### How to read your bill (simplified bill format)

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount Due</th>
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<td>05/08/17</td>
<td>$73.08</td>
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</table>

#### 1. Customer Assistance
This section contains the customer service phone numbers and DOT (the hearing impaired) that are available in your area, as well as our web site address.

#### 2. ID Barcode
The ID barcode is your Southwest Gas account number and can be scanned at Bill Payment Kiosks.

#### 3. 2D Barcode
This is a location where you can pay your bill at our kiosk. Toelectronically send payment, please call Customer Assistance at 877-860-6020.

#### 4. Bill Payment Address
This address is where you submit your payment. Payments may be made to:
Southwest Gas Corp.
P.O. Box 29682
Dallas, TX 75329-6821

#### 5. Your Billing Information
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.

#### 6. Cycle
This represents a billing period used on your account by Southwest Gas and is used to determine which day your meter is read.

#### 7. Account Number
This is your account number with Southwest Gas Corporation. Please mark all correspondence and payments with this number to ensure your account is properly identified.

#### 8. Date Mailed
This is the date that your statement is sent to you, and it is tied to the cycle for timely and efficient billing notices.

#### 9. Past Due After
Although your monthly bill is due and payable upon presentation, interest is charged if not paid by the “Due Date” on your bill. A late charge will be added to the bill if the payment is not received before the next bill is rendered.

#### 10. Amount Due
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, or in person at any authorized payment location. Authorized payment locations can be found on our Payment Location Map online.

#### 11. Previous Bill
This shows your last bill amount and the payment received by us toward that amount. The balance forward represents the unpaid portion of last month’s balance due.

#### 12. Current Bill
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.

**Billing Factor**
The billing factor is used to convert the amount of gas into units of heat energy, which are called therms. This calculation ensures all customers are charged equally for the heating value of the gas used.

**Taxes**
*Total Taxes* refers to the total amount due for the current month as shown on the billing statement.

#### 13. Usage Charge
This charge recovers the cost of delivering natural gas which is not recovered in the Basic Service Charge. The Usage Charge, plus the cost of natural gas purchased by Southwest Gas on behalf of our customers.

#### 14. Other Charges
- **Delivery Charge Adjustment Provision**
- **Rate Adjustment**
- **Applicable Taxes**
- **DOT Safety Surcharge**

**Delivery Charge Adjustment Provision**
The Delivery Charge Adjustment Provision (DCAP) is a rate adjustment mechanism that adjusts the amount Southwest Gas charges for the actual level of delivery service. The amount authorized annually is adjusted annually. The DCAP is applied to residential and local, Medium, and small size industrial customers.

**Rate Adjustment**
The rate adjustment is a mechanism that adjusts the cost of natural gas purchased by Southwest Gas on behalf of our customers.

**Applicable Taxes**
This charge includes the sales tax and the gas tax. The gas tax is used to recover the cost of delivering natural gas.

**DOT Safety Surcharge**
This charge is used to recover the cost of government mandated programs to ensure the continued safe operation of Southwest Gas’ distribution network.
How to read your bill (detail bill format)

1. CUSTOMER ASSISTANCE
   Contact Southwest Gas at 877-860-6020 for any questions regarding your payment, billing, or account.

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

3. 2D BARCODE
   This contains your Southwest Gas account number and can be scanned at Bill Payment Kiosks.

4. BILL PAYMENT ADDRESS
   This address is where you can send your payment. Payments may be mailed to:
   Southwest Gas Corp.
   P.O. Box 26497
   Dallas, Texas 75222

5. YOUR BILLING INFORMATION
   This is a listing of important information found on your bill:
   - Account Number
   - Service Address
   - Bill Payment Address
   - Current Billing Information
   - Summary of Charges
   - Usage History
   - Legal Information
   - Payment Instructions
   - Customer Service Information

6. YOUR BILLING INFORMATION
   - Account Number
   - Service Address
   - Bill Payment Address
   - Current Billing Information
   - Summary of Charges
   - Usage History
   - Legal Information
   - Payment Instructions
   - Customer Service Information

7. ACCOUNT NUMBER
   This is your account number with Southwest Gas Corporation. Please make sure you have this number handy to ensure your account is properly identified.

8. TOTAL DUE CALCULATED
   This section will show your previous balance, payments made toward that balance, the unpaid balance forward from the prior month's bill, your current month's bill amount, and your current balance. The amount due is the total amount payable before the next bill date.

9. USED GAS
   This section shows your usage for this month, compared to last month, and compared to last year.

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

11. MESSAGE
    This section contains important messages, your next meter read date, conservation, safety, and other helpful tips about natural gas.

12. PAST DUE AFTER
    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.

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

14. PREVIOUS BILLING
    This shows your last bill amount and the payment(s) received by us toward that amount. The balance forward represents the unpaid portion of last month's balance due.

15. OTHER CHARGES
    This includes other charges to your account such as Rate Adjustment, DOT Safety Surcharge, and Vintage Steel Pipe (VSP) replacement program.

16. DELIVERY CHARGE
    The Delivery Charge recovers the costs of delivering natural gas, which are not included in your basic service charge.

17. DELIVERY CHARGE
    - Basic Service Charge
    - Monthly Gas Cost
    - Delivery Charge Adjustment
    - Monthly Gas Cost
    - Delivery Charge Adjustment

18. RATE SCHEDULE
    This section includes rate schedules and other helpful tips about natural gas.

19. PAYMENT HISTORY
    This section contains your payment history, your last paid bill amount, and your current billing period.

20. TOTAL DUE CALCULATED
    This section shows your previous balance, payments made toward that balance, the unpaid balance forward from the prior month's bill, your current month's bill amount, and your current balance. The amount due is the total amount payable before the next bill date.

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