How to read your bill

1. CUSTOMER ASSISTANCE
This section contains the customer service phone numbers and Tariffs that are available in your area, as well as the local office address.

2. 1D BARCODE
The 1D barcode is your Southwest Gas account number and can be scanned at Bill Payment Kiosks.

3. 2D BARCODE
I.D. that contains non-sensitive information specific to an individual bill (job name/type, number of pages, zip code).

4. BILL PAYMENT ADDRESS
This address is where you pay your payment or if payment is not received before the next bill is rendered.

5. Your BILLING INFORMATION
This is your official customer address as found on our records at Southwest Gas.

6. LOCAL SERVICE INFORMATION
The service address is the location where gas service is provided.

7. ACCOUNT NUMBER
This is your account number with Southwest Gas Corporation. Please mark at correspondence and payments with this number to ensure your account is properly identified.

8. CYCLE
The cycle represents a billing period used on your account by Southwest Gas and is used to determine which day your meter is read.

9. DATE MAILED
This is the date that your statement is sent to you, and it is tied to the cycle date for timely and efficient billing periods.

10. PRORATED BILLING
This is the amount you owe on this bill. You may pay your bill online, pay by phone 24/7 toll-free at 877-860-6020, mail or any authorized payment location. Authorized payment locations can be found on our Payment Location Map online.

11. AMOUNT DUE
This is the amount due on or before the “Due Date” on your bill. A late pay charge will be added to the bill (payments not received before the next bill is rendered).

12. PREVIOUS BILLING
This section will show your previous balance, payments made toward that balance, the unpaid balance forward from the past due date.

13. USAGE HISTORY
This graph will help you see your gas usage during the past year. It is broken down by therms used each month.

14. GAS USAGE
Your gas usage shows how many therms are billed at each tier (or threshold) of natural gas to meet the basic needs of the average home. It is a predefined quantity that is used equally for the heating value of the gas used.

15. OTHER CHARGES
This includes other charges to your account such as Monthly Gas Cost, PPP Establishment, Expansion Area Facilities Surcharge, and Deposit Billing fees.

16. DISCOUNTS
Discount totals will also appear in this area.

17. TIER II
“Baseline,” “Winter Tier II,” “Summer Baseline,” and “Summer Tier II” to show the portion of your bill within each season changing.

18. SEASONAL RATE TRANSITION
Seasonal Rate Transition is the sum of the amounts of all tiers added together.

19. GAS RATES
Southwest Gas bills customers on a per-therm basis; that is, 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 total therms you have used in the current billing period.

20. BILLING FACTOR
The billing factor is used to convert the amount of gas into units of heat energy contained in the gas delivered. The current reading minus the previous reading.

21. OTHER INFORMATION
This section contains the customer service phone numbers and Tariffs that are available in your area, as well as the local office address.

22. TDD (for hearing impaired) that are available in your area, as well as our Web site.