

**BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA**

Application of Southwest Gas Corporation, filed under )  
Advice Letter No. 527, to revise Tariff No. 7 to include )  
a Soft Off process that may be used upon the ) Docket No. 21-10015  
discontinuance of service to residential accounts. )  
\_\_\_\_\_ )

At a general session of the Public Utilities  
Commission of Nevada, held at its offices  
on February 8, 2022.

PRESENT: Chair Hayley Williamson  
Commissioner C.J. Manthe  
Commissioner Tammy Cordova  
Assistant Commission Secretary Trisha Osborne

**ORDER**

The Public Utilities Commission of Nevada (“Commission”) makes the following  
findings of fact and conclusions of law:

**I. INTRODUCTION**

Southwest Gas Corporation (“SWG”) filed with the Commission an application under  
Advice Letter No. 527, designated as Docket No. 21-10015 (“Application”), to revise Tariff No. 7  
to include a Soft Off process that may be used upon the discontinuance of service to residential  
accounts.

On January 12, 2022, SWG and the Regulatory Operations Staff of the Commission  
 (“Staff”), (together, the “Parties”) filed a stipulation (the “Stipulation”).

**II. SUMMARY**

The Commission accepts the Stipulation, which is attached hereto as Attachment 1, and  
grants the Application as modified by the Stipulation.

**III. PROCEDURAL HISTORY**

- On October 19, 2021, SWG filed the Application in accordance with the Nevada Revised  
Statutes (“NRS”) and the Nevada Administrative Code (“NAC”) Chapters 703 and 704,  
including, but not limited to, NRS 704.100 and NAC 703.400.
- On October 22, 2021, the Commission issued a Notice of Application to Revise Tariff.

- On January 12, 2022, the Parties filed the Stipulation.
- On February 1, 2022, Staff filed a briefing memorandum (“Staff’s Briefing Memorandum”). Staff participates as a matter of right pursuant to NRS 703.301.
- On February 8, 2022, the Commission voted to adopt the recommendations contained in Staff’s Briefing Memorandum.

#### **IV. STIPULATION**

##### **The Parties’ Position**

1. The Parties agree that the Commission should approve the Application consistent with the terms of the Stipulation. (Stipulation at 2.) The Parties agree that SWG should be granted the authority to amend the tariff sheets that incorporate the Soft Off process, in the manner reflected in the tariff pages attached as Exhibit 1 to the Stipulation. (*Id.*)

2. The Parties agree that SWG proposes changes to Rule No. 1 and Rule No. 6 of Tariff No. 7 to include a “Soft Off” process that may be used upon the discontinuance of service to residential accounts. (*Id.*) The Parties state that the term “Soft Off” describes when a gas account is closed but SWG does not physically visit the premises and lock the gas meter. (*Id.*) The Parties state that the use of a Soft Off gives SWG the ability to temporarily leave the meter on where a residential service account is discontinued by one customer and service is established within 30 days by another customer at the same premise. (*Id.*)

3. The Parties state that SWG’s current average turn around time between discontinuing service for an existing customer and establishing service for a new applicant at the same residence in Nevada is approximately 15 to 18 days. (*Id.* at 2-3.) The Parties agree that the Soft Off process is expected to reduce that turn around time since the supply of gas will already be on at the time the applicant requests service. (*Id.* at 3.)

4. The Parties agree that for safety reasons, SWG will maintain an active meter for no more than 30 calendar days before the meter is turned off to the premises. (*Id.*) The Parties agree that the proposed tariff revision also provides that a Soft Off will only be performed on a residential service located on the exterior of the customer’s residence. (*Id.*) The Parties state that this amendment was included as an industry best practice to protect customer safety even though there are very few indoor meters in the State of Nevada. (*Id.*)

**Staff’s Briefing Memorandum**

5. Staff recommends that the Commission approve the Stipulation and issue an order granting SWG’s Application and approving the tariff sheets as modified by the Stipulation. (Staff’s Briefing Memorandum at 2.) Staff further recommends that the tariff sheets become effective upon Commission approval. (*Id.*)

**Commission Discussion and Findings**

6. The Commission finds that the Stipulation complies with the requirements of NAC 703.845, in that it settles only issues relating to the instant proceeding and does not seek relief the Commission is not otherwise empowered to grant. The Stipulation is a consensus resolution of the issues pursuant to the Parties’ negotiations and is a reasonable recommendation and resolution of the issues in this proceeding. Accordingly, the Commission accepts the Stipulation and grants the Application as provided by the Stipulation.

7. All arguments of the Parties raised in these proceedings not expressly addressed herein have been considered and either rejected or found to be non-essential for further discussion in this Order. Any agreements and recommendations contained in the Stipulation, but not expressly addressed herein, are either agreements by the Parties regarding matters non-essential to the disposition of this Docket, or are recommendations for specific findings that do

not require delineation given the Commission’s acceptance of the Stipulation and corresponding approval of the Application.

8. The Commission adopts the analysis and recommendations in Staff’s Briefing Memorandum. Accordingly, the Commission grants the Application and approves the revisions to Tariff No. 7 as modified by the Stipulation, effective upon the date of Commission approval.

THEREFORE, it is ORDERED:


1. The Stipulation filed by Southwest Gas Corporation and the Regulatory Operations Staff of the Public Utilities Commission of Nevada, attached hereto as Attachment 1, is accepted.

2. Southwest Gas Corporation’s Application filed under Advice Letter No. 527, designated as Docket No. 21-10015, is granted in accordance with this Order.

3. The revisions to Southwest Gas Corporation’s Tariff No. 7 to include a Soft Off process that may be used upon the discontinuance of service to residential accounts are approved, as modified by the Stipulation, effective upon the date of Commission approval.

4. The Commission’s acceptance of the Stipulation does not constitute precedent regarding any legal or factual issue.

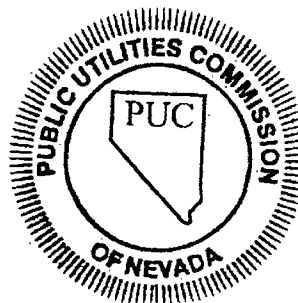
By the Commission,

  
\_\_\_\_\_  
TRISHA OSBORNE,  
Assistant Commission Secretary on behalf of the  
Commissioners

Dated: Carson City, Nevada

2/15/22

(SEAL)



# ATTACHMENT 1

**BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA**

Application of Southwest Gas Corporation,  
filed under Advice Letter No. 527, to revise  
Tariff No. 7 to include a Soft Off process that  
may be used upon the discontinuance of  
service to residential accounts.

Docket No.: 21-10015

**STIPULATION AND AGREEMENT**

Pursuant to the provisions of Nevada Administrative Code ("NAC") 703.845, this Stipulation and Agreement ("Stipulation") is entered into as a settlement agreement by and between Southwest Gas Corporation ("SWG") and the Regulatory Operations Staff ("Staff") of the Public Utilities Commission of Nevada ("Commission"), (collectively, "Parties").

**INTRODUCTION**

This Stipulation settles all issues relating to the Application of SWG for approval to revise Tariff No. 7, Rule No. 1 and Rule No. 6, to include a "soft off" process that may be used upon the discontinuance of service to residential accounts ("Application"). During a 30-day soft off period, SWG will be able to initiate service by performing meter reads without entering the customers' premises to perform a turn-on service order. As a result, SWG can more quickly and conveniently establish service. However, the soft off period may not exceed 30 days and it must not be performed for meters installed inside of residences due to safety concerns. The terms and conditions of this Stipulation are detailed herein. The Parties agree that this Stipulation represents a reasonable settlement of the issues raised in this proceeding and that this Stipulation is in the public interest. The Parties further represent that in accordance with NAC 703.845, this Stipulation settles only issues relating to the above-captioned proceeding and does not seek relief that the Commission is not otherwise empowered to grant. The Parties therefore recommend that the Commission approve this Stipulation and implement all of its terms and conditions.

1 **RECITALS**

2 WHEREAS, on October 19, 2021, Southwest Gas filed its Application.

3 WHEREAS, on October 22, 2021, the Commission issued a Notice of  
4 Application. In such notice, the Commission set a deadline of November 17, 2021, for  
5 filing petitions for leave to intervene pursuant to NAC 703.578 through 703.600. Staff  
6 participates in all contested Commission proceedings as a matter of right in accordance  
7 with Nevada Revised Statute ("NRS") 703.301.

8 WHEREAS, no petitions for leave to intervene were filed by the November 17,  
9 2021, deadline.

10 WHEREAS, the Parties have engaged in discussions regarding the Application,  
11 and as a result of such discussions, have reached an agreement that resolves all  
12 outstanding issues. The Parties agree that the agreement reflected in this Stipulation  
13 serves the public interest. The Parties recommend and support all elements of this  
14 Stipulation and advocate in good faith that it be approved and implemented in its entirety  
15 by the Commission.

16 **TERMS AND CONDITIONS**

17 NOW, THEREFORE, the Parties stipulate and agree as follows:

18 1. Southwest Gas' Application should be approved and implemented as set  
19 forth in this Stipulation. Southwest Gas should be granted the authority to amend the  
20 tariff sheets that incorporate the Soft Off Process, in the manner reflected in the tariff  
21 pages attached hereto as Exhibit 1.

22 2. SWG proposes changes to Rule No. 1 and Rule No. 6 of its Tariff to  
23 include a "soft off" process that may be used upon the discontinuance of service to  
24 residential accounts. The term "soft off" describes when a gas account is closed but the  
25 Company does not physically visit the premises and lock the gas meter. The use of a  
26 soft off gives SWG the ability to temporarily leave the meter on where a residential  
27 service account is discontinued by one customer and service is established within 30  
28 days by another customer at the same premise. SWG's current average turn around

1 time between discontinuing service for an existing customer and establishing service  
2 for a new applicant at the same residence in Nevada is approximately 15-18 days. The  
3 soft off process is expected to reduce that turn around time since the supply of gas will  
4 already be on at the time the applicant requests service.

5 3. For safety reasons, SWG will maintain an active meter for no more than 30  
6 calendar days before the meter is turned off to the premises. The proposed Tariff  
7 revision also provides that a soft off will only be performed on a residential service  
8 located on the exterior of the customer's residence. This amendment was included as  
9 an industry best practice to protect customer safety even though there are very few  
10 indoor meters in the State of Nevada.

11 4. This Stipulation embodies the entire agreement between the Parties, and  
12 there are no other agreements, representations, or restrictions between the Parties with  
13 respect to this docket.

14 5. In accordance with NAC 703.845, this Stipulation settles only issues  
15 relating to the present proceeding and seeks relief that the commission is empowered  
16 to grant.

17 6. Neither this Stipulation, nor its terms, nor the Commission's acceptance  
18 of the recommendations contained in this Stipulation, shall have a precedential effect in  
19 any other proceeding before the commission, a court of law, or any other state  
20 government regulatory body, nor shall it be admissible or otherwise described or used  
21 in any proceeding hereafter for any purpose.

22 7. This Stipulation is made upon the express understanding that it  
23 constitutes a negotiated settlement. The provisions of this Stipulation are not severable.  
24 In the even this Stipulation is not accepted by the Commission without changes, it shall  
25 be deemed withdrawn without prejudice to any claims or contentions which may have  
26 been made by any Party.

27 8. In the event that the Commission does not adopt the terms and conditions  
28 of this Stipulation in its entirety: this Stipulation shall be deemed to be withdrawn by the



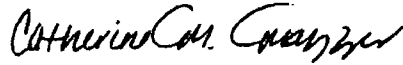
1 Parties without prejudice to any claims or contentions that may have been made or are  
2 made in this docket; no part of this Stipulation would be admissible in evidence or in  
3 any way described or discussed in any proceeding; and no signatory would be bound  
4 by any of the terms or conditions contained herein.

5 9. This Stipulation may be executed in one or more counterparts, all of which  
6 together shall constitute the original executed document.

7 10. This Stipulation may be executed via signatures provided by electronic  
8 mail or electronic facsimile transmission (i.e., email copies or fax copies) which  
9 signatures shall be as binding and effective as original signatures.


10 **Southwest Gas Corporation**

11  
12 Dated: Jan. 12, 2022  
13 \_\_\_\_\_

14 By:   
15 \_\_\_\_\_  
16 Catherine Mazzeo, Esq.  
17 Managing Counsel

18 **Regulatory Operations Staff  
19 of the Public Utilities  
20 Commission of Nevada**

21 Dated: Jan. 12, 2022  
22 \_\_\_\_\_

23 By:   
24 \_\_\_\_\_  
25 Tori N. Sundheim, Esq.  
26 Assistant Staff Counsel

# Exhibit 1

**RULE NO. 1**

**DEFINITIONS**

*(Continued)*

<b>Soft Off:</b>	A meter read that occurs upon the discontinuance of service to a customer under this Nevada Gas Tariff where the supply of gas is not turned off, and there is no new customer at the premises.
<b>Standing Nomination:</b>	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.
<b>Subdivision:</b>	An area for single-family dwellings which may be identified by filed plans.
<b>Summer Season:</b>	The six month period beginning May 1 and ending October 31.
<b>Tariff:</b>	The entire body of effective rates, charges and rules, collectively, of the Company, as set forth herein.
<b>Temporary Service:</b>	Service to premises, enterprises or activities which are provisional or interim in nature, or where it is known in advance that the 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, is also considered temporary service.
<b>Termination of Service:</b>	The intentional cessation of service by the Company to a customer which has not been requested by the customer and which occurs pursuant to the tariff of the Company.
<b>Therm:</b>	A unit of heating value equivalent to 100,000 British Thermal Units (Btu).
<b>Third-Party:</b>	Any person or public agency willing to receive monthly notifications in the event of a pending termination of service of a residential customer, who assumes no liability for the payment of the customer's bill.
<b>Timely Payment:</b>	The payment of a bill for service prior to the date the bill is past due, <u>unless otherwise specified.</u>

<b>Issued:</b> October 19, 2021	Issued by Amy L. Timperley Vice President
<b>Effective:</b>	
<b>Advice Letter No.:</b> 527	

T  
T  
T

L

T  
T

SOUTHWEST GAS CORPORATION  
P.O. Box 98510  
Las Vegas, Nevada 89193-8510  
Nevada Gas Tariff No. 7

Canceling 3rd Revised P.U.C.N. Sheet No. 145A  
2nd Revised P.U.C.N. Sheet No. 145A

RULE NO. 1

DEFINITIONS  
*(Continued)*

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

Transportation Billing Quantity: A customer's monthly scheduled transportation quantity or, if transportation service is provided at separate premises under a single service agreement, the sum of a customer's metered quantities, including the effect of any adjustment for cycle billing.

Utility: Public Utility as defined in NRS 704.020 which furnishes gas; in this case Southwest Gas Corporation.

Weighted Average Cost of Gas: (WACOG) The unit price of gas including the actual cost of the gas and delivery charges.

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

<p>Issued:  October 19, 2021</p> <p>Effective:</p> <p>Advice Letter No.:  527</p>	<p>Issued by  Amy L. Timperley  Vice President</p>	
-------------------------------------------------------------------------------------------	------------------------------------------------------------	--

L  
L  
L

T  
T

RULE NO. 6

DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE

A. CUSTOMER'S REQUEST FOR DISCONTINUANCE OF SERVICE

1. Unless otherwise covered by service agreement between customer and Company, a customer may have service discontinued by giving not less than five business days' advance notice thereof to the Company. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required five business days' advance notice.
2. When such advance notice is not given to the Company, the customer may be required to pay for service until five business days after the Company has knowledge that the customer has vacated the premises or otherwise discontinued service.
3. To discontinue service, the Company will either read the meter for a new customer, turn off the supply of gas, or perform a soft off. Soft offs will only be performed on residential services located on the exterior of the customer's residence. The Company will turn off the supply of gas no more than 30 calendar days after the soft off. If the soft off or turn off date falls on a Saturday, Sunday, or state or federal holiday, the date may be continued to the next business day, and in all events, the Company may extend the dates on account of weather conditions.

N  
N  
L

<p>Issued: October 19, 2021</p> <p>Effective:</p> <p>Advice Letter No.: 527</p>	<p>Issued by Amy L. Timperley Vice President</p>	
-----------------------------------------------------------------------------------------	----------------------------------------------------------	--

T  
T

RULE NO. 6

**B. TERMINATION OF SERVICE BY COMPANY WITH NOTICE**

**1. For Nonpayment of Bills**

- a. A customer's service may be terminated for nonpayment of a delinquent bill, provided the Company has given the customer advance notice of such intention in accordance with Section C hereof.
- b. A customer's service may be terminated for nonpayment of a delinquent bill for service furnished at a previous location if the delinquent bill is not paid after presentation at the new location and notice of intention to terminate service is given in accordance with Section C herein.
- c. If a customer is receiving residential service at more than one location, service at any of the locations may be terminated if bills for service at any location is not paid prior to the time of the next regular billing, provided the Company has given the customer prior notice in accordance with Section C, Notice Requirements for Termination of Service herein.

<p>Issued: October 19, 2021</p> <p>Effective:</p> <p>Advice Letter No.: 527</p>	<p>Issued by Amy L. Timperley Vice President</p>	
-----------------------------------------------------------------------------------------	----------------------------------------------------------	--

**PROOF OF SERVICE**

I hereby certify that I have this day served the foregoing document upon all parties of record in this proceeding by electronic mail to the recipient's current electronic mail address properly addressed to:

Christopher Brown  
SWG Corporation  
PO Box 98510  
Las Vegas, NV 89193-8510  
Catherine.mazzeo@swgas.com  
Christopher.brown@swgas.com

DATED at Carson City, Nevada, on the 13<sup>th</sup> day of January, 2022.



\_\_\_\_\_  
An employee of the Public Utilities  
Commission of Nevada

- 
- 
- 

# Original Filing

Public Utilities Commission of Nevada  
Electronic Filing

Submitted: 10/19/2021 4:51:23 PM

Fee Submitted: \$10.00

Echeck Transaction ID :6346873073996899003264

Reference: 73e16934-1a69-4576-9cfd-e3ad367f2d4e

Reference:

Filed For: Southwest Gas Corporation

In accordance with NRS Chapter 719,  
this filing has been electronically signed and filed  
by: /s Tashia Garry

-----  
By electronically filing the document(s),  
the filer attests to the authenticity of the electronic signature(s) contained therein.

-----  
This filing has been electronically filed and deemed to be signed by an authorized  
agent or  
representative of the signer(s) and  
Southwest Gas Corporation





## SOUTHWEST GAS CORPORATION

October 19, 2021

Ms. Trisha Osborne  
Assistant Commission Secretary  
Public Utilities Commission of Nevada  
1150 East William Street  
Carson City, NV 89701-3109

Dear Ms. Osborne:

Southwest Gas Corporation (Company) herewith submits for filing Advice Letter No. 527 to revise the Company's Nevada Gas Tariff No. 7 Rule No. 1 and Rule No. 6 to include the soft off process.

An electronic payment in the amount of \$10.00 has been included with this submission for the required filing fee.

Communications regarding this Advice Letter should be directed to:

Christopher Brown  
Director/Regulation & Energy Efficiency  
Southwest Gas Corporation  
P.O. Box 98510  
Las Vegas, NV 89193-8510  
Telephone: 702-876-7133  
E-mail: [christopher.brown@swgas.com](mailto:christopher.brown@swgas.com)

Respectfully submitted,

A handwritten signature in cursive script that reads "Tashia Garry".

Tashia Garry  
Legal Assistant/Regulation & Litigation

Enclosures

c: Ernest Figueroa, BCP  
Anne-Marie Cuneo, PUCN



# SOUTHWEST GAS CORPORATION

Advice Letter No. 527

October 19, 2021

## PUBLIC UTILITIES COMMISSION OF NEVADA

Southwest Gas Corporation (Southwest Gas or Company) tenders herewith for filing the following tariff sheets applicable to its Nevada Gas Tariff No. 7:

<u>Proposed PUCN Sheet No.</u>	<u>Supersedes PUCN Sheet No.</u>
4 <sup>th</sup> Revised Sheet No. 145	3 <sup>rd</sup> Revised Sheet No. 145
3 <sup>rd</sup> Revised Sheet No. 145A	2 <sup>nd</sup> Revised Sheet No. 145A
2 <sup>nd</sup> Revised Sheet No. 164	1 <sup>st</sup> Revised Sheet No. 164
Original Sheet No. 164A	N/A

Pursuant to Nevada Revised Statute (NRS) 704.110, Nevada Administrative Code (NAC) 701B.245, 703.535, 704.116, 704.953 through 704.9718, and all other applicable sections of Chapters 703 and 704 of the NAC, as well as the relevant provisions of its Nevada Gas Tariff No. 7 (Tariff), Southwest Gas respectfully files this Advice Letter to modify its Tariff to include the definition of 'Soft Off' and revise the details of the request for discontinuance of service.

The Company proposes changes to Rule No. 1 and Rule No. 6 of its Tariff to include a soft off process that may be used upon the discontinuance of service to residential accounts. A "soft off" is a meter read that occurs upon the discontinuance of service under the Company's Tariff and the meter is not turned off. The use of a soft off gives the Company the ability to temporarily leave the meter on where a residential service account is discontinued by one customer and service is later established by another customer at the same premise.

As proposed, the soft off process would allow the Company to maintain an active meter for no more than 30 calendar days before the meter is turned off to the premises. During a soft off period, the Company can more quickly and conveniently establish service, since it would not require a service technician to enter the premises to perform a turn-on service order. The Company's current average turn around time between discontinuing service for an existing customer and establishing service for a new applicant at the same residence in Nevada is approximately 15-18 days. The soft off process is expected to reduce that turn around time since the supply of gas will already be on at the time the applicant requests service. The Company will be able to initiate service by performing meter reads without entering the customers' premises to perform a turn-on service order.

Respectfully submitted,  
SOUTHWEST GAS CORPORATION

By   
Christopher Brown

RULE NO. 1

DEFINITIONS

*(Continued)*

- Soft Off: A meter read that occurs upon the discontinuance of service to a customer under this Nevada Gas Tariff where the supply of gas is not turned off, and there is no new customer at the premises.
- 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.
- Subdivision: An area for single-family dwellings which may be identified by filed plans.
- Summer Season: The six month period beginning May 1 and ending October 31.
- Tariff: The entire body of effective rates, charges and rules, collectively, of the Company, as set forth herein.
- Temporary Service: Service to premises, enterprises or activities which are provisional or interim in nature, or where it is known in advance that the 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, is also considered temporary service.
- Termination of Service: The intentional cessation of service by the Company to a customer which has not been requested by the customer and which occurs pursuant to the tariff of the Company.
- Therm: A unit of heating value equivalent to 100,000 British Thermal Units (Btu).
- Third-Party: Any person or public agency willing to receive monthly notifications in the event of a pending termination of service of a residential customer, who assumes no liability for the payment of the customer's bill.
- Timely Payment: The payment of a bill for service prior to the date the bill is past due, unless otherwise specified.

<p>Issued: October 19, 2021</p> <p>Effective:</p> <p>Advice Letter No.: 527</p>	<p>Issued by Amy L. Timperley Vice President</p>	
-----------------------------------------------------------------------------------------	----------------------------------------------------------	--

T  
T  
T

L

T  
T

RULE NO. 1

DEFINITIONS

*(Continued)*

Transmission Main:	A pipeline installed for the purpose of transmitting gas from a source of supply to distribution center, storage facility or large volume customer(s).
Transportation Billing Quantity:	A customer's monthly scheduled transportation quantity or, if transportation service is provided at separate premises under a single service agreement, the sum of a customer's metered quantities, including the effect of any adjustment for cycle billing.
Utility:	Public Utility as defined in NRS 704.020 which furnishes gas; in this case Southwest Gas Corporation.
Weighted Average Cost of Gas:	(WACOG) The unit price of gas including the actual cost of the gas and delivery charges.
Winter Season:	The six month period beginning November 1 and ending April 30.

<p>Issued:  October 19, 2021</p> <p>Effective:</p> <p>Advice Letter No.:  527</p>	<p>Issued by  Amy L. Timperley  Vice President</p>	
-------------------------------------------------------------------------------------------	------------------------------------------------------------	--

L  
L  
L

T  
T

RULE NO. 6

DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE

A. CUSTOMER'S REQUEST FOR DISCONTINUANCE OF SERVICE

1. Unless otherwise covered by service agreement between customer and Company, a customer may have service discontinued by giving not less than five business days' advance notice thereof to the Company. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required five business days' advance notice.
2. When such advance notice is not given to the Company, the customer may be required to pay for service until five business days after the Company has knowledge that the customer has vacated the premises or otherwise discontinued service.
3. To discontinue service, the Company will either read the meter for a new customer, turn off the supply of gas, or perform a soft off. Soft offs will only be performed at residential dwellings. The Company will turn off the supply of gas no more than 30 calendar days after the soft off. If the soft off or turn off date falls on a Saturday, Sunday, or state or federal holiday, the date may be continued to the next business day, and in all events, the Company may extend the dates on account of weather conditions.

<p>Issued: October 19, 2021</p> <p>Effective:</p> <p>Advice Letter No.: 527</p>	<p>Issued by Amy L. Timperley Vice President</p>	
-----------------------------------------------------------------------------------------	----------------------------------------------------------	--

N  
|  
N  
|  
L

T  
T

RULE NO. 6

B. TERMINATION OF SERVICE BY COMPANY WITH NOTICE

1. For Nonpayment of Bills

- a. A customer's service may be terminated for nonpayment of a delinquent bill, provided the Company has given the customer advance notice of such intention in accordance with Section C hereof.
- b. A customer's service may be terminated for nonpayment of a delinquent bill for service furnished at a previous location if the delinquent bill is not paid after presentation at the new location and notice of intention to terminate service is given in accordance with Section C herein.
- c. If a customer is receiving residential service at more than one location, service at any of the locations may be terminated if bills for service at any location is not paid prior to the time of the next regular billing, provided the Company has given the customer prior notice in accordance with Section C, Notice Requirements for Termination of Service herein.

Issued:  
October 19, 2021

Effective:

Advice Letter No.:  
527

Issued by  
Amy L. Timperley  
Vice President

# CERTIFICATION

## Application For Tariff Approval Filed Under An Advice Letter

Public Utilities Commission of Nevada

1150 E. William Street  
Carson City, NV 89701-3109  
Ph: (775) 684-6101 / Fax: (775) 684-6110



9075 W. Diablo Drive, Suite 250  
Las Vegas, NV 89148-7674  
Ph: (702) 486-7210 / Fax: (702) 486-7206

[www.puc.nv.gov](http://www.puc.nv.gov)


Christoper Brown, hereby certifies as follows:

1. I am an authorized representative of Southwest Gas Corporation.  
(utility name)
2. Pursuant to NRS 704.100(1)(f), I attest that to the best of my knowledge, information, and belief, formed after a reasonable inquiry, the proposed change in schedule does not change any rate or result in an increase in the annual gross operating revenue of Southwest Gas Corporation in an amount that exceeds \$15,000.  
(utility name)

I certify that the foregoing statements are true.

October 13, 2021

Date

Signature 

CHRISTOPHER BROWN  
Printed Name

**PUBLIC UTILITIES COMMISSION OF NEVADA DRAFT  
NOTICE  
(Applications, Tariff Filings, Complaints, and Petitions)**

Pursuant to Nevada Administrative Code (“NAC”) 703.162, the Commission requires that a draft notice be included with all applications, tariff filings, complaints and petitions. Please complete and include **ONE COPY** of this form with your filing. (Completion of this form may require the use of more than one page.)

A title that generally describes the relief requested (see NAC 703.160(5)(a)):

**In the Matter of the Application of Southwest Gas Corporation for Authority to modify its Nevada Gas Tariff No. 7 to include the soft off process.**

The name of the applicant, complainant, petitioner or the name of the agent for the applicant, complainant or petitioner (see NAC 703.160(5)(b)):

**Southwest Gas Corporation.**

A brief description of the purpose of the filing or proceeding, including, without limitation, a clear and concise introductory statement that summarizes the relief requested or the type of proceeding scheduled **AND** the effect of the relief or proceeding upon consumers (see NAC 703.160(5)(c)):

**The Company proposes changes to Rule No. 1 and Rule No. 6 of its Tariff to include a soft off process that may be used upon the discontinuance of service to residential accounts. During a soft off period, the Company can more quickly and conveniently establish service, since it would not require a service technician to enter the premises to perform a turn-on service order. The soft off process is expected to reduce average turn around time between discontinuing service for an existing customer and establishing service for a new applicant at the same residence in Nevada since the supply of gas will already be on at the time the applicant requests service.**

A statement indicating whether a consumer session is required to be held pursuant to Nevada Revised Statute (“NRS”) 704.069(1)<sup>1</sup>:

**Consumer sessions are not required.**

If the draft notice pertains to a tariff filing, please include the tariff number **AND** the section number(s) or schedule number(s) being revised.

**Nevada Gas Tariff No. 7, PUCN Sheets 145, 145A, 164 and 164A**

---

NRS 704.069 states in pertinent part:

1. Except as otherwise provided in subsections 9 and 11 of NRS 704.110, the Commission shall conduct a consumer session to solicit comments from the public in any matter pending before the Commission pursuant to NRS 704.061 to 704.110, inclusive, in which:

(a) ) A public utility has filed a general rate application, an application to recover the increased cost of purchased fuel, purchased power, or natural gas purchased for resale, an annual deferred energy accounting adjustment application pursuant to NRS 704.187 or an annual rate adjustment application; and

(b) The changes proposed in the application will result in an increase in annual gross operating revenue, as certified by the applicant, in an amount that will exceed \$50,000 or 10 percent of the applicant’s annual gross operating revenue, whichever is less.