How to read your bill

1. CUSTOMER ASSISTANCE
   The customer assistance service is open Monday through Friday from 7:30 a.m. to 5:00 p.m. Pacific Time at 877-960-6020.

2. BROCHURE
   The brochure in your Southwest Gas account number and can be scanned at Bill Payment Kiosks.

3. BARCODE
   The barcodes on the front and back of your bill can be scanned at Bill Payment Kiosks.

4. BILL PAYMENT ADDRESS
   This address is where you may mail your payment.

5. YOUR BILLING INFORMATION
   This is your official customer address as found on our records at Southwest Gas. This is where we will send your statement each month. Please keep this information current by updating your address with us whenever it changes.

6. LOCAL SERVICE INFORMATION
   The service address is the location where gas service is provided. The rate schedule represents the gas rate used to calculate your account. Energy charge, basic service charge, applicable taxes, service establishment charge, and delivery charge show the portion of your bill within each season changing from winter to summer.

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. CYCLE
   This is the cycle your meter is read. Energy charge, basic service charge, applicable taxes, service establishment charge, and delivery charge show the portion of your bill within each season changing from winter to summer.

9. DATE MAILED
   This is the date that your statement is sent to you. It is in the cycle state for time and efficiency billing periods.

10. PAST DUE AFTER
    This is the amount due on the bill. If you don’t pay your bill on time, a late fee may be added to the bill if payment is not received before the next bill is rendered.

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

12. CURRENT BILL
    This is the cycle your meter is read. Energy charge, basic service charge, applicable taxes, service establishment charge, and delivery charge show the portion of your bill within each season changing from winter to summer.

13. OTHER CHARGES
    This includes other charges to your account such as line extensions, metering equipment, service establishment charge, and special billing periods.

14. SEASONAL RATE CHANGE
    This is the date your meter is read. Energy charge, basic service charge, applicable taxes, service establishment charge, and delivery charge show the portion of your bill within each season changing from winter to summer.

15. UNIVERSEAL ENERGY CHARGE
    This is the month your meter is read. Energy charge, basic service charge, applicable taxes, service establishment charge, and delivery charge show the portion of your bill within each season changing from winter to summer.

16. MESSAGE HISTORY
    This section contains the customer service phone numbers and TDD (for hearing impaired) for SWG's customer service department.

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

18. USAGE HISTORY
    This section contains your usage for this month, compared to last month, and compared to last year.

19. TOTAL USE CALCULATED
    This section contains your previous balance, payments made toward that balance, the unpaid balance forward from the prior month, your current month’s bill amount, and your current balance. The amount due is the total amount payable before the past due date.

20. PAYMENT LOCATION MAP
    This section contains a map of your local gas service location. Authorized payment locations can be found on our Payment Location Map online.