



Southwest Gas Implements Disaster Relief Protections for California Customers in Response to COVID-19

On March 4, 2020, Governor Newsom issued a State of Emergency related to COVID-19. Effective March 4, 2020 Southwest Gas implemented the California Emergency Disaster Relief Program (EDRP), customer protections mandated by the California Public Utilities Commission to help our California customers during this declared emergency. Southwest Gas will continue to provide you with safe and reliable natural gas service during this COVID-19 emergency.

The following EDRP customer protections are effective for Southwest Gas' California customers through at least March 4, 2021:

Disconnections for non-payment are suspended for all customers; deposits and late fee requirements are also waived

- Disconnections for non-payment for all Southwest Gas California customers are suspended during the COVID-19 declared emergency.
- Deposits will be waived for residential customers who contact Southwest Gas Customer Assistance and self-identify that they are impacted by the COVID-19 declared emergency. Deposits will be waived for non-residential customers. The waiver will last through March 4, 2021.
- Southwest Gas will not assess late fees for customers who pay their bills late.
- Late payments will not be reported to credit reporting agencies or to other credit/collection services.
- Interest on outstanding balances will not be accrued.

Payment plan options

- If you are impacted by the COVID-19 declared emergency and have an outstanding account balance and have been displaced, you can take advantage of a payment plan when establishing service in your new residence.
 - Your first payment will be no greater than 20% of the total amount due. The remainder of the balance will be billed in not less than twelve equal monthly installments.
- If you are impacted by the COVID 19 declared emergency and have active service and develop an outstanding balance, a payment plan will be made available to you.
 - Your first payment will be no greater than 20% of the amount due. The remainder of the balance will be billed in not less than eight equal monthly installments.
- There is no penalty for paying off an outstanding balance more quickly.
- No interest will be accrued on an outstanding balance.

Additional protections for income-qualified customers

- Residential customers who are currently on the CARE bill discount program are eligible to continue to remain on CARE until at least March 4, 2021 (the 12-month period after the COVID-19 declared emergency). Income-qualified customers will continue to receive the CARE bill discount thereafter.
- All CARE program removals will be suspended during the COVID-19 declared emergency. Recertification and income verification requests are also suspended.
- Recertification requests for the Medical Baseline Allowance are suspended.

If you have questions about your bill you can access your account online through [MyAccount](#) or call Customer Assistance at [877-860-6020](tel:877-860-6020).