check Conversion - When a check is provided as payment, SWG is authorized to either use information from the check to make a one-time electronic funds transfer from the account or to process the payment as a check transaction.

Emergency Service - In case of an emergency or if you smell natural gas, call SWG at 1-877-860-6020, or dial 911. Emergency service is also available by calling: Southern California 1-800-867-9091, Northern California 1-800-772-4555, or Needles, 1-800-447-5422.

Monthly Gas Cost - This charge recovers the cost of natural gas purchased by SWG on behalf of its customers.

Notice to Employers - Request a Safety Data Sheet (SDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting swgas.com/emergencysafety. Please ensure your employees know how to obtain SDS information.

Past Due Date/Late Pay Charge - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on the bill. A late pay charge may be added to any past due amount.

PPP Surcharge - The Public Purpose Program Surcharge recovers the cost of public benefit programs such as the California Alternate Rates for Energy (CARE) program, energy efficiency and research and development as ordered by the California State Legislature.

Rates and Other Information - The Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at swgas.com.

Right of Access and Bill Estimation - SWG will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWG is unable to read a meter on the scheduled date because of circumstances beyond its control, SWG will calculate the bill based upon estimated usage for that billing period.

Service Establishment and Reestablishment Charge - For each establishment of service there is a charge which appears on the first bill following the establishment of service. This charge partially covers the costs incurred to set up the service and create the account in the SWG billing system. Whenever gas service is turned off because of nonpayment, the delinquent bill, plus a reestablishment charge, must be paid and credit reestablished before service will be restored.

Special Services - Every effort will be made to ensure uninterrupted service to residential customers who notify SWG about permanent residents in their household who are seriously ill, disabled, or elderly. Also, in an effort to avoid service being turned off, any residential customer may elect to designate a third party (agency or individual) to receive a copy of all Disconnect Notices.

y18, m09,v4

If you believe there is an error on your bill or have a question about your service, please call **SWG Customer Assistance at (877) 860-6020**. If you are not satisfied with SWG's response, you may submit a billing or service complaint to the California Public Utilities Commission (CPUC) Consumer Affairs Branch (CAB), at <http://www.cpuc.ca.gov/complaints/>. CAB can also be reached by telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If your complaint is **specifically regarding the accuracy of your bill**, please contact CAB for assistance to avoid having service turned **off** while you wait for the outcome of a complaint. CAB will provide you with instructions on how to mail a check or money order for the disputed amount of your bill that will be held by the CPUC pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which provides direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free numbers below to be routed to the California Relay Service provider.

Language	TTY/VCO/HCO Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
English	1-800-735-2929	1-800-735-2922	1-800-854-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

Payments - Take advantage of our customer service features at swgas.com where you can view a variety of payment options, and find easy steps to pay your gas bill online. Create a MyAccount to view, manage, and customize your gas account online. To pay by ATM/debit/credit card, call Speedpay™ toll free at 1-866-263-5188.

RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS

HELPING OTHERS THROUGH ENERGY SHARE

Your monthly donation to Energy Share provides emergency aid to neighbors in need. Select an amount and your local Energy Share assistance agency will do the rest.



\$1 \$5 \$10

Thank you for donating to Energy Share. Your generosity provides emergency energy assistance to people in our community who need a helping hand.



211234567890000005674000000003

If address changed, please check box and provide new address below.

WAYS TO PAY

ONLINE

swgas.com

MOBILE APP

 Download Application

PHONE

 877-860-6020
 Press 2

MAIL

 PO Box 24531
 Oakland, CA 94623-1531

PAY LOCATIONS

myaccount.swgas.com/paystation

PREVIOUS BILLING:

Previous Balance	\$46.67	
Payment(s) Since Last Bill - Thank you	\$46.67 CR	
5. Misc Copy Line	\$00.00	
6. Misc Copy Line	\$00.00	
7. Misc Copy Line	\$00.00	
Balance Forward		\$ 0.00

\$56.74
AMOUNT DUE

PAST DUE AFTER
04/15/2019

ACCOUNT 211-1234567-890

RATE SCHEDULE:

201/GS-12 CARE RESIDENTIAL GAS SERVICE

**CURRENT BILLING: 31 DAYS
METER READING**

Current		Previous		Billing Factor		Total Therms
Mar 25	-	Feb 22				
3701	-	3654	=	47 x 9.364	=	44
Next meter read date is: April 23, 2019				Cycle 13		

Charges**Cost**

• Gas Usage	44 Therms	X	1.060670	=		46.67
• Monthly Gas Cost	Total Therms	X	.370670	X	6/31 Days	
• Monthly Gas Cost	Total Therms	X	.377730	X	25/31 Days	
Total Monthly Gas Cost						16.56
PPP Surcharge	Total Therms	X	.047240	=		2.08
PPP Surcharge	Total Therms	X	.001660	=		0.07
*Basic Service Charge						5.00
CARE Discount						13.64 CR
<i>*Rate before CARE Discount</i>						
Current Bill						\$56.74
Balance Forward						\$ 0.00
Amount Due						\$56.74

— Sign up for paperless Billing at www.swgas.com



CONNECT WITH US TODAY!

Are you on Facebook, Twitter or Instagram?

Connect with us today to see what's happening at Southwest Gas.

You'll find energy-saving tips, safety information, employment opportunities and more.

HIDDEN SAVINGS IN YOUR HOME

Keep your home comfortable all year round by uncovering energy savings throughout the house.

Find useful energy saving tips at swgas.com/tips on a variety of ways you can save both money and energy!









NEWS TO USE

DECEMBER 2019



CONNECT WITH US

-  facebook.com/southwestgas
-  twitter.com/swgas
-  instagram.com/southwestgas
-  youtube.com/swgasliving

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



WHAT'S IN YOUR KITCHEN?

Whether you're trying out a new recipe, perfecting grandma's treasured one or are experimenting with one of your own, you can rely on clean, affordable natural gas to prepare a healthy dinner or bake a favorite treat!

Cooking with natural gas is fast, precise and efficient because natural gas ranges, cooktops and ovens offer instant on/off capability, even heat and precise temperature control. Anyone can be a top chef with natural gas in the kitchen!



ENERGY SAVINGS COOKING TIPS

- Place lids tightly on pans to speed up cooking time
- Preheat the oven only if you must, based on type of food and baking instructions
- Use the right size pots and pans that fit the burner



VISIT US ONLINE ON SWGAS.COM





PUBLIC WARNINGS | ADVERTENCIAS PÚBLICAS



WARNING:

Natural gas, when combusted, can expose you to chemicals. These include formaldehydes, which are known in the state of California to cause cancer, and also carbon monoxide, which is known in the state of California to cause birth defects or other reproductive harm. For more information, go to www.p65warnings.ca.gov

ADVERTENCIA:

El gas natural, cuando se quema, puede exponerlo a sustancias químicas. Estos incluyen los formaldehídos, que en el estado de California son conocidos por causar cáncer, y también el monóxido de carbono, que se sabe en el estado de California por causar defectos de nacimiento o otros daños reproductivos. Para obtener más información, vaya a www.p65warnings.ca.gov



PROPOSITION 65

The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires California to publish a list of chemicals “known to the State of California to cause cancer, birth defects, or other reproductive harm.” It also requires California businesses to warn the public, once every three months, of potential environmental exposures to any of the listed chemicals for which the business is responsible.

For additional information on this Proposition 65 warning, write to:

Southwest Gas
Attn: Corporate Communications
PO Box 98510
Las Vegas, NV 89150-0002

PROPUESTA 65

Ley de 1986 sobre la Seguridad del Agua Potable y Vigilancia de la Toxicidad, conocida comúnmente como Propuesta 65, requiere California que publique una lista de químicos “conocidos por el estado de California como causantes de cáncer, defectos de nacimiento, u otros daños reproductivos.” También requiere a los negocios de California que adviertan al público, una vez cada tres meses, sobre las exposiciones potenciales del medio ambiente a cualquiera de los químicos enlistados de los cuales el negocio es responsable.

Para obtener información adicional sobre la advertencia de la Propuesta 65, escriba a

Southwest Gas
Attn: Corporate Communications
PO Box 98510
Las Vegas, NV 89150-0002

CARBON MONOXIDE ALARM

Make sure your structure has functioning carbon monoxide alarms as required by California Health and Safety Code §17926. More about the Code can be found in the California Carbon Monoxide Poisoning Prevention Act of 2010.

ALARMAS DE MONÓXIDO DE CARBONO

Asegúrese de que su estructura tenga alarmas de monóxido de carbono en función como lo requiere el Código de Salud y Seguridad de California, §17926. Puede encontrar más sobre el código en la Ley de 2010 sobre la Prevención de Envenenamiento por Monóxido de Carbono de California.

**ADVICE LETTER NO. 1128-G
ATTACHMENT C**

SAMPLE

Disconnect Bill with Disconnect Notice Onsert

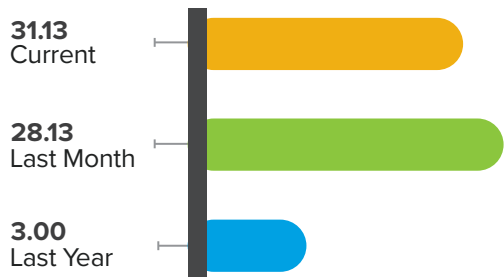


Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234

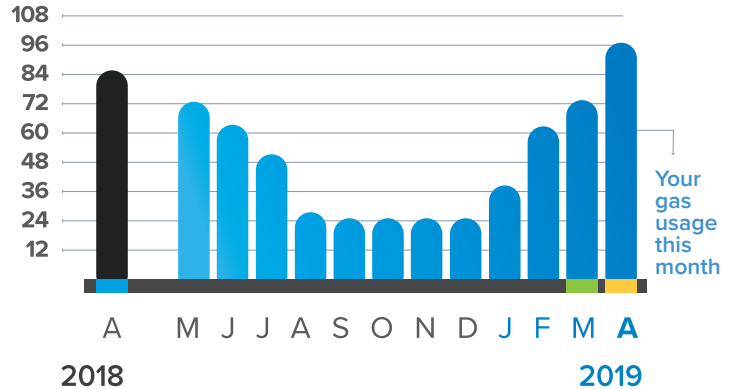
Service Address: 1234 Anywhere St, Anywhere Town, CA 87654

DISCONNECT NOTICE

DAILY AVERAGE USAGE (THERMS)



MONTHLY USAGE (THERMS)



IMPORTANT MESSAGE

AMOUNT DUE IS \$\$\$\$\$\$\$\$\$\$ A MINIMUM PAYMENT OF \$\$\$\$\$\$\$\$\$\$ MUST BE RECEIVED AND PROCESSED BY SOUTHWEST GAS ON OR BEFORE ##/##/## TO AVOID TURN OFF AT ***** PLEASE ALLOW FOR DELIVERY TIME IF MAILING PAYMENT. FOR ASSISTANCE CONTACT 1-877-860-6020 TOLL FREE.

WE HAVE A MOBILE APP!

Download our Southwest Gas Mobile App today and never have to make a trip to the mailbox.



CUSTOMER MESSAGE:

Please Pay Balance Forward By Due Date To Avoid Disconnect

REMIT WITH PAYMENT

URGENT OPEN NOW

SOUTHWEST GAS
PO Box 98890
Las Vegas, Nevada 89193-8890



Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234

URGENT OPEN NOW

\$31.13 AMOUNT DUE PAST DUE AFTER 01/15/2019
ACCOUNT 211-1234567-890

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



Please include account number on check or money order. Do not send cash through the mail.

21112345678900000005674000000003

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CALIFORNIA CUSTOMERS

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y18, m09,v4

If you believe there is an error on your bill or have a question about your service, please call **SWG Customer Assistance at (877) 860-6020**. If you are not satisfied with SWG's response, you may submit a billing or service complaint to the California Public Utilities Commission (CPUC) Consumer Affairs Branch (CAB), at <http://www.cpuc.ca.gov/complaints/>. CAB can also be reached by telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

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English	1-800-735-2929	1-800-735-2922	1-800-854-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

Payments - Take advantage of our customer service features at swgas.com where you can view a variety of payment options, and find easy steps to pay your gas bill online. Create a MyAccount to view, manage, and customize your gas account online. To pay by ATM/debit/credit card, call Speedpay™ toll free at 1-866-263-5188.

RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS



211234567890000005674000000003

If address changed, please check box and provide new address below.

WAYS TO PAY

ONLINE

swgas.com

MOBILE APP

Download Application

PHONE

877-860-6020
Press 2

MAIL

PO Box 24531
Oakland, CA 94623-1531

PAY LOCATIONS

myaccount.swgas.com/
paystation

PREVIOUS BILLING:

Previous Balance	\$46.67	
Payment(s) Since Last Bill - Thank you	\$46.67 CR	
5. Misc Copy Line	\$00.00	
6. Misc Copy Line	\$00.00	
7. Misc Copy Line	\$00.00	
Balance Forward		\$ 0.00

 \$31.13 AMOUNT DUE	PAST DUE AFTER 04/15/2019
----------------------------------	-------------------------------------

ACCOUNT 211-1234567-890

RATE SCHEDULE:

201/GS-12 CARE RESIDENTIAL GAS SERVICE

**CURRENT BILLING: 31 DAYS
METER READING**

Current		Previous		Billing Factor		Total Therms
Mar 25	-	Feb 22				
3701	-	3654	=	47 x 9.364	=	44

Next meter read date is: April 23, 2019 Cycle 13

Charges

Cost

• Gas Usage	44 Therms	X	1.060670	=		28.00
• Monthly Gas Cost	Total Therms	X	.370670	X	6/31 Days	
• Monthly Gas Cost	Total Therms	X	.377730	X	25/31 Days	
Total Monthly Gas Cost						10.00
PPP Surcharge	Total Therms	X	.047240	=		2.00
PPP Surcharge	Total Therms	X	.001660	=		0.13
*Basic Service Charge						5.00
CARE Discount						14.00 CR
<i>*Rate before CARE Discount</i>						
Current Bill						\$31.13
Balance Forward						\$ 0.00
Amount Due						\$31.13

— Sign up for paperless Billing at www.swgas.com



CONNECT WITH US TODAY!

Are you on Facebook, Twitter or Instagram?

Connect with us today to see what's happening at Southwest Gas.

You'll find energy-saving tips, safety information, employment opportunities and more.

HIDDEN SAVINGS IN YOUR HOME

Keep your home comfortable all year round by uncovering energy savings throughout the house.

Find useful energy saving tips at swgas.com/tips on a variety of ways you can save both money and energy!





THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.

YOUR GAS SERVICE WILL BE TURNED OFF

unless payment is received by Southwest Gas by the "Past Due After" date shown on your Disconnect Notice bill.

PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:

- the balance forward amount has already been paid,
- or —
- you have questions about your gas bill.

FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM

GENERAL INFORMATION

Bills - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on your bill.

Payment Arrangements - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

Special Services - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- **Equal Payment Plan** (to even out your billings over 12 months)
- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- **Speedpay™** (to pay by ATM/debit/credit card or electronic check, call 866-263-5188 toll free) or log on to swgas.com

Third Party Notification - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer's Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

Disputed Bills - Please refer to the "NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS" section, for your state, located on the back of your bill.

Returned Items - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier's check. In addition, you will be assessed a returned item fee.

Turning Your Service Back On - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;
- a deposit equal to two times the estimated highest monthly bill;
- a non-refundable reestablishment charge.

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

Payment Assistance Agencies - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

SOUTHERN CALIFORNIA

San Bernardino County:

Community Services Department
686 East Mill Street
San Bernardino, CA 92408
909-885-1219
800-635-4618

NORTHERN CALIFORNIA

El Dorado County:

937 Spring Road
Placerville, CA 95667
530-621-6150

Nevada County:

Nevada County Department of Housing
530-265-1340

Placer County:

Home Energy Assistance Program
888-524-5705



Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.

SOUTHWEST GAS DISTRICT OFFICE LOCATIONS

Toll Free 877-860-6020

Big Bear Lake - 140 Business Center Drive
Bullhead City, AZ - 1705 Langford Drive
Incline Village, NV - 218 Incline Court
Truckee - 10682 Pioneer Trail
Victorville - 13471 Mariposa Road

CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION

Consumer Affairs Branch

505 Van Ness Avenue, Room 2003
San Francisco, CA 94102
800-649-7570 | Hearing Impaired: 711
E-mail: cpuc.ca.gov

**ADVICE LETTER NO. 1128-G
ATTACHMENT D**

SAMPLE

Final Bill with Final Notice Onsert



SOUTHWEST GAS

swgas.com



Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234
Service Address: 1234 Anywhere St, Anywhere Town, CA 87654

	\$146.80	PAST DUE AFTER
	AMOUNT DUE	10/10/2019

ACCOUNT 211-1234567-890
Billing From 02/22/2019 - 03/25/2019
Date Mailed 03/27/2019

Your Local Office is:
13471 Mariposa Road, Victorville, CA 92395
Customer Assistance/Asistencia al Cliente
Toll Free/Llamada Gratis **877-860-6020**
Hearing Impaired: **711**

FINAL NOTICE

PREVIOUS BILLING:	July 24 to Aug. 22	
Previous Balance		89.65
Balance Forward		\$89.65
Please Pay Balance Forward By Due Date To Avoid Disconnect		
Current Bill		\$57.15

This final notice serves as your written reminder that payment is due.

To avoid having your service disconnected, please pay by the due date.

FINAL NOTICE

YOUR TOTAL AMOUNT DUE IS \$146.80
A MINIMUM PAYMENT OF \$89.65
MUST BE MADE AND PROCESSED BY
SOUTHWEST GAS BY: 10/10/19
TO AVOID TURN OFF AT 1234
ANYWHERE ST. DO NOT MAIL --- MAKE A
FREE PAYMENT ONLINE AT
WWW.SWGAS.COM OR CALL TOLL FREE
1-877-860-6020.

OFFICE CLOSURE/OFFICE MOVING MESSAGE

The North Las Vegas office at
1374 W. Cheyenne Ave
Suite #107
will close as of July 3, 2019. The new
office will open July 8, 2019 at
1631 W. Craig Rd Suite #2.
For account questions or pay options
visit swgas.com or call
1-877-860-6020.

CUSTOMER MESSAGE

Quature hendera dolorehenim ex esequas
pideliquas mos sus quaspid essi blab
incipsa ndicti dolloria perferum quatiat
nobis abo. Et omniam, quassus si dem ea
et la vere erferov iduscil inctorum aut ra es
et ex esto voluptat quam voloria inullest,
quas natecessi odis qui iuntem haruntiorati
dolibbe aquosam cus nobit, coreptaspis

-REMIT WITH PAYMENT-

URGENT
OPEN
NOW

SOUTHWEST GAS
PO Box 98890
Las Vegas, Nevada 89193-8890



Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234

URGENT
OPEN
NOW

	\$146.80	PAST DUE AFTER
	AMOUNT DUE	10/10/2019

ACCOUNT 211-1234567-890



Please include account number on check or money order.
Do not send cash through the mail.



21112345678900000005674000000003

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CALIFORNIA CUSTOMERS

Baseline - Baseline volumes provide residential natural gas customers with an amount of gas for basic energy needs at a lower rate.

Basic Service Charge and Gas Usage Charge - These charges recover the costs of operating the natural gas distribution system.

Billing Factor - The billing factor is used to convert the metered volume of gas into units of heat energy which are called therms. SWG bills customers on a per therm basis for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of therms you have used in the current billing period.

California (CA) Climate Credit - The CA Climate Credit is a payment from a State program designed to fight climate change by limiting the amount of greenhouse gases that our largest pollution sources emit into the atmosphere. As a residential customer in California you will receive the CA Climate Credit annually on your April bill (based on your billing cycle, you may see your CA Climate Credit reflected on your May bill). Should you have any credit balance that is carried over to your following month's bill, you may request a refund by check instead of having the carryover balance applied to your bill. To request a refund check of your CA Climate Credit carryover balance, please call SWG at our toll-free number (llamada gratis) at 1-877-860-6020.

CARE Discount - The California Alternate Rates for Energy program provides a 20 percent discount to income-qualified customers at their primary residence.

CPUC Surcharge - The California Public Utilities Commission Surcharge recovers the cost of regulation by the CPUC.

Customer Buried Gas Piping - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.16) This piping, which is typically located between the gas meter and a building or outdoor gas appliance, may consist of buried steel gas lines. Steel gas lines are subject to the effects of corrosion if they are not maintained, which could result in leakage. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping is periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulations encourage customers to employ qualified plumbing and heating contractors for all inspections, monitoring, and repairing of customer buried gas piping. Unsafe conditions discovered must be repaired immediately. For assistance in locating licensed plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-654-2765. Remember, call before you dig to locate gas piping in advance, and excavate by hand.

Deposits - If you are an existing customer, your deposit will be credited to your account, with any applicable interest, after continuous service and timely payment of bills in accordance with SWG commission approved rules. If your service has been discontinued, either at your request or by SWG, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.

Disconnection of Service at Customer Request - Please call SWG at least five (5) working days in advance of the date you wish to have service disconnected. If SWG is not notified, service will continue to be billed to the customer of record.

Electronic Check Conversion - When a check is provided as payment, SWG is authorized to either use information from the check to make a one-time electronic funds transfer from the account or to process the payment as a check transaction.

Emergency Service - In case of an emergency or if you smell natural gas, call SWG at 1-877-860-6020, or dial 911. Emergency service is also available by calling: Southern California 1-800-867-9091, Northern California 1-800-772-4555, or Needles, 1-800-447-5422.

Monthly Gas Cost - This charge recovers the cost of natural gas purchased by SWG on behalf of its customers.

Notice to Employers - Request a Safety Data Sheet (SDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting swgas.com/emergencysafety. Please ensure your employees know how to obtain SDS information.

Past Due Date/Late Pay Charge - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on the bill. A late pay charge may be added to any past due amount.

PPP Surcharge - The Public Purpose Program Surcharge recovers the cost of public benefit programs such as the California Alternate Rates for Energy (CARE) program, energy efficiency and research and development as ordered by the California State Legislature.

Rates and Other Information - The Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at swgas.com.

Right of Access and Bill Estimation - SWG will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWG is unable to read a meter on the scheduled date because of circumstances beyond its control, SWG will calculate the bill based upon estimated usage for that billing period.

Service Establishment and Reestablishment Charge - For each establishment of service there is a charge which appears on the first bill following the establishment of service. This charge partially covers the costs incurred to set up the service and create the account in the SWG billing system. Whenever gas service is turned off because of nonpayment, the delinquent bill, plus a reestablishment charge, must be paid and credit reestablished before service will be restored.

Special Services - Every effort will be made to ensure uninterrupted service to residential customers who notify SWG about permanent residents in their household who are seriously ill, disabled, or elderly. Also, in an effort to avoid service being turned off, any residential customer may elect to designate a third party (agency or individual) to receive a copy of all Disconnect Notices.

y18, m09,v4

If you believe there is an error on your bill or have a question about your service, please call **SWG Customer Assistance at (877) 860-6020**. If you are not satisfied with SWG's response, you may submit a billing or service complaint to the California Public Utilities Commission (CPUC) Consumer Affairs Branch (CAB), at <http://www.cpuc.ca.gov/complaints/>. CAB can also be reached by telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If your complaint is **specifically regarding the accuracy of your bill**, please contact CAB for assistance to avoid having service turned **off** while you wait for the outcome of a complaint. CAB will provide you with instructions on how to mail a check or money order for the disputed amount of your bill that will be held by the CPUC pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which provides direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free numbers below to be routed to the California Relay Service provider.

Language	TTY/VCO/HCO Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
English	1-800-735-2929	1-800-735-2922	1-800-854-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

Payments - Take advantage of our customer service features at swgas.com where you can view a variety of payment options, and find easy steps to pay your gas bill online. Create a MyAccount to view, manage, and customize your gas account online. To pay by ATM/debit/credit card, call Speedpay™ toll free at 1-866-263-5188.

 RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS



21123456789000000056740000000003

If address changed, please check box and provide new address below.

WAYS TO PAY

ONLINE

swgas.com

MOBILE APP

Download Application

PHONE

877-860-6020
Press 2

MAIL

PO Box 24531
Oakland, CA 94623-1531

PAY LOCATIONS

myaccount.swgas.com/
paystation



SOUTHWEST GAS

swgas.com



CALIFORNIA FINAL NOTICE

THE BALANCE FORWARD ON YOUR GAS BILL IS PAST DUE.

MAILED PAYMENTS MAY BE RECEIVED TOO LATE TO AVOID TURN-OFF.

PLEASE CALL YOUR LOCAL OFFICE IMMEDIATELY IF:

- the balance forward amount has already been paid,
- or –
- you have questions about your gas bill.

YOUR GAS SERVICE WILL BE TURNED OFF
 unless payment is received by Southwest Gas
 by the “Past Due After” date shown on your
 Disconnect Notice bill.

FOR MORE INFORMATION ON ALL OUR PAYMENT OPTIONS, VISIT SWGAS.COM

GENERAL INFORMATION

Bills - The monthly bill is due and payable upon presentation and becomes past due if not paid by the “Past Due After” date on your bill.

Payment Arrangements - If you are unable to pay your gas bill in full, please call your local Southwest Gas office at the telephone number shown at the top of your bill. We will work with you to establish a reasonable schedule for payment of your bill. Your service could be disconnected if you do not notify us that you need assistance.

Special Services - If you or any permanent resident of your household is seriously ill, elderly or disabled, there are programs available to you by contacting your local Southwest Gas business office. Some of the other services available are:

- **Equal Payment Plan** (to even out your billings over 12 months)
- **Automatic Payment Plan** (for automatic bill payment through your financial institution)
- **Pay Stations** (call your local Southwest Gas office for the pay stations nearest you)
- **Western Union® Speedpay®** (to pay by ATM/debit/credit card or electronic check, call 866-263-5188 toll free) or log on to swgas.com

Third Party Notification - This program is available to all residential customers and provides special benefits to the ill, elderly or disabled, as well as customers who are out of town for extended periods of time. It was designed to give notification to a third party (any person or public agency) who is willing to receive a copy of the customer’s Disconnect Notice bill. The third party would notify the customer that prompt action is necessary to prevent discontinuance of service. Notification does not obligate the third party to pay the bill.

Disputed Bills - Please refer to the “NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CUSTOMERS” section, for your state, located on the back of your bill.

Returned Items - If your payment is returned to us as uncollectible for any reason, you will be asked to pay your bill with cash, money order, or cashier’s check. In addition, you will be assessed a returned item fee.

Turning Your Service Back On - In order for us to turn gas on that was disconnected for nonpayment, we must receive:

- the past due amount of your bill plus late charges;
- a deposit equal to two times the estimated highest monthly bill;
- a non-refundable reestablishment charge.

Requests for service are scheduled on a first-come, first-served basis. Contact your local Southwest Gas office for scheduling.

Payment Assistance Agencies - The following are agencies or organizations that are available to assist you if you are unable to pay your gas bills. A call to your local Southwest Gas office will provide the name of any agency or organization that is not listed.

SOUTHERN CALIFORNIA

San Bernardino County:

Community Services Department
 686 East Mill Street
 San Bernardino, CA 92408
 909-885-1219
 800-635-4618

NORTHERN CALIFORNIA

El Dorado County:

937 Spring Road
 Placerville, CA 95667
 530-621-6150

Nevada County:

Nevada County Department of Housing
 530-265-1340

Placer County:

Home Energy Assistance Program
 888-524-5705



Por favor, llame a su oficina local de Southwest Gas para obtener una versión en español.

SOUTHWEST GAS DISTRICT OFFICE LOCATIONS

Toll Free 877-860-6020

Big Bear Lake - 140 Business Center Drive
Bullhead City, AZ - 1705 Langford Drive
Incline Village, NV - 218 Incline Court
Truckee - 10682 Pioneer Trail
Victorville - 13471 Mariposa Road

CALIFORNIA PUBLIC UTILITIES COMMISSION LOCATION

Consumer Affairs Branch

505 Van Ness Avenue, Room 2003
 San Francisco, CA 94102
 800-649-7570 | Hearing Impaired: 711
 E-mail: cpuc.ca.gov

**ADVICE LETTER NO. 1128-G
ATTACHMENT E**

SAMPLE
Summary Bill with Onserts



J Smith Ltd.
 1234 Anywhere St.
 Anywhere Town, CA 87654-1234
Service Address: SB Master

	\$822.40	PAST DUE AFTER
	AMOUNT DUE	06/26/2019

ACCOUNT 211-1234567-890
 Billing From 05/XX/2019 - 06/XX/2019
 Date Mailed 06/XX/2019

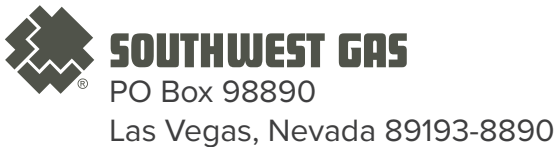
Your Local Office is:
 13471 Mariposa Road, Victorville, CA 92395
 Customer Assistance/Asistencia al Cliente
 Toll Free/Llamada Gratis **877-860-6020**
 Hearing Impaired: **711**

SUMMARY BILL

CURRENT BILLING:		THERMS	COST
ACCT: 241-1122043-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33
ACCT: 241-1122043-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33
ACCT: 241-1122043-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33
ACCT: 241-1122043-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33
ACCT: 241-1122043-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003 1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33

Continued on page 3

REMIT WITH PAYMENT



Joe Smith
 1234 Anywhere St.
 Anywhere Town, CA 87654-1234

	\$822.40	PAST DUE AFTER
	AMOUNT DUE	06/26/2019

ACCOUNT 211-1234567-890
SOUTHWEST GAS
 PO Box 24531
 Oakland, CA 94623-1531



Please include account number on check or money order.
 Do not send cash through the mail.



21112345678900000005674000000003

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

SBD/SUMMARY BILL

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CALIFORNIA CUSTOMERS

Baseline - Baseline volumes provide residential natural gas customers with an amount of gas for basic energy needs at a lower rate.

Basic Service Charge and Gas Usage Charge - These charges recover the costs of operating the natural gas distribution system.

Billing Factor - The billing factor is used to convert the metered volume of gas into units of heat energy which are called therms. SWG bills customers on a per therm basis for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of therms you have used in the current billing period.

California (CA) Climate Credit - The CA Climate Credit is a payment from a State program designed to fight climate change by limiting the amount of greenhouse gases that our largest pollution sources emit into the atmosphere. As a residential customer in California you will receive the CA Climate Credit annually on your April bill (based on your billing cycle, you may see your CA Climate Credit reflected on your May bill). Should you have any credit balance that is carried over to your following month's bill, you may request a refund by check instead of having the carryover balance applied to your bill. To request a refund check of your CA Climate Credit carryover balance, please call SWG at our toll-free number (llamada gratis) at 1-877-860-6020.

CARE Discount - The California Alternate Rates for Energy program provides a 20 percent discount to income-qualified customers at their primary residence.

CPUC Surcharge - The California Public Utilities Commission Surcharge recovers the cost of regulation by the CPUC.

Customer Buried Gas Piping - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.16) This piping, which is typically located between the gas meter and a building or outdoor gas appliance, may consist of buried steel gas lines. Steel gas lines are subject to the effects of corrosion if they are not maintained, which could result in leakage. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping is periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulations encourage customers to employ qualified plumbing and heating contractors for all inspections, monitoring, and repairing of customer buried gas piping. Unsafe conditions discovered must be repaired immediately. For assistance in locating licensed plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-654-2765. Remember, call before you dig to locate gas piping in advance, and excavate by hand.

Deposits - If you are an existing customer, your deposit will be credited to your account, with any applicable interest, after continuous service and timely payment of bills in accordance with SWG commission approved rules. If your service has been discontinued, either at your request or by SWG, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.

Disconnection of Service at Customer Request - Please call SWG at least five (5) working days in advance of the date you wish to have service disconnected. If SWG is not notified, service will continue to be billed to the customer of record.

Electronic Check Conversion - When a check is provided as payment, SWG is authorized to either use information from the check to make a one-time electronic funds transfer from the account or to process the payment as a check transaction.

Emergency Service - In case of an emergency or if you smell natural gas, call SWG at 1-877-860-6020, or dial 911. Emergency service is also available by calling: Southern California 1-800-867-9091, Northern California 1-800-772-4555, or Needles, 1-800-447-5422.

Monthly Gas Cost - This charge recovers the cost of natural gas purchased by SWG on behalf of its customers.

Notice to Employers - Request a Safety Data Sheet (SDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting swgas.com/emergencysafety. Please ensure your employees know how to obtain SDS information.

Past Due Date/Late Pay Charge - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on the bill. A late pay charge may be added to any past due amount.

PPP Surcharge - The Public Purpose Program Surcharge recovers the cost of public benefit programs such as the California Alternate Rates for Energy (CARE) program, energy efficiency and research and development as ordered by the California State Legislature.

Rates and Other Information - The Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at swgas.com.

Right of Access and Bill Estimation - SWG will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWG is unable to read a meter on the scheduled date because of circumstances beyond its control, SWG will calculate the bill based upon estimated usage for that billing period.

Service Establishment and Reestablishment Charge - For each establishment of service there is a charge which appears on the first bill following the establishment of service. This charge partially covers the costs incurred to set up the service and create the account in the SWG billing system. Whenever gas service is turned off because of nonpayment, the delinquent bill, plus a reestablishment charge, must be paid and credit reestablished before service will be restored.

Special Services - Every effort will be made to ensure uninterrupted service to residential customers who notify SWG about permanent residents in their household who are seriously ill, disabled, or elderly. Also, in an effort to avoid service being turned off, any residential customer may elect to designate a third party (agency or individual) to receive a copy of all Disconnect Notices.

y18, m09,v4

If you believe there is an error on your bill or have a question about your service, please call **SWG Customer Assistance at (877) 860-6020**. If you are not satisfied with SWG's response, you may submit a billing or service complaint to the California Public Utilities Commission (CPUC) Consumer Affairs Branch (CAB), at <http://www.cpuc.ca.gov/complaints/>. CAB can also be reached by telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If your complaint is **specifically regarding the accuracy of your bill**, please contact CAB for assistance to avoid having service turned **off** while you wait for the outcome of a complaint. CAB will provide you with instructions on how to mail a check or money order for the disputed amount of your bill that will be held by the CPUC pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which provides direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free numbers below to be routed to the California Relay Service provider.

Language	TTY/VCO/HCO Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
English	1-800-735-2929	1-800-735-2922	1-800-854-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

Payments - Take advantage of our customer service features at swgas.com where you can view a variety of payment options, and find easy steps to pay your gas bill online. Create a MyAccount to view, manage, and customize your gas account online. To pay by ATM/debit/credit card, call Speedpay™ toll free at 1-866-263-5188.

RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS



211234567890000005674000000003

If address changed, please check box and provide new address below.

WAYS TO PAY

ONLINE

swgas.com

MOBILE APP

Download Application

PHONE

877-860-6020
Press 2

MAIL

PO Box 24531
Oakland, CA 94623-1531

PAY LOCATIONS

myaccount.swgas.com/
paystation

PREVIOUS BILLING:

Previous Balance	\$900.00	
Payment(s) Since Last Bill - Thank you	\$900.00 CR	
5. Misc Copy Line	\$00.00	
6. Misc Copy Line	\$00.00	
7. Misc Copy Line	\$00.00	
Balance Forward		\$ 0.00

	\$822.40	PAST DUE AFTER
	AMOUNT DUE	06/26/2019

ACCOUNT 211-1234567-890

SUMMARY BILL

Continued from page 1

CURRENT BILLING:

		THERMS	COST
ACCT: 241-1122043-003			
1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003			
1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33
ACCT: 241-1122043-003			
1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003			
1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33
ACCT: 241-1122043-003			
1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	52	78.00
ACCT: 241-1122058-003			
1234 Anywhere St. Anywhere Town, CA	Ref: 436NG	48	74.33
DETAIL TOTALS			\$822.40

CURRENT BILL **\$822.40**

*****Thank you for being a valued customer! We recognize and appreciate your business and your excellent bill payment record. It is our pleasure to serve you. We look forward to providing you with clean, efficient, economical gas service for many years to come.



CONNECT WITH US TODAY!

Are you on Facebook, Twitter or Instagram?

Connect with us today to see what's happening at Southwest Gas. You'll find energy-saving tips, safety information, employment opportunities and more.

HIDDEN SAVINGS IN YOUR HOME

Keep your home comfortable all year round by uncovering energy savings throughout the house.

Find useful energy saving tips at swgas.com/tips on a variety of ways you can save both money and energy!





ADVICE LETTER SUMMARY

ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.:

Utility type:

ELC GAS WATER
 PLC HEAT

Contact Person:

Phone #:
E-mail:
E-mail Disposition Notice to:

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #:

Tier Designation:

Subject of AL:

Keywords (choose from CPUC listing):

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL:

Summarize differences between the AL and the prior withdrawn or rejected AL:

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date:

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

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:

Service affected and changes proposed¹:

Pending advice letters that revise the same tariff sheets:

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name:
Title:
Utility Name:
Address:
City: State:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

Name:
Title:
Utility Name:
Address:
City: State:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email: