HOW TO READ YOUR BILL – ARIZONA SIMPLE

1. 1D BARCODE - The 1D barcode is your Southwest Gas account number and can be scanned at Bill Payment Kiosks.

2. 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.

3. LOCAL SERVICE ADDRESS - The service address is the location where gas service is provided.

4. 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.

5. 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.

6. 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.

7. BILLING DATES - These are the billing dates for your current bill period.

8. 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.

9. 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.

10. CUSTOMER ASSISTANCE - This section contains the Customer Assistance phone number and TDD (for hearing impaired).

11. DAILY AVERAGE USAGE GRAPH - This section displays your average daily gas usage for the current month, last month, and the same month last year.

12. MONTHLY USAGE GRAPH - This section displays your gas usage over the past year. It's measured by therms used each month.

13. 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 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.

21. **AMOUNT DUE** - This section will show your total amount due. This includes: the previous balance; payment(s) made toward that balance; any unpaid balance forward from the prior month’s bill; your current month’s bill amount; and your current balance. The amount due is the amount payable before the “Past Due After” date.

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

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

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.

Customer Assistance
Toll Free/Llamada Gratis 877-860-6020
Hearing Impaired: 711

(840x120) IMPORTANT MESSAGES

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HOW TO READ YOUR BILL – ARIZONA DETAIL

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REMIT WITH PAYMENT
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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 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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