

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



Southwest Gas Corporation
GAS (Corp ID 905)
Status of Advice Letter 1165G
As of April 30, 2021

Subject: To Revise the Tariff and Customer Forms Requiring Changes as a Result of the Implementation of Southwest Gas' Customer Data Modernization Initiative

Division Assigned: Energy

Date Filed: 03-19-2021

Date to Calendar: 03-24-2021

Authorizing Documents: None

Disposition:	Accepted
Effective Date:	04-18-2021

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Valerie Ontiveroz

702-876-7323

valerie.ontiveroz@swgas.com

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to
edtariffunit@cpuc.ca.gov

ADVICE LETTER (AL) SUSPENSION NOTICE
ENERGY DIVISION

Utility Name: Southwest Gas
Utility Number/Type: U 905 G
Advice Letter Number(s): 1165-G
Date AL(s) Filed: 3/19/21
Utility Contact Person: Valerie J. Ontiveroz
Utility Phone No.: 702-876-7323

Date Utility Notified: 4/21/21 via: e-mail
 E-Mailed: valerie.ontiveroz@swgas.com

ED Staff Contact: Kevin Flaherty
For Internal Purposes Only:
Date Calendar Clerk Notified ____/____/____
Date Commissioners/Advisors Notified __/__/__

INITIAL SUSPENSION (up to 120 DAYS from the expiration of the initial review period)

This is to notify that the above-indicated AL is suspended for up to 120 days beginning April 21, 2021 for the following reason(s) below. If the AL requires a Commission resolution and the Commission's deliberation on the resolution prepared by Energy Division extends beyond the expiration of the initial suspension period, the advice letter will be automatically suspended for up to 180 days beyond the initial suspension period.

A Commission Resolution is Required to Dispose of the Advice Letter

Advice Letter Requests a Commission Order

Advice Letter Requires Staff Review

The expected duration of initial suspension period is 120 days

FURTHER SUSPENSION (up to 180 DAYS beyond initial suspension period)

The AL requires a Commission resolution and the Commission's deliberation on the resolution prepared by Energy Division has extended beyond the expiration of the initial suspension period. The advice letter is suspended for up to 180 days beyond the initial suspension period.

If you have any questions regarding this matter, please contact Kevin Flaherty at (415) 703-3842 or via email at kf4@cpuc.ca.gov.

cc:
EDTariffUnit
shalinda.creer@swgas.com



SOUTHWEST GAS CORPORATION

March 19, 2021

Advice Letter No. 1165-G

(U 905 G)

Public Utilities Commission of the State of California

Subject: To Revise the Tariff and Customer Forms Requiring Changes as a Result of the Implementation of Southwest Gas' Customer Data Modernization Initiative

Southwest Gas Corporation (Southwest Gas or Company) 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 the tariff sheets listed in Attachment A and included in this Advice Letter as a result of the implementation of Southwest Gas' Customer Data Modernization Initiative (CDMI) on May 3, 2021. The following customer forms are being revised and/or eliminated:

1. 927.0 – Customer Bill
2. 941.0 – Invoice – Gas Sales and Transportation
3. 913.8 – Disconnect Notice – California
4. 913.10 – Final Notice – California

Background

On April 26, 2019, Southwest Gas filed Application 19-04-022 with the Commission, requesting authority to Implement the CDMI, a transformational project designed to modernize Southwest Gas' two critical customer-related data systems – Customer Service System and Gas Transmission System. While these two legacy systems were adequate when installed decades ago, the systems no longer meet customers' needs nor Southwest Gas' business needs, as both systems now have significant function limitations, and rely on software that soon will be obsolete, creating, among other concerns, cyber security risks. On July 21, 2020, the Commission approved Decision 20-07-016 adopting the Settlement Agreement and authorizing Southwest Gas authority to implement the CDMI.

Over the past two years, Southwest Gas has been diligently preparing to implement the CDMI and launch its new customer information system (CIS) called MyCustomer, which is expected to go live on May 3, 2021. As a result of the new CIS and related changes to business processes, Southwest Gas has identified several minor tariff modifications that are required



Advice Letter No. 1165-G
Page 2
March 19, 2021

to conform to the change in business processes related to the establishment of credit and third party notifications. Modifications made to the tariff sheets are provided in both clean and redlined versions (Attachment B).

Revisions to Tariff Rule Nos. 1, 3, 6 and 11

Rule No. 3 – Application for Service

Rule No. 3 is being modified to require new customers to provide their previous address. Additionally, Section A.2. “Third Party Notification” is being revised consistent with the revisions to Rule No. 11 discussed below.

Rule No. 6 – Establishment and Reestablishment of Credit

Southwest Gas proposes changes to Rule No. 6 of its California Gas Tariff to allow it to perform a soft credit check for an applicant for residential service as a method to establish credit. A soft credit check contemplates a credit inquiry to determine the creditworthiness of a customer to establish new service while not negatively impacting that customer's credit score. A customer's creditworthiness will not be determined solely by that customer's FICO score, but rather by utilizing a proprietary model developed by Experian that primarily considers a customer's ability to make payment on other utility accounts. Southwest Gas will obtain consent for this inquiry from prospective customers when those customers contact Southwest Gas to establish service via telephone or through its self-service portal. If a customer's creditworthiness is deemed unsatisfactory to Southwest Gas utilizing this methodology, the customer will be notified and may establish credit through the current practice of providing a deposit and/or providing a letter of credit from another utility. This tariff revision will provide residential customers with added flexibility and convenience by offering an additional method to establish those customers' credit in a manner that is satisfactory to Southwest Gas. Moreover, Southwest Gas anticipates that less customer deposits will be collected by implementing the soft credit check approach as only those customers considered high risk with respect to paying utility obligations will be required to make a deposit. Rule No. 1 – Definitions is being revised to include a definition for Soft Credit Check.

Rule No. 11 – Discontinuance of Service

Rule No. 11 is being modified to clarify that if a customer has identified a third party to be notified in the event their service is scheduled for discontinuance, Southwest Gas will notify third parties by sending copies of bills and providing notification of the discontinuance service.

Revisions to Forms

Southwest Gas made the following minor modifications to its customer bills (Form 927.0):

- Revised “Customer Assistance” to “Customer Solutions”
- Revised the statement on the Remittance Coupon from “Please include account number on check or money order. Do not send cash through the mail.” to “Please include account



Advice Letter No. 1165-G
Page 3
March 19, 2021

number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.”

- Transportation customer bills have been redesigned to resemble regular customer bills more closely, which in turn will result in the elimination of Form 941.0 – *Invoice – Gas Sales and Transportation* from the Tariff.

In addition, Southwest Gas has also made minor modifications to the *Disconnect Notice - California* (Form 913.8) and *Final Notice - California* (Form 913.10) since Speedpay™ will no longer be used to process debit card, credit card, or electronic check payments.

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

Implementation of Tariff Revisions

Southwest Gas anticipates implementing the tariff revisions discussed herein on May 3, 2021, when MyCustomer is expected to go live.

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 April 18, 2021, 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:



Advice Letter No. 1165-G
Page 4
March 19, 2021

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 is being submitted in accordance with the authorization granted D.20-07-016.

Service

In accordance with GO 96-B, General Rule 7.2, Southwest Gas is serving copies of this Advice Letter and related tariff sheet 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. 1165-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

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

Nathaniel Skinner
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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. 1165-G

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
29th Revised Sheet No. 6	Table of Contents (<i>Continued</i>)	28th Revised Sheet No. 6
7th Revised Sheet No. 7	Table of Contents (<i>Continued</i>)	6th Revised Sheet No. 7
1st Revised Sheet No. 160	Rule No. 1 – Definitions (<i>Continued</i>)	Original Sheet No. 160
1st Revised Sheet No. 161	Rule No. 1 – Definitions (<i>Continued</i>)	Original Sheet No. 161
1st Revised Sheet No. 162	Rule No. 1 – Definitions (<i>Continued</i>)	Original Sheet No. 162
1st Revised Sheet No. 167	Rule No. 3 – Application for Service	Original Sheet No. 167
1st Revised Sheet No. 174	Rule No. 6 – Establishment and Reestablishment of Credit	Original Sheet No. 174
1st Revised Sheet No. 186	Rule No. 11 – Discontinuance of Service	Original Sheet No. 186
3rd Revised Sheet No. 307	Customer Bill (Form 927.0 03/2021)	2nd Revised Sheet No. 307
1st Revised Sheet No. 309	Held for Future Use	Original Sheet No. 309
4th Revised Sheet No. 314	Disconnect Notice – California (Form 913.8 03/2021)	3rd Revised Sheet No. 314
4th Revised Sheet No. 315	Final Notice – California (Form 913.10 03/2021)	3rd Revised Sheet No. 315

TABLE OF CONTENTS
(Continued)

<u>FORM NO.</u>	<u>AGREEMENTS, APPLICATIONS & CONTRACTS</u>	<u>CAL. P.U.C. SHEET NOS.</u>
902.4	Application for California Alternate Rates for Energy (CARE) Program for Qualified Agricultural Employee Housing Facilities (11/2020)	295
902.6	Application for California Alternate Rates for Energy (CARE) Program (New and Recertification) (10/2020)	296
902.15	Customer Declaration of Eligibility for Baseline Rates (California) (11/2020)	297
902.16	CARE Program Application for Tenants of Submetered Residential Facilities (New and Recertification) (10/2020)	298
	Held for Future Use	299
912.0	California Micro-Business Declaration (11/2020)	300
913.1	Mobilehome Park Utility Conversion Program Application (11/2020)	300.1
913.2	Mobilehome Park Utility Conversion Program Agreement (11/2020)	300.2
913.9	Certification of Health and/or Disability Condition (11/2020)	301
923.0	Automatic Payment Plan Application and Agreement (09/2020)	302
	Held for Future Use	303/304
<u>BILLS AND INVOICES</u>		
860.4	Invoice/Statement (04/1991)	305
925.0	Remittance Return (03/2010)	306
927.0	Customer Bill (03/2021)	307
	Held for Future Use	307.1
936.0	Excess Service Statement (08/2008)	308
	Held for Future Use	309

TABLE OF CONTENTS
(Continued)

<u>FORM NO.</u>	<u>COLLECTION/DISCONNECTION NOTICES</u>	<u>CAL. P.U.C. SHEET NOS.</u>
311.4	Turn-Off Notice (01/2010)	310
311.14C	Past Due Bill Notice Door Tag (11/2019)	311
313.0	Notice to Tenants (05/1990)	312
313.1	Notice to Landlord (05/1990)	313
913.8	Disconnect Notice – California (03/2021)	314
913.10	Final Notice – California (03/2021)	315
	Held for Future Use	316/317
<u>CUSTOMER SERVICE/OPERATION NOTICES</u>		
106.0	Notice of Hazardous Conditions on Customer's Premises (05/2009)	318
311.10	Sorry We Missed You Door Tag (11/2019)	319
329.0	Notice that "Natural Gas" Appliance Has Been Left Off (06/1993)	320
510.4	Gas Outage Notice Door Tag (04/2005)	321
510.8	How to Read Your Meter Door Tag (02/2002)	322
510.9	Temporary Interruption Door Tag (07/2001)	323
510.10	Temporary Interruption Door Tag (Big Bear) (08/2009)	324
510.17	Informational Door Tag (01/2006)	325
510.21	Riser Replacement Door Tag (08/2009)	326
910.0	Parts and Material Sales Order (12/1999)	327
	Held for Future Use	328

RULE NO. 1

DEFINITIONS

(Continued)

GENERAL *(Continued)*

- Residential Use: Service to customers which consists of direct natural gas usage in a residential dwelling or multi-unit dwelling for space heating, air conditioning, cooking, water heating, and other residential uses; except for central heating plants serving a combination of residential and commercial uses where the commercial portion of the use is in excess of 100 Mcf per day or is more than 15 percent of the total natural gas requirements.
- Rules: Tariff sheets which set forth the application of all rates, charges, and service when such applicability is not set forth in and as a part of the rate schedules.
- Seasonal Service: Gas service to establishments which are occupied seasonally or intermittently, such as seasonal resorts, cottages, or other part-time establishments.
- Service: All pipe, valves and fittings from and including the connection at the main up to and including the stop-cock on the riser.
- Service Extension: Consists of the service as above defined when provided for a new customer at a premise not heretofore served in accordance with the service extension rule.
- Small Business Customer: Any non-residential customer with an annual consumption of less than 10,000 therms or any non-residential customer who demonstrates to the Company's satisfaction that they meet the definition of "micro-business" pursuant to California Government Code Section 14837.
- Soft Credit Check: An inquiry initiated by the Company, with the applicant's consent, to a credit agency into a prospective customer's credit to determine creditworthiness. This type of inquiry will show up on a prospective customer's credit report but will not negatively impact that customer's credit score.
- Standing Nomination: A Daily Nomination which is effective for multiple Gas Days. Standing Nominations cannot exceed the term of the customer's Transportation Service Agreement. A Standing Nomination can be replaced by a new Daily Nomination or Intra-day Nomination; however, upon the expiration of such replacement Nomination, the Standing Nomination becomes effective again.

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RULE NO. 1

DEFINITIONS

(Continued)

GENERAL *(Continued)*

- Stub Service: A lateral pipe, including valves and fittings, from and including the connection at the main to a dead end near the curb or property line of the street in which the main is located. L
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- Subcustomer: A tenant in an apartment house or other business building to whom gas is resold by the customer from whom the tenant rents.
- Summer Season: The six-month period beginning May 1 and ending October 31.
- Tariff Schedules: The entire body of effective rates, rentals, charges, and rules, collectively, of the Company, as set forth herein, and including title page, preliminary statement, rate schedules, rules, and sample forms.
- Tariff Sheet: An individual sheet of the tariff schedule.
- Temporary Service: Service for enterprises or activities which are temporary in character or where it is known in advance that service will be of limited duration. Service which, in the opinion of the Company, is for operations of a speculative character or the permanency of which has not been established also is considered temporary service.
- Therm: A Unit of heating value equivalent to 100,000 British Thermal Units (BTU). L
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- Third Party: Any individual or public entity willing to receive monthly notifications including notices of a pending termination of service of a residential customer who is elderly and/or disabled, who is willing to be given the opportunity to arrange for payment of the customer's bill. N
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- Tract or Subdivision: An area for family dwellings which may be identified by filed subdivision plans or as an area in which a group of dwellings may be constructed about the same time, either by a large-scale builder or by several builders working on a coordinated basis.

RULE NO. 1

DEFINITIONS

(Continued)

- Transmission Main: A pipeline installed for the purpose of transporting gas from a source of supply to a high pressure distribution main, distribution main, storage facility, or large volume customer(s).
- Unit of Demand: For the natural gas use (other than P1) of each customer, the unit or units of demand shall be the average daily requirement, expressed in therms, in each priority class of that customer during normal operations in the immediately preceding curtailment year or such average daily requirement in the immediately preceding month of August, whichever is higher. In determining the unit of demand, changes in a customer's requirement caused by an addition or reduction in facilities or by a definite addition or reduction in facilities or by a definite change in operations may be considered by the Company. A unit of demand shall be determined by the Company separately for the P2-A, P2-B, P3, P4, and P5 use of each customer with such use as of the first day of each curtailment year.
- Winter Season: The six month period beginning November 1 and ending April 30.
- Workday: The time period between 8 a.m. and 5 p.m., Monday through Friday, excluding holidays.

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RULE NO. 3

APPLICATION FOR SERVICE

A. CUSTOMER APPLICATION

1. The Company will require each prospective customer to provide the following information upon application for service:
 - a. Legal name of applicant(s).
 - b. Name of applicant's spouse or co-applicant.
 - c. Identification (Social Security number or driver's license number).
 - d. Date of birth.
 - e. Date and place of application.
 - f. Location of premises to be served.
 - g. Previous address
 - h. Date applicant will be ready for service.
 - i. Whether the premises have been previously supplied with gas.
 - j. Purposes for which service is to be used.
 - k. Address to which bills are to be mailed or delivered.
 - l. Rate schedule to be applied where optional rates are in effect.
 - m. Telephone number.
 - n. Third party identification, address and telephone number, at the option of an elderly and/or disabled applicant.
 - o. Whether applicant is owner, agent or tenant of premises.
 - p. Whether applicant or other permanent resident is elderly and/or disabled.
 - q. Such other information as the Company may reasonably require.

2. Third party notification:

If an applicant or customer who is elderly and/or disabled lists a third party whom they wish notified to receive copies of the bills in the event that their service is scheduled for discontinuance in accordance with Rule No. 11 of this California Gas Tariff, such third party's name, address, and telephone number shall be noted on the application for service.

The Company shall establish procedures to ensure that third parties consent to receive a copy of the termination notice. The Company shall inform all customers at least once annually of the availability of this service.

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RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Each applicant for service will be required to establish credit to the satisfaction of the Company before service will be rendered.

A. ESTABLISHMENT OF CREDIT

1. The applicant's credit will be deemed established:
 - a. If applicant for residential service is the principal owner of the premises to be served, or is the principal owner of real estate within the district of the Company in which service is requested, adequate proof of which may be required by the Company; or
 - b. If applicant for nonresidential service is the principal owner of the premises to be served, with an equity satisfactory to the Company, adequate proof of which may be required by the Company; or
 - c. If applicant makes a deposit with the Company to secure the payment of any bills for service to be furnished by the Company under the application as provided in Rule No. 7 of this California Gas Tariff; or
 - d. Provide consent to a soft credit check with the Company credit bureau vendor; or
 - e. If applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or
 - f. If applicant has previously been a customer of the Company, and has paid all bills for gas service on the average within a period as set forth in Rule No. 11, Section A.1 of this California Gas Tariff for a period of 12 consecutive months immediately prior to the date when the applicant for service previously ceased to take service from the Company, provided such service occurred within two years from the date of the new application for service; or
 - g. If applicant can otherwise establish credit to the satisfaction of the Company.
2. In the case of a master-metered establishment which is subject to termination for nonpayment of bills by the landlord, the residential tenants may become customers of the Company by establishing credit as set forth above in Sections A.1.c. and A.1.d. Where prior service is being considered as a condition for establishing credit, proof of prompt payment while residing at such master-metered establishment for the immediately preceding 12 months shall be acceptable to the Company as a satisfactory equivalent.

RULE NO. 11

DISCONTINUANCE OF SERVICE

A. NONPAYMENT OF BILLS

1. A customer's gas service may be discontinued for the nonpayment of a bill for gas service rendered except as limited by Sections A.7 and A.8 of this Rule, provided that the bill has not been paid within 19 days after presentation and following:
 - a. Written notification by first class mail, a minimum of 15 calendar days prior to the proposed termination, to the customer of such delinquency and impending termination, thus a minimum 34-day period between the date of billing and service termination, and
 - b. A reasonable attempt to contact an adult person residing at the premises of the customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Company shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination.
 - c. A minimum of a 48 hour notice by telephone or personal contact prior to the proposed termination for elderly and/or disabled residential customers. In the event a personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address a minimum of 48 hours prior to the proposed termination. The Company will make every reasonable effort to notify the third party who has been designated by the elderly and/or disabled customer to receive billing notices on his behalf of the impending termination.
2. When a bill for gas service for a master-metered establishment meets the criteria set forth in Section A.1 of this Rule, gas service may be discontinued, provided that the landlord is notified in writing 15 days prior to the proposed termination. In addition, the Company shall notify the residential tenants, at least 15 days prior to the termination, of the impending termination and of their right to become customers of the Company without any obligation for the bills which have accrued on the master-meter. Notification shall be accomplished by posting two copies of the notice at each accessible common area on the premises and at each point of access to the premises, or if reasonable or practicable, on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.

N/T

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

Canceling 3rd Revised Cal. P.U.C. Sheet No. 307
2nd Revised Cal. P.U.C. Sheet No. 307

CUSTOMER BILL (FORM 927.0 03/2021)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1165
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed March 19, 2021
Effective _____
Resolution No. _____



	AMOUNT DUE	PAST DUE AFTER

ACCOUNT

Billing From

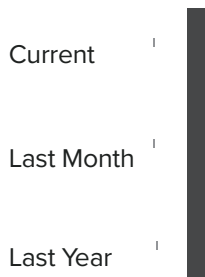
Date Mailed

Your Local Office is:

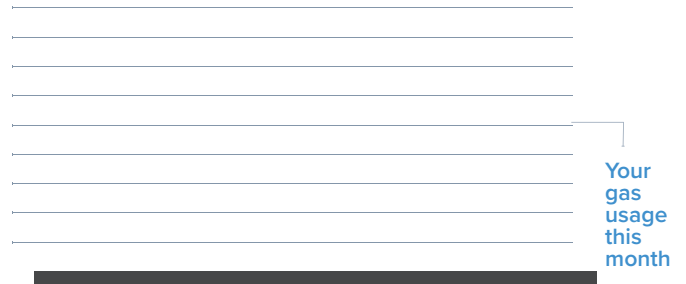
Customer Solutions/Soluciones al Cliente
Toll Free/Llamada Gratis **877-860-6020**
Hearing Impaired: **711**

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

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. 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 - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or take advantage of our customer service features at www.swgas.com where you can view a variety of payment options and find easy steps to pay your gas bill. Create a MyAccount to view, manage and customize your gas account online.

 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 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:



AMOUNT DUE

PAST DUE AFTER

ACCOUNT

RATE SCHEDULE:

Balance Forward

**CURRENT BILLING:
METER READING**

DAYS

Current

Previous

Billing Factor

Total Therms

-

=

x

=

Next meter read date is:

Cycle

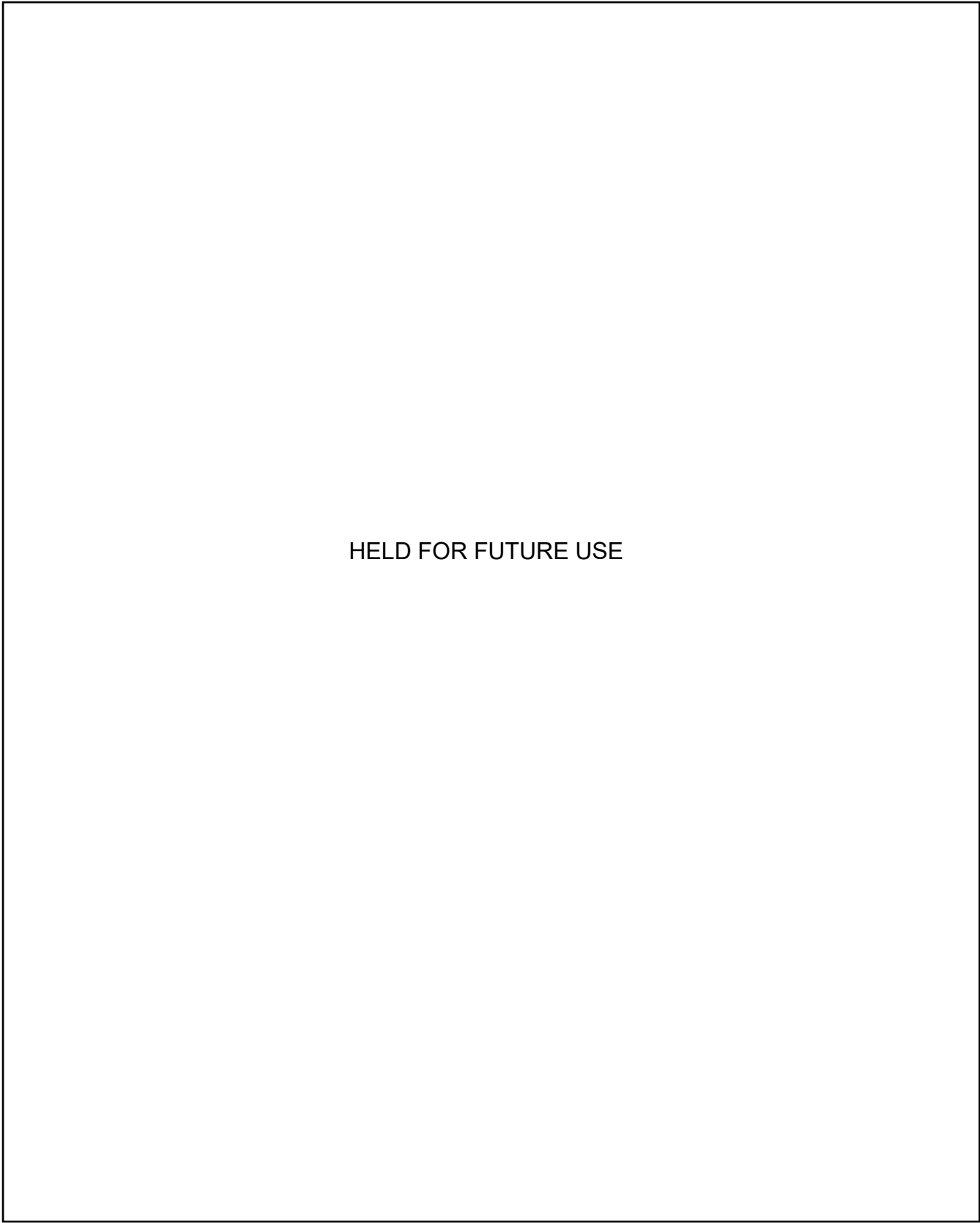
Charges

Cost

Large empty table area for billing details.

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

Canceling 1st Revised Cal. P.U.C. Sheet No. 309
Original Cal. P.U.C. Sheet No. 309



HELD FOR FUTURE USE

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Advice Letter No. 1165
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed March 19, 2021
Effective _____
Resolution No. _____

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

Canceling 4th Revised Cal. P.U.C. Sheet No. 314
3rd Revised Cal. P.U.C. Sheet No. 314

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 03/2021)

(See Attached Form)

Advice Letter No. 1165
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed March 19, 2021
Effective _____
Resolution No. _____

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SOUTHWEST GAS
swgas.com



CALIFORNIA DISCONNECT NOTICE

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)
- **Debit/Credit Card/Electronic Check** - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or log onto 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 4th Revised Cal. P.U.C. Sheet No. 315
3rd Revised Cal. P.U.C. Sheet No. 315

FINAL NOTICE — CALIFORNIA (FORM 913.10 03/2021)

(See Attached Form)

Advice Letter No. 1165
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed March 19, 2021
Effective _____
Resolution No. _____

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SOUTHWEST GAS

swgas.com



CALIFORNIA FINAL NOTICE

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.

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.

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

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San Bernardino, CA 92408
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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

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- 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. 1165-G
ATTACHMENT B**

Tariff Sheets
Red-lined Versions

TABLE OF CONTENTS
(Continued)

<u>FORM NO.</u>	<u>AGREEMENTS, APPLICATIONS & CONTRACTS</u>	<u>CAL. P.U.C. SHEET NOS.</u>	
902.4	Application for California Alternate Rates for Energy (CARE) Program for Qualified Agricultural Employee Housing Facilities (11/2020)	295	
902.6	Application for California Alternate Rates for Energy (CARE) Program (New and Recertification) (10/2020)	296	
902.15	Customer Declaration of Eligibility for Baseline Rates (California) (11/2020)	297	
902.16	CARE Program Application for Tenants of Submetered Residential Facilities (New and Recertification) (10/2020)	298	
	Held for Future Use	299	
912.0	California Micro-Business Declaration (11/2020)	300	
913.1	Mobilehome Park Utility Conversion Program Application (11/2020)	300.1	
913.2	Mobilehome Park Utility Conversion Program Agreement (11/2020)	300.2	
913.9	Certification of Health and/or Disability Condition (11/2020)	301	
923.0	Automatic Payment Plan Application and Agreement (09/2020)	302	
	Held for Future Use	303/304	
<u>BILLS AND INVOICES</u>			
860.4	Invoice/Statement (04/1991)	305	
925.0	Remittance Return (03/2010)	306	
927.0	Customer Bill (0203/2020 2021)	307	T
	Held for Future Use	307.1	
936.0	Excess Service Statement (08/2008)	308	
941.0	Held for Future Use Invoice – Gas Sales and Transportation (10/2010)	309	D/T

Advice Letter No. _____
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed _____
Effective _____
Resolution No. _____

TABLE OF CONTENTS
(Continued)

<u>FORM NO.</u>	<u>COLLECTION/DISCONNECTION NOTICES</u>	<u>CAL. P.U.C. SHEET NOS.</u>
311.4	Turn-Off Notice (01/2010)	310
311.14C	Past Due Bill Notice Door Tag (11/2019)	311
313.0	Notice to Tenants (05/1990)	312
313.1	Notice to Landlord (05/1990)	313
913.8	Disconnect Notice – California (0 <u>32</u> /202 <u>10</u>)	314
913.10	Final Notice – California (0 <u>32</u> /202 <u>10</u>)	315
	Held for Future Use	316/317
<u>CUSTOMER SERVICE/OPERATION NOTICES</u>		
106.0	Notice of Hazardous Conditions on Customer's Premises (05/2009)	318
311.10	Sorry We Missed You Door Tag (11/2019)	319
329.0	Notice that "Natural Gas" Appliance Has Been Left Off (06/1993)	320
510.4	Gas Outage Notice Door Tag (04/2005)	321
510.8	How to Read Your Meter Door Tag (02/2002)	322
510.9	Temporary Interruption Door Tag (07/2001)	323
510.10	Temporary Interruption Door Tag (Big Bear) (08/2009)	324
510.17	Informational Door Tag (01/2006)	325
510.21	Riser Replacement Door Tag (08/2009)	326
910.0	Parts and Material Sales Order (12/1999)	327
	Held for Future Use	328

RULE NO. 1

DEFINITIONS

(Continued)

GENERAL *(Continued)*

- Residential Use: Service to customers which consists of direct natural gas usage in a residential dwelling or multi-unit dwelling for space heating, air conditioning, cooking, water heating, and other residential uses; except for central heating plants serving a combination of residential and commercial uses where the commercial portion of the use is in excess of 100 Mcf per day or is more than 15 percent of the total natural gas requirements.
- Rules: Tariff sheets which set forth the application of all rates, charges, and service when such applicability is not set forth in and as a part of the rate schedules.
- Seasonal Service: Gas service to establishments which are occupied seasonally or intermittently, such as seasonal resorts, cottages, or other part-time establishments.
- Service: All pipe, valves and fittings from and including the connection at the main up to and including the stop-cock on the riser.
- Service Extension: Consists of the service as above defined when provided for a new customer at a premise not heretofore served in accordance with the service extension rule.
- Small Business Customer: Any non-residential customer with an annual consumption of less than 10,000 therms or any non-residential customer who demonstrates to the Company's satisfaction that they meet the definition of "micro-business" pursuant to California Government Code Section 14837.
- Soft Credit Check: An inquiry initiated by the Company, with the applicant's consent, to a credit agency into a prospective customer's credit to determine creditworthiness. This type of inquiry will show up on a prospective customer's credit report but will not negatively impact that customer's credit score.
- Standing Nomination: A Daily Nomination which is effective for multiple Gas Days. Standing Nominations cannot exceed the term of the customer's Transportation Service Agreement. A Standing Nomination can be replaced by a new Daily Nomination or Intra-day Nomination; however, upon the expiration of such replacement Nomination, the Standing Nomination becomes effective again.

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

Canceling _____ Cal. P.U.C. Sheet No. _____
_____ Cal. P.U.C. Sheet No. _____

Stub Service:

~~A lateral pipe, including valves and fittings, from and including the connection at the main to a dead end near the curb or property line of the street in which the main is located.~~

Advice Letter No. _____
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed _____
Effective _____
Resolution No. _____

RULE NO. 1

DEFINITIONS

(Continued)

GENERAL (Continued)

Stub Service: A lateral pipe, including valves and fittings, from and including the connection at the main to a dead end near the curb or property line of the street in which the main is located.

Subcustomer: A tenant in an apartment house or other business building to whom gas is resold by the customer from whom the tenant rents.

Summer Season: The six-month period beginning May 1 and ending October 31.

Tariff Schedules: The entire body of effective rates, rentals, charges, and rules, collectively, of the Company, as set forth herein, and including title page, preliminary statement, rate schedules, rules, and sample forms.

Tariff Sheet: An individual sheet of the tariff schedule.

Temporary Service: Service for enterprises or activities which are temporary in character or where it is known in advance that service will be of limited duration. Service which, in the opinion of the Company, is for operations of a speculative character or the permanency of which has not been established also is considered temporary service.

Therm: A Unit of heating value equivalent to 100,000 British Thermal Units (BTU).

Third Party: Any individual or public entity willing to receive monthly notifications of the including notices of a pending termination of service of a residential customer who is elderly and/or disabled, who is willing to be given the opportunity to arrange for payment of the customer's bill.

Tract or Subdivision: An area for family dwellings which may be identified by filed subdivision plans or as an area in which a group of dwellings may be constructed about the same time, either by a large-scale builder or by several builders working on a coordinated basis.

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

Canceling _____ Cal. P.U.C. Sheet No. _____
_____ Cal. P.U.C. Sheet No. _____

~~Transmission Main:~~

~~A pipeline installed for the purpose of transporting gas from a source of supply to a high pressure distribution main, distribution main, storage facility, or large volume customer(s).~~

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Advice Letter No. _____
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed _____
Effective _____
Resolution No. _____

RULE NO. 1

DEFINITIONS

(Continued)

Transmission Main: A pipeline installed for the purpose of transporting gas from a source of supply to a high pressure distribution main, distribution main, storage facility, or large volume customer(s).

Unit of Demand: For the natural gas use (other than P1) of each customer, the unit or units of demand shall be the average daily requirement, expressed in therms, in each priority class of that customer during normal operations in the immediately preceding curtailment year or such average daily requirement in the immediately preceding month of August, whichever is higher. In determining the unit of demand, changes in a customer's requirement caused by an addition or reduction in facilities or by a definite addition or reduction in facilities or by a definite change in operations may be considered by the Company. A unit of demand shall be determined by the Company separately for the P2-A, P2-B, P3, P4, and P5 use of each customer with such use as of the first day of each curtailment year.

Winter Season: The six month period beginning November 1 and ending April 30.

Workday: The time period between 8 a.m. and 5 p.m., Monday through Friday, excluding holidays.

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RULE NO. 3

APPLICATION FOR SERVICE

A. CUSTOMER APPLICATION

1. The Company will require each prospective customer to provide the following information upon application for service:

- a. Legal name of applicant(s).
- b. Name of applicant's spouse or co-applicant.
- c. Identification (Social Security number or driver's license number).
- d. Date of birth.
- e. Date and place of application.
- f. Location of premises to be served.

g. Previous address

~~g.~~h. Date applicant will be ready for service.

~~h.~~i. Whether the premises have been previously supplied with gas.

~~i.~~j. Purposes for which service is to be used.

~~j.~~k. Address to which bills are to be mailed or delivered.

~~k.~~l. Rate schedule to be applied where optional rates are in effect.

~~l.~~m. Telephone number.

~~m.~~n. Third party identification, address and telephone number, at the option of an elderly and/or disabled applicant.

~~n.~~o. Whether applicant is owner, agent or tenant of premises.

~~o.~~p. Whether applicant or other permanent resident is elderly and/or disabled.

~~p.~~q. Such other information as the Company may reasonably require.

2. Third party notification:

If an applicant or customer who is elderly and/or disabled lists a third party whom they wish notified to receive copies of the bills in the event that their service is scheduled for discontinuance in accordance with Rule No. 11 of this California Gas Tariff, such third party's name, address, and telephone number shall be noted on the application for service.

The Company shall establish procedures to ensure that third parties consent to receive a copy of the termination notice. The Company shall inform all customers at least once annually of the availability of this service.

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RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Each applicant for service will be required to establish credit to the satisfaction of the Company before service will be rendered.

A. ESTABLISHMENT OF CREDIT

1. The applicant's credit will be deemed established:
 - a. If applicant for residential service is the principal owner of the premises to be served, or is the principal owner of real estate within the district of the Company in which service is requested, adequate proof of which may be required by the Company; or
 - b. If applicant for nonresidential service is the principal owner of the premises to be served, with an equity satisfactory to the Company, adequate proof of which may be required by the Company; or
 - c. If applicant makes a deposit with the Company to secure the payment of any bills for service to be furnished by the Company under the application as provided in Rule No. 7 of this California Gas Tariff; or
 - ~~d.~~ Provide consent to a soft credit check with the Company credit bureau vendor; or
 - ~~d.e.~~ If applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or
 - ~~e.f.~~ If applicant has previously been a customer of the Company, and has paid all bills for gas service on the average within a period as set forth in Rule No. 11, Section A.1 of this California Gas Tariff for a period of 12 consecutive months immediately prior to the date when the applicant for service previously ceased to take service from the Company, provided such service occurred within two years from the date of the new application for service; or
 - ~~f.g.~~ If applicant can otherwise establish credit to the satisfaction of the Company.
2. In the case of a master-metered establishment which is subject to termination for nonpayment of bills by the landlord, the residential tenants may become customers of the Company by establishing credit as set forth above in Sections A.1.c. and A.1.d. Where prior service is being considered as a condition for establishing credit, proof of prompt payment while residing at such master-metered establishment for the immediately preceding 12 months shall be acceptable to the Company as a satisfactory equivalent.

RULE NO. 11

DISCONTINUANCE OF SERVICE

A. NONPAYMENT OF BILLS

1. A customer's gas service may be discontinued for the nonpayment of a bill for gas service rendered except as limited by Sections A.7 and A.8 of this Rule, provided that the bill has not been paid within 19 days after presentation and following:
 - a. Written notification by first class mail, a minimum of 15 calendar days prior to the proposed termination, to the customer of such delinquency and impending termination, thus a minimum 34-day period between the date of billing and service termination, and
 - b. A reasonable attempt to contact an adult person residing at the premises of the customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Company shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination.
 - c. A minimum of a 48 hour notice by telephone or personal contact prior to the proposed termination for elderly and/or disabled residential customers. In the event a personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address a minimum of 48 hours prior to the proposed termination. The Company will make every reasonable effort to notify the third party who has been designated by the elderly and/or disabled customer to receive billing notices on his behalf of the impending termination.
2. When a bill for gas service for a master-metered establishment meets the criteria set forth in Section A.1 of this Rule, gas service may be discontinued, provided that the landlord is notified in writing 15 days prior to the proposed termination. In addition, the Company shall notify the residential tenants, at least 15 days prior to the termination, of the impending termination and of their right to become customers of the Company without any obligation for the bills which have accrued on the master-meter. Notification shall be accomplished by posting two copies of the notice at each accessible common area on the premises and at each point of access to the premises, or if reasonable or practicable, on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.

N/T

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

Canceling 3rd Revised Cal. P.U.C. Sheet No. 307
2nd Revised Cal. P.U.C. Sheet No. 307

CUSTOMER BILL (FORM 927.0 0203/20202021)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1165
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed March 19, 2021
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. 309
_____ Original Cal. P.U.C. Sheet No. 309

~~HELD FOR FUTURE USE INVOICE — GAS SALES AND TRANSPORTATION (FORM
941.0 10/2010)~~

~~IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY~~

Advice Letter No. 1165 Issued by Justin Lee Brown Date Filed March 19, 2021
Decision No. _____ Senior Vice President Effective _____
Resolution No. _____

D/T

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

Canceling 4th Revised Cal. P.U.C. Sheet No. 314
3rd Revised Cal. P.U.C. Sheet No. 314

DISCONNECT NOTICE — CALIFORNIA (FORM 913.8 ~~0203/2020~~2021)

(See Attached Form)

~~IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY~~

Advice Letter No. 1165
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed March 19, 2021
Effective _____
Resolution No. _____



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~~

-- Debit/Credit Card/
Electronic Check - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or log onto 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 4th Revised Cal. P.U.C. Sheet No. 315
3rd Revised Cal. P.U.C. Sheet No. 315

FINAL NOTICE — CALIFORNIA (FORM 913.10 ~~0203/2020~~2021)

(See Attached Form)

~~IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY~~

Advice Letter No. 1165
Decision No. _____

Issued by
Justin Lee Brown
Senior Vice President

Date Filed March 19, 2021
Effective _____
Resolution No. _____



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.

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

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- or -
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Consumer Affairs Branch

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San Francisco, CA 94102
800-649-7570 | Hearing Impaired: 711
E-mail: cpuc.ca.gov

**ADVICE LETTER NO. 1165-G
ATTACHMENT C**

SAMPLE
Regular Customer Bill



swgas.com



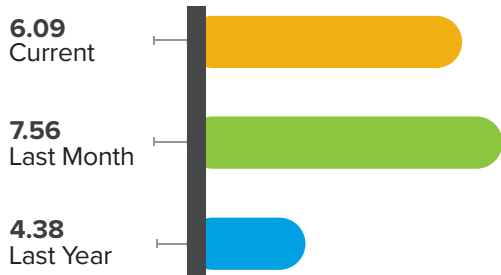
Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234
Service Address: 1234 Anywhere St, Anywhere Town, CA 87654

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

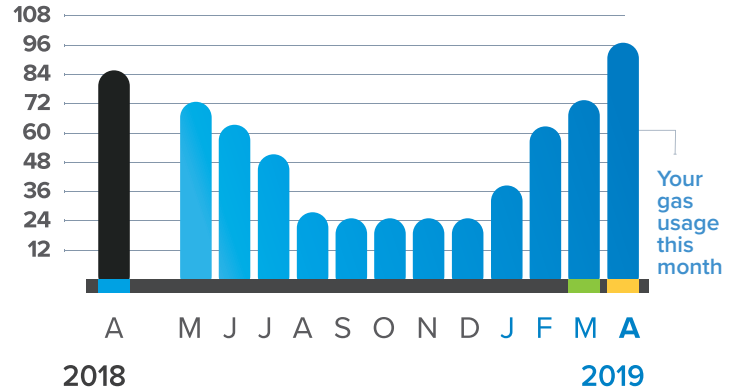
ACCOUNT 111-1234567-890
Billing From 02/22/2019 - 03/25/2019
Date Mailed 03/27/2019

Your Local Office is:
13471 Mariposa Road, Victorville, CA 92395
Customer Solutions/Soluciones 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.

24/7 ACCESS ON THE GO

Manage your account at home or on the go with the highly rated Southwest Gas mobile app. Pay your bill, view usage history, receive outage notifications and more — anytime, anywhere.



SAFE DIGGING IN 3...2...1!

Dial THREE numbers — 8-1-1 — at least TWO working days before starting any digging project. Make this ONE call to have all underground utility-owned lines marked for free.



Know what's below. Call 811 before you dig.

REMIT WITH PAYMENT



PO Box 98890
Las Vegas, Nevada 89193-8890



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

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

ACCOUNT 111-1234567-890

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. 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 - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or take advantage of our customer service features at www.swgas.com where you can view a variety of payment options and find easy steps to pay your gas bill. Create a MyAccount to view, manage and customize your gas account online.

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	PAST DUE AFTER
	AMOUNT DUE	04/15/2019

ACCOUNT 111-1234567-890**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***** Gas Usage**

Winter BL	80 Therms	X	.922130			
Winter T2	3 Therms	X	1.093400			
Previous Rate Subtotal			77.05	X	28/32 Days =	67.42
Winter BL	83 Therms	X	.922130	X	4/32 Days	
Spring/Fall BL	61 Therms	X	.922130	X	28/32 Days	
Spring/Fall T2	22 Therms	X	1.093400	X	28/32 Days	
Current Rate Subtotal			79.84	X	4/32 Days =	9.98

Total Gas Usage = 77.40**Total Gas Usage 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

CPUC Surcharge Total Therms X .001660 = 0.07

*Basic Service Charge 5.00

CARE Discount 13.64 CR

Rate before CARE Discount*Current Bill \$56.74****Balance Forward \$ 0.00****Amount Due \$56.74**— Sign up for paperless Billing at www.swgas.com

**ADVICE LETTER NO. 1165-G
ATTACHMENT D**

SAMPLE

Disconnect Bill with Disconnect Notice Onsert

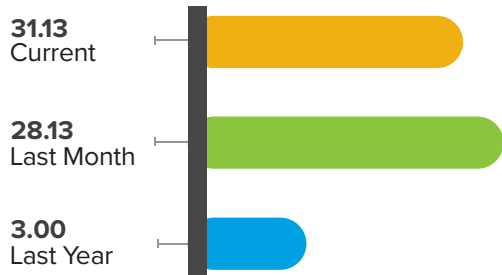


Joe Smith
1234 Anywhere St.
Anywhere Town, CA 87654-1234

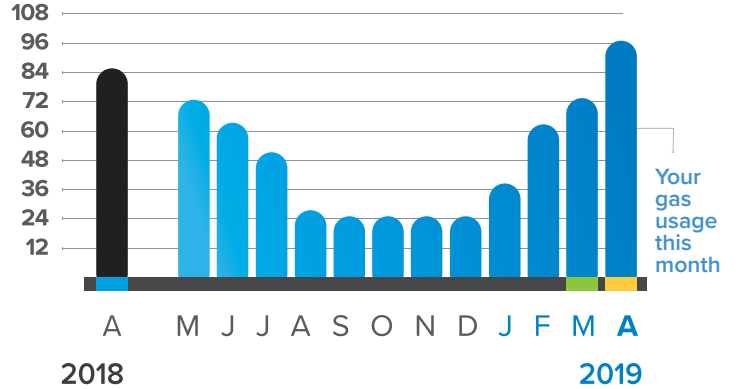
Service Address: 1234 Anywhere St, Anywhere Town, CA 87654

DISCONNECT NOTICE

DAILY AVERAGE USAGE (THERMS)



MONTHLY USAGE (THERMS)



\$31.13
 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 Solutions/Soluciones al Cliente
Toll Free/Llamada Gratis **877-860-6020**

Hearing Impaired: **711**

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.

24/7 ACCESS ON THE GO

Manage your account at home or on the go with the highly rated Southwest Gas mobile app. Pay your bill, view usage history, receive outage notifications and more — anytime, anywhere.



SAFE DIGGING IN 3...2...1!

Dial **THREE** numbers — **8-1-1** — at least **TWO** working days before starting any digging project. Make this **ONE** call to have all underground utility-owned lines marked for free.



Know what's below. Call 811 before you dig.

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 and make payable to Southwest Gas. Do not send cash through the mail.

21112345678900000005674000000003

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

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

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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

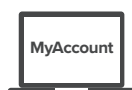
Payments - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or take advantage of our customer service features at www.swgas.com where you can view a variety of payment options and find easy steps to pay your gas bill. Create a MyAccount to view, manage and customize your gas account online.

 RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS



2112345678900000005674000000003

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	\$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

<p>\$31.13 AMOUNT DUE</p>	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!





SOUTHWEST GAS
swgas.com



CALIFORNIA DISCONNECT NOTICE

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)
- **Debit/Credit Card/Electronic Check** - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or log onto 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. 1165-G
ATTACHMENT E**

SAMPLE

Final Bill with Final Notice Onsert



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

\$146.80 AMOUNT DUE
PAST DUE AFTER 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 Solutions/Soluciones al Cliente
Toll Free/Llamada Gratis 877-860-6020
Hearing Impaired: 711

FINAL NOTICE

Table with 2 columns: Description and Amount. Rows include Previous Billing (89.65), Balance Forward (\$89.65), Current Bill (\$57.15), and a total amount due of \$146.80.

This final notice serves as your written reminder that payment is due.
To avoid having your service disconnected, please pay by the due date.

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 SWGAS.COM OR CALL TOLL FREE 1-877-860-6020.

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 AMOUNT DUE
PAST DUE AFTER 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.

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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.

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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.

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Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

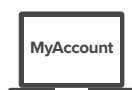
Payments - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or take advantage of our customer service features at www.swgas.com where you can view a variety of payment options and find easy steps to pay your gas bill. Create a MyAccount to view, manage and customize your gas account online.

 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 APPDownload
Application**PHONE**877-860-6020
Press 2**MAIL**PO Box 24531
Oakland, CA 94623-1531**PAY LOCATIONS**[myaccount.swgas.com/
paystation](http://myaccount.swgas.com/paystation)



SOUTHWEST GAS

swgas.com



CALIFORNIA FINAL NOTICE

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.

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.

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)

— **Debit/Credit Card/Electronic Check** - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or log onto 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. 1165-G
ATTACHMENT F**

SAMPLE
Summary Bill



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

ACCOUNT 211-1234567-890

Date Mailed 06/XX/2019

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

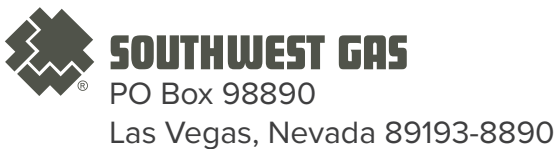
Your Local Office is:
13471 Mariposa Road, Victorville, CA 92395
Customer Solutions/Soluciones al Cliente
Toll Free/Llamada Gratis **877-860-6020**
Hearing Impaired: **711**

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



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

ACCOUNT 211-1234567-890

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



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

Please include account number on check or money order and make payable to Southwest Gas. 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.

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 - To pay using a debit or credit card or electronic check, call us toll free at 877-860-6020 and select option 2, or take advantage of our customer service features at www.swgas.com where you can view a variety of payment options and find easy steps to pay your gas bill. Create a MyAccount to view, manage and customize your gas account online.

 RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS



211234567890000005674000000003

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

WAYS TO PAY

PHONE



877-860-6020
 Press 2

MAIL



PO Box 24531
 Oakland, CA 94623-1531

PAY LOCATIONS



[myaccount.swgas.com/](http://myaccount.swgas.com/paystation)
 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

Cycle 23

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 NO. 1165-G
ATTACHMENT G**

SAMPLE
Transportation Customer Bill



	\$32,765.69	PAST DUE AFTER
	AMOUNT DUE	4/30/2019

CSA# XXXXXXXXXXXX

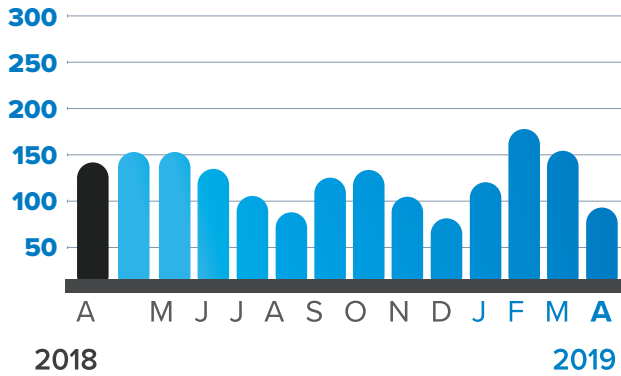
Sold To :

Customer Solutions/Soluciones al Cliente
Toll Free/Llamada Gratis **877-757-1193**

Hearing Impaired: **711**

Please contact the Business Desk for assistance.

USAGE HISTORY (THOUSAND THERMS)



INVOICE - GAS TRANSPORTATION

Invoice Number:	XXXXXXXXXX
Invoice Date:	Apr 15, 2019
Delivery Period:	Mar 2019
Payment Due Date:	Apr 30, 2019
Contract Account:	XXXXX
Last Payment:	\$34,000.00
Receipt Date:	Mar 18, 2019
AMOUNT NOW DUE:	\$32,765.69

REMIT WITH PAYMENT



	\$32,765.69	PAST DUE AFTER
	AMOUNT DUE	4/15/2019

CSA# XXXXXXXXXXXX

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) CUSTOMERS

Arizona - Should you believe you have been billed incorrectly, please contact SWG at our toll-free number (llamada gratis) 1-877-757-1193. If you thereafter wish to dispute this bill, you should pay the undisputed portion of the bill and notify SWG that the amount unpaid is in dispute. Service will be continued pending investigation by SWG. Upon notification by SWG of its investigation results, you may pay the amount due within five (5) working days to prevent discontinuance of service. If the dispute is not resolved, you should submit a written statement of the facts of the dispute to the Arizona Corporation Commission at 1200 West Washington Street, Phoenix, Arizona 85007 (602) 542-4251 or toll-free 1-800-222-7000.

California - Should you believe you have been billed incorrectly, please contact SWG at our toll-free number (llamada gratis) 1-877-757-1193. If you thereafter wish to dispute this bill, the amount of the bill should be deposited, to avoid discontinuance of service, with the California Public Utilities Commission (CPUC) at 505 Van Ness Avenue, Room 2003, San Francisco, California 94102. However, the CPUC will not accept deposits when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., which do not relate directly to the question of the accuracy of the bill. Make remittances payable to the CPUC and attach the bill and a statement supporting your belief that the bill is not correct. The CPUC will review the basis of the billed amount and make disbursement in accordance with its findings. The CPUC Consumer Affairs Branch may be reached by telephone toll-free at 1-800-649-7570, out of state call 415-703-2782 or e-mail at consumer-affairs@cpuc.ca.gov. For the hearing impaired, please contact the CPUC at 415-703-2032.

Nevada - Should you believe you have been billed incorrectly, please contact SWG at our toll-free number (llamada gratis) 1-877-757-1193. If you thereafter wish to dispute this bill, you should submit your dispute in writing to the Public Utilities Commission of Nevada (PUCN) at Capital Plaza, 1150 E. William Street, Carson City, Nevada 89701-3109, or 9075 West Diablo Drive, Suite 250, Las Vegas, Nevada 89148. The PUCN Consumer Division offices may also be reached by telephone at the following phone numbers: Las Vegas (702) 486-2600, Carson City (775) 684-6100 and all other areas toll-free 1-800-992-0900, or visit puc.nv.gov. The amount of this bill must be paid to prevent discontinuance of service but your payment to SWG may be made under protest if you so desire.

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.

----- RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS -----

21112345678900000005674000000003

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

WAYS TO PAY



BILLING SUMMARY:

Past Due :	-460.34
Late Charges & Taxes :	133.41
Waived Late / Reverse Late Charges & Taxes :	0.00
Billing Adjustments :	0.00
Line Addition Charges :	-90.11
Current Activity & Taxes :	33,316.14
Invoice Total :	\$32,765.69




\$32,765.69
AMOUNT DUE

PAST DUE AFTER
4/15/2019

CSA# XXXXXXXXXX

Delivery Period 3/2020

Charges	Rate	Quantity	Amount	
LATE CHARGES (LATE, WAIVE, REVERSE)				
Late Charge Assessor as Southern/ Northern California; 5% of the first \$200	0.000000		129.71	
City Franchise Fee (Lake Tahoe)	0.040000		2.22	
City Franchise Fee (South Lake Tahoe)	0.020000		1.48	
TOTAL LATE CHARGES & TAXES :			\$133.41	
CURRENT ACTIVITY				
PIPELINE INTERSTATE CHARGE			\$7.71	
SLT-40 CORE GENERAL GAS SERVICE				
Commodity Charge	0.458110	100 THERMS	45.81	
Commodity Charge	0.389390	500 THERMS	194.70	
Commodity Charge	0.320680	2,400 THERMS	769.63	
Commodity Charge	0.202460	28,900 THERMS	5,851.09	
Basic Service Charge @ \$11.00 Each		1	11.00	
Transportation Service Charge		1	780.00	
Surcharges	0.088130	31,900 THERMS	2,811.35	
G25 -TE GENERAL GAS SERVICE TRANSPORTATION ELIGIBLE				
Demand Component -Account# 1234567890	0.083393	58,757 THERMS	4,900.76	
Demand Component -Account# 1234567890	0.083393	40,371 THERMS	3,366.66	
Demand Component -Account# 1234567890	0.083393	49,528 THERMS	4,130.29	
Delivery Charge	0.101080	66,503 THERMS	6,721.13	
Basic Service Charge @ \$950.00 Each		3	2,850.00	
TOTAL CURRENT ACTIVITY CHARGES :			\$32,439.55	
TAX DESCRIPTION	USAGE THERMS	WACOG RATE	TAX RATE	TAX AMOUNT
Mill Assessment			0.002300	74.61
City Sales Tax			0.027500	892.09
TOTAL TAXES :				\$966.70
TOTAL CURRENT ACTIVITY CHARGES & TAXES :				\$33,406.25

 \$32,765.69 AMOUNT DUE	PAST DUE AFTER
	4/15/2019

CSA# XXXXXXXXXX

Delivery Period 3/2020

LINE ADDITIONS	AMOUNT
Interest on Deposit for 2019	-90.11
TOTAL LINE ADDITIONS :	-\$90.11

APPLICABLE RATES FOR THERMS (TIER)				
DELIVERY CHARGE	TIER 1	TIER 2	TIER 3	TIER 4
Gas Cost	0.632210	0.632210		
DOT Safety Surcharge	0.000500	0.000500		
Gas Cost-Adjustment - California	-0.080000	-0.080000		
Margin	0.110100	0.107760		
Research & Development Surcharge	0.000750	0.000750		
	\$0.663560	\$0.661220		

APPLICABLE RATES	RATE
RATE DESCRIPTION	
Gas Cost Adjustment - California (G-25M) - General Gas Service Medium	-0.080000
DOT Safety Surcharge (G-25M) - General Gas Service Medium	0.000500
Research & Development Surcharge (G-25M) - General Gas Service Medium	0.000750
Margin (G-25M) - General Gas Service Medium	0.110100
Gas Cost (G-25M) - General Gas Service Medium	0.632210
TOTAL RATES :	\$0.065070

DEMAND RATES	RATE
RATE DESCRIPTION	
Demand Volume (G25-TE) - General Gas Service Transportation Eligible	0.083393
TOTAL RATES :	\$0.083393

BILLING SUMMARY:

Previously Billed Amount:	\$33,539.66
Revised Activity & Taxes:	\$33,406.225
Change to Invoice Total :	\$406.25
Date Revised:	03/2020



\$32,765.69
AMOUNT DUE

PAST DUE AFTER
4/15/2019

CSA# XXXXXXXXXX

Delivery Period 2/2020

Charges	Rate	Quantity	Amount	
CURRENT ACTIVITY				
PIPELINE INTERSTATE CHARGE	7.71		7.71	
SLT-40 CORE GENERAL GAS SERVICE				
Commodity Charge	0.458110	100 THERMS	45.81	
Commodity Charge	0.389390	500 THERMS	194.70	
Commodity Charge	0.202460	28,900 THERMS	5,851.09	
Basic Service Charge @ \$11.00 Each		1	11.00	
Transportation Service Charge		1	780.00	
Surcharges	0.088130	29,500 THERMS	2,599.84	
G25 -TE GENERAL GAS SERVICE TRANSPORTATION ELIGIBLE				
Demand Component -Account# 1234567890	0.083393	58,757 THERMS	4,900.76	
Demand Component -Account# 1234567891	0.083393	40,371 THERMS	3,366.66	
Delivery Charge	0.101080	66,503 THERMS	6,721.13	
Basic Service Charge @ \$950.00 Each		3	2,850.00	
TOTAL CURRENT ACTIVITY CHARGES :			\$32,439.55	
TAX DESCRIPTION				
	USAGE THERMS	WACOG RATE	TAX RATE	TAX AMOUNT
Mill Assessment			0.002300	74.61
City Sales Tax			0.027500	892.09
TOTAL TAXES :				\$966.70
TOTAL CURRENT ACTIVITY CHARGES & TAXES :				\$33,406.25
APPLICABLE RATES FOR THERMS (TIER)				
	FIRST 100 THERMS	NEXT 500 THERMS	NEXT 2,400 THERMS	OVER 3,000 THERMS
Commodity Charge	0.458110	0.00000	0.320680	0.00000
Margin	0.00000	0.389390	0.00000	0.202460
Applicable Rates Rate Description	0.458110	0.389390	0.320680	0.202460



SOUTHWEST GAS



\$32,765.69
AMOUNT DUE

PAST DUE AFTER
4/15/2019

CSA# XXXXXXXXXXXX

Delivery Period 2/2020

APPLICABLE RATES

RATE DESCRIPTION

	RATE
FCAM - Upstream Pipeline Charge Bal (SLT-40) - Core General Gas Service	0.067120
PPP CARE Balance Surcharge (SLT-40) - Core General Gas Service	-0.002050
IRRAM (SLT-40) - Core General Gas Service	0.000000
PPP CPUC Admin Surcharge (SLT-40) - Core General Gas Service	0.000000

TOTAL RATES :

\$0.065070

PPP R&D Admin Surcharge (SLT-40) - Core General Gas Service	0.001620
PPP CARE Balance Surcharge (SLT-40) - Core General Gas Service	0.003790
PPP CARE Surcharge (SLT-40) - Core General Gas Service	0.021740
GHGBA Non-Covered Entities (SLT-40) - Core General Gas Service	0.053530

TOTAL RATES :

\$0.080680

DEMAND RATES

RATE DESCRIPTION

	RATE
Demand Volume (G25-TE) - General Gas Service Transportation Eligible	0.083393

TOTAL RATES :

\$0.083393

This space for any overflow messaging, and will push down Onserts as space requires



SOUTHWEST GAS



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:

ENERGY Advice Letter Keywords

Affiliate	Direct Access	Preliminary Statement
Agreements	Disconnect Service	Procurement
Agriculture	ECAC / Energy Cost Adjustment	Qualifying Facility
Avoided Cost	EOR / Enhanced Oil Recovery	Rebates
Balancing Account	Energy Charge	Refunds
Baseline	Energy Efficiency	Reliability
Bilingual	Establish Service	Re-MAT/Bio-MAT
Billings	Expand Service Area	Revenue Allocation
Bioenergy	Forms	Rule 21
Brokerage Fees	Franchise Fee / User Tax	Rules
CARE	G.O. 131-D	Section 851
CPUC Reimbursement Fee	GRC / General Rate Case	Self Generation
Capacity	Hazardous Waste	Service Area Map
Cogeneration	Increase Rates	Service Outage
Compliance	Interruptible Service	Solar
Conditions of Service	Interutility Transportation	Standby Service
Connection	LIEE / Low-Income Energy Efficiency	Storage
Conservation	LIRA / Low-Income Ratepayer Assistance	Street Lights
Consolidate Tariffs	Late Payment Charge	Surcharges
Contracts	Line Extensions	Tariffs
Core	Memorandum Account	Taxes
Credit	Metered Energy Efficiency	Text Changes
Curtable Service	Metering	Transformer
Customer Charge	Mobile Home Parks	Transition Cost
Customer Owned Generation	Name Change	Transmission Lines
Decrease Rates	Non-Core	Transportation Electrification
Demand Charge	Non-firm Service Contracts	Transportation Rates
Demand Side Fund	Nuclear	Undergrounding
Demand Side Management	Oil Pipelines	Voltage Discount
Demand Side Response	PBR / Performance Based Ratemaking	Wind Power
Deposits	Portfolio	Withdrawal of Service
Depreciation	Power Lines	