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swgas.com



- 1 Joe Smith
1234 Anywhere St.
Anywhere Town, AZ 87654-1234
- 2 **Service Address:** 1234 Anywhere St, Anywhere Town, AZ 87654

4 **\$56.74**
AMOUNT DUE

PAST DUE AFTER
04/15/2019

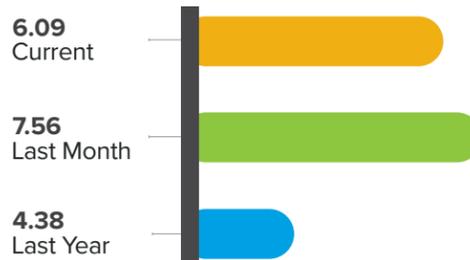
7 **ACCOUNT 311-1234567-890**

Billing From 02/22/2019 - 03/25/2019
Date Mailed 03/27/2019

9 **Your Local Office is:**
3401 E Gas Road, Tucson, AZ 87517

10 **Customer Assistance/Asistencia al Cliente**
Toll Free/Llamada Gratis **877-860-6020**
Hearing Impaired: **711**

11 **DAILY AVERAGE USAGE (THERMS)**



12 **MONTHLY USAGE (THERMS)**



13 **IMPORTANT MESSAGES**

Our Call Center receives the majority of calls on Mondays, the day after a holiday, and during the cooler winter months. Convenience is just a click away at swgas.com to start/stop/move service, create a MyAccount to manage your account, or make a payment. You can also access your account via our automated phone system 24/7 at **877-860-6020**.

24/7 ACCESS ON THE GO

Manage your account at home or on the go with the highly rated Southwest Gas mobile app. Pay your bill, view usage history, receive outage notifications and more — anytime, anywhere.



SAFE DIGGING IN 3...2...1!

Dial **THREE** numbers — 8-1-1 — at least **TWO** working days before starting any digging project. Make this **ONE** call to have all underground utility-owned lines marked for free.



Know what's below. Call 811 before you dig.

REMIT WITH PAYMENT



PO Box 98890
Las Vegas, Nevada 89193-8890



Joe Smith
1234 Anywhere St.
Anywhere Town, AZ 87654-1234

4 **\$56.74**
AMOUNT DUE

PAST DUE AFTER
04/15/2019

ACCOUNT 311-1234567-890

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



Please include account number on check or money order.
Do not send cash through the mail.



21112345678900000005674000000003

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

HOW TO READ YOUR BILL – ARIZONA SIMPLE

- 1D BARCODE** - The 1D barcode is your Southwest Gas account number and can be scanned at Bill Payment Kiosks.
- MAILING ADDRESS** - This is the mailing address where we'll send your statement each month. Please help us keep this information current by updating your address whenever it changes.
- LOCAL SERVICE ADDRESS** - The service address is the location where gas service is provided.
- AMOUNT DUE** - This is the amount you owe on this bill. You may pay your bill online, via our mobile app, by mail, by phone 24/7 toll free at 877-860-6020 or at any authorized payment location.
- PAST DUE AFTER** - Although your monthly bill is due and payable upon presentation, it becomes past due if not paid by the "Past Due After" date on your bill. A late pay charge will be added to the bill if payment is not received before the next bill is rendered.
- ACCOUNT NUMBER** - This is your account number with Southwest Gas. Please mark all correspondence and payments with this number to ensure your account is properly identified.
- BILLING DATES** - These are the billing dates for your current bill period.
- DATE MAILED** - This is the date your statement is sent to you and it is tied to the cycle date for timely and efficient billing periods.
- LOCAL OFFICE** - The local office is a location where you can pay your bill at one of our kiosks. To discuss your account, please call Customer Assistance at 877-860-6020 Monday - Friday 7 a.m. - 6 p.m. PST (excluding holidays). Hearing impaired, use 711.
- CUSTOMER ASSISTANCE** - This section contains the Customer Assistance phone number and TDD (for hearing impaired).
- DAILY AVERAGE USAGE GRAPH** - This section displays your average daily gas usage for the current month, last month, and the same month last year.
- MONTHLY USAGE GRAPH** - This section displays your gas usage over the past year. It's measured by therms used each month.
- MESSAGES** - These messages contain information for you regarding conservation, safety and other important announcements.

14. PREVIOUS BILLING - Here you can view the amount of your last bill, and the payment(s) received toward that amount. The balance forward represents the unpaid portion of last month's balance due.

15. RATE SCHEDULE - The rate schedule represents the gas rate used to calculate your account. You can view Tariffs, Rate Schedules and the Statement of Rates on swgas.com.

16. CURRENT BILLING - Southwest Gas bills customers on a per-therm basis, which includes the amount of energy contained in the gas delivered. The current reading minus the previous reading, multiplied by the billing factor, equals the number of total therms 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. The calculation ensures all customers are charged equally for the heating value of the gas used.

Total Therms - Total therms refers to the total gas usage for the current month, as shown in the Current Billing section.

17. NEXT METER READ DATE - This is the date your meter will be read for the next billing cycle. Paying your current bill before this date will avoid any potential late payment charges.

18. CYCLE - The cycle represents the billing period used on your account to determine which day your meter is read.

19. CHARGES - This includes charges to your account such as: Usage Charge; Delivery Charge Adjustment (DCA); Basic Service Charge; DOT Safety Surcharge; Applicable Revenue Taxes; and Service Establishment and Deposit Billing Fees. Any potential discount totals will also appear in this section.

Usage Charges - These charges cover the costs of delivering natural gas not recovered in the Basic Service Charge or the Delivery Charge Adjustment and includes the cost of natural gas purchased by Southwest Gas on behalf of customers and the Rate Adjustment.

20. Delivery Charge Adjustment Provision - The Delivery Charge Adjustment Provision (DCA) is a rate-adjustment mechanism that limits the amount Southwest Gas recovers in delivery charges to the amount authorized by the Commission. Any differences between the amount authorized and the amount received are adjusted annually. The DCA is applicable to Residential and Small, Medium, L1 and L2 rate schedules.

The **Basic Service Charge** is a monthly fee for costs incurred in providing your natural gas service.

DOT Safety Surcharge - This charge recovers the cost of government-mandated programs to ensure the continued safe operation of the Southwest Gas Arizona natural gas system.

14	PREVIOUS BILLING:					15
	Previous Balance		\$46.67			
	Payment(s) Since Last Bill - Thank you		\$46.67 CR			
	5. Misc Copy Line		\$00.00			
	6. Misc Copy Line		\$00.00			
	7. Misc Copy Line		\$00.00			
	Balance Forward		\$ 0.00			
\$56.74 AMOUNT DUE						18
PAST DUE AFTER 04/15/2019						
ACCOUNT 311-1234567-890						15
RATE SCHEDULE: G-5 Single Family Residential						
16	CURRENT BILLING: 31 DAYS					
	METER READING					
	Current	Previous	Billing Factor	Total Therms		
Mar 25 3701	- Feb 22 3654	=	47 x 9.364	=	44	
17	Next meter read date is: April 23, 2019				18	
	Cycle 13					
Charges		Cost				
19	Usage Charges				40.33	
	Delivery Charge Adjustment				0.08	
20	Basic Service Charge				10.70	
	DOT Safety Surcharge				0.08	
Applicable Revenue Taxes				5.55		
Current Bill				\$56.74		
Balance Forward				\$ 0.00		
21	Amount Due				\$56.74	
	— Sign up for paperless Billing at www.swgas.com					

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2

Joe Smith
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Service Address: 1234 Anywhere St, Anywhere Town, AZ 87654

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	\$49.57	PAST DUE AFTER
	AMOUNT DUE	04/15/2019

6

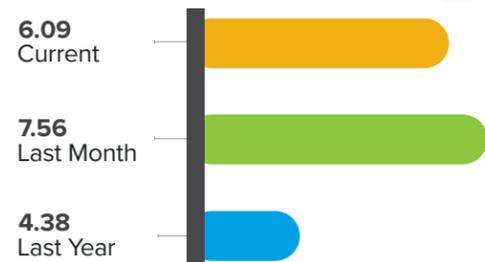
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Rate Adjustment -This includes items such as: Low Income Rate Assistance (LIRA); Demand Side Management (DSM); Gas Cost Balancing Account; Customer-Owned Yard Line (COYL) program; and Vintage Steel Pipe (VSP) replacement program.

DOT Safety Surcharge - This charge recovers the cost of government-mandated programs to ensure the continued safe operation of the Southwest Gas Arizona natural gas system.

Monthly Gas Charge - This charge covers the cost of gas purchased for customers by Southwest Gas.

Delivery Charge Adjustment Provision -The Delivery Charge Adjustment Provision (DCA) is a rate-adjustment mechanism that limits the amount Southwest Gas recovers in delivery charges to the amount authorized by the Commission. Any differences between the amount authorized and the amount received are adjusted annually. The DCA is applicable to Residential and Small, Medium, L1 and L2 rate schedules.

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7. Misc Copy Line	\$00.00
Balance Forward	\$ 0.00

\$49.57
AMOUNT DUE

PAST DUE AFTER
04/15/2019

ACCOUNT 411-1234567-890

RATE SCHEDULE:
G-5 Single Family Residential

16 CURRENT BILLING: 31 DAYS METER READING

Current	Previous	Billing Factor	Total Therms
Mar 25 - 8990	Feb 22 - 8954	= 36 x .9477 =	34
Next meter read date is: April 23, 2019			Cycle 13

17 Charges	18 Cost
19 Delivery Charge 34 Therms X .725750 =	24.68
Rate Adjustment Total Therms X .170720 X 20/29 Days	(CR)
Rate Adjustment Total Therms X .180720 X 9/29 Days	(CR)
Total Rate Adjustment	5.91 CR
DOT Safety Surcharge Total Therms X .001520 =	0.05
Monthly Gas Charge Total Therms X .264120 =	8.98
Delivery Charge Adj. Total Therms X .149020 =	5.07
Basic Service Charge	10.70
Applicable Revenue Taxes	6.00
20 Current Bill	\$49.57
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Amount Due	\$49.57

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