

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



Southwest Gas Corporation
GAS (Corp ID 905)
Status of Advice Letter 1256G
As of July 17, 2023

Subject: Ministerial Revisions to Customer Bill Form

Division Assigned: Energy

Date Filed: 04-13-2023

Date to Calendar: 04-19-2023

Authorizing Documents: None

Disposition:	Accepted
Effective Date:	04-13-2023

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Valerie J. 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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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



SOUTHWEST GAS CORPORATION

April 13, 2023

Advice Letter No. 1256-G

(U 905 G)

Public Utilities Commission of the State of California

Subject: Ministerial Revisions to Customer Bill Form

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 sheet being modified as a result of this submission is provided in Attachment A.

Purpose

Southwest Gas' tariffs reflect and represent the outcome of numerous Commission decisions, resolutions, rulings, general orders, code changes, laws, and policy changes that have occurred over the years. Occasionally, Southwest Gas submits a "clean-up" Advice Letter for Commission approval to revise tariff language to make clarifying changes, correct minor and/or inadvertent errors, and remove obsolete information. The purpose of this Advice Letter is to make ministerial clarifying revisions to Southwest Gas' Customer Bill Form (Form 927.0).

Requested Tariff Revision to Customer Bill Form

Southwest Gas revises the Customer Bill Form to prevent customer confusion on where to mail bill payments by including clarifying language on the mailing addresses on the remittance portion of the bill. A redlined version of the tariff is contained in Attachment B.

This Advice Letter will not increase any rate or charge, cause the withdrawal of service, or conflict with any other schedule or rule.

Effective Date

Southwest Gas believes this Advice Letter should be classified as Tier 1 (effective pending disposition) pursuant to General Order (GO) 96-B. Southwest Gas respectfully requests that this Advice Letter be made effective April 13, 2023, which is the date of submission.



Advice Letter No. 1256-G
Page 2
April 13, 2023

Protest

Anyone may protest this Advice Letter to the Commission's Energy Division. The protest must state the grounds upon which it is based with specificity and must be sent no later than 20 days after the date of this Advice Letter submission. Protests are to be submitted electronically to the Commission's Energy Division at:

Email: edtariffunit@cpuc.ca.gov

In addition, protests and all other correspondence regarding this Advice Letter should be sent electronically to:

Ms. Valerie J. Ontiveroz
Regulatory Manager/California
Email: valerie.ontiveroz@swgas.com
regserve@swgas.com

Notice

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

Service

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

Respectfully submitted,
SOUTHWEST GAS CORPORATION

By: 
Valerie J. Ontiveroz

Attachments

Distribution List

Advice Letter No. 1256-G

In conformance with GO 96-B, General Rule 4.3

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

Matt Baker, Director
Public Advocates Office
Matt.Baker@cpuc.ca.gov

Pacific Gas & Electric Company
PGETariffs@pge.com

Southern California Gas Company
GLenart@socalgas.com
Tariffs@socalgas.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
Public Advocates Office
California Public Utilities Commission
nathaniel.skinner@cpuc.ca.gov

Scott Blaising
blaising@braunlegal.com

Jim Mosher
copperbeechllc@gmail.com

Kevin Johnston
KVNJ@yahoo.com

ATTACHMENT A
Advice Letter No. 1256-G

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
36th Revised Sheet No. 6	Table of Contents (Continued)	35th Revised Sheet No. 6
5th Revised Sheet No. 307	Customer Bill (Form 927.0 03/2023)	4th Revised Sheet No. 307

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925.0	Remittance Return (03/2010)	306
927.0	Customer Bill (03/2023)	307
	Held for Future Use	307.1
936.0	Excess Service Statement (08/2008)	308
	Held for Future Use	309

T

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

Canceling 5th Revised Cal. P.U.C. Sheet No. 307
4th Revised Cal. P.U.C. Sheet No. 307

CUSTOMER BILL (FORM 927.0 03/2023)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

Advice Letter No. 1256
Decision No. _____

Issued by
Amy L. Timperley
Chief Regulatory Officer

Date Filed April 13, 2023
Effective April 13, 2023
Resolution No. _____

T
T



SOUTHWEST GAS

swgas.com



	\$	PAST DUE AFTER
	AMOUNT DUE	

ACCOUNT

Billing From

Date Mailed

Your Local Office is:

13471 Mariposa Road, Victorville, CA 92395

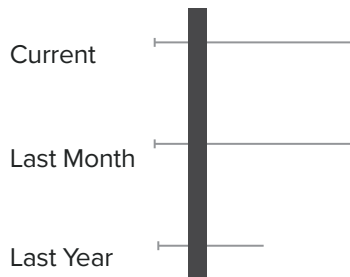
Customer Solutions/Soluciones al Cliente

Toll Free/Llamada Gratis **877-860-6020**

Hearing Impaired: **711**

Service Address:

DAILY AVERAGE USAGE (THERMS)



MONTHLY USAGE (THERMS)



REMIT WITH PAYMENT



SOUTHWEST GAS

PO Box 98890

Las Vegas, Nevada 89193-8890

(NOT FOR PAYMENTS)



	\$	PAST DUE AFTER
	AMOUNT DUE	

ACCOUNT

SEND PAYMENTS TO:

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, Southwest Gas may require the delinquent bill, to be paid before service will be restored. Non-residential customers will be charged reconnection fees. Residential customers will be charged reconnection fees only when an expedited or call-out service for reconnection is requested.

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.

y22, m12,v7

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 24 hours a day, 7 days a week using a debit or credit card or electronic check, go to myaccount.swgas.com to log into your personal MyAccount or make a payment with no log-in required. To use our automated phone system, call us toll free at **877-860-6020**, and select option 2.

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.



ENERGY SHARETM
Customer Giving
Powered by Southwest Gas

\$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

\$



\$

AMOUNT DUE

PAST DUE AFTER

ACCOUNT

RATE SCHEDULE:

Balance Forward

\$

CURRENT BILLING: 31 DAYS
METER READING

Current

Previous

Billing Factor

Total Therms

Next meter read date is:

Charges



Cost



Large empty table area for billing details.

ADVICE LETTER NO. 1256-G

ATTACHMENT B

Redlined Version of Tariff

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

Canceling 4th~~5th~~-Revised Cal. P.U.C. Sheet No. 307
3rd~~4th~~-Revised Cal. P.U.C. Sheet No. 307

CUSTOMER BILL (FORM 927.0-12/202203/2023)

(See Attached Form)

IF ACTUAL COPY OF FORM IS REQUIRED, PLEASE NOTIFY COMPANY

~~2022~~
Advice Letter No. _____
Decision No. 1228-A1256
~~2022~~

Issued by
Amy L. Timperley
Chief Regulatory Officer

Date Filed December 6, 2022 April 13,
Effective _____
Resolution No. October 28, 2022 April 13,



SOUTHWEST GAS

swgas.com

AMOUNT DUE	PAST DUE AFTER
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ACCOUNT

Billing From

Date Mailed

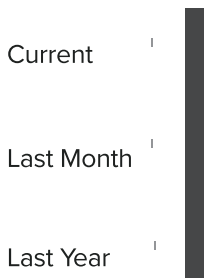
Your Local Office is:

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

Add "(Not for Payments)"



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

Add "Send Payments to:"

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.

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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.

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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

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

PREVIOUS BILLING:

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

ACCOUNT

RATE SCHEDULE:

Balance Forward

CURRENT BILLING: METER READING	DAYS			Billing Factor	Total Therms
	Current	Previous	=	x	=
	-	-	=		
	Next meter read date is:			Cycle	

Charges

Cost

--	--



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	