

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, the delinquent bill, plus a reestablishment charge, must be paid and credit reestablished before service will be restored.**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.
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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 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.