HOW TO READ YOUR BILL – CALIFORNIA

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 your 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 may be added to the bill if payment is not received before the next bill is rendered or the next meter read date.

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 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. 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 important information regarding conservation, safety and other 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 bill. 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.

- **Gas Usage** - your gas usage shows how many therms are billed at each tier (or threshold) times the rate for that tier. In California, the first tier is calculated at the baseline rate, and everything exceeding that is calculated on a Tier II rate.
- **Baseline** - Baseline is defined by the California Public Utilities Commission (CPUC) as the amount of natural gas to meet the basic needs of the average home. It’s a predefined daily therm usage multiplied by the number of billing days. The daily baseline quantity changes seasonally from winter to summer.
- **Tier II** - Tier II applies to all additional usage over the defined baseline.

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. GAS USAGE - Your gas usage shows how many therms are billed at each tier (or threshold) times the rate for that tier. In California, the first tier is calculated at the baseline rate, and everything exceeding that is calculated on a Tier II rate.

- **Baseline** - Baseline is defined by the California Public Utilities Commission (CPUC) as the amount of natural gas to meet the basic needs of the average home. It’s a predefined daily therm usage multiplied by the number of billing days. The daily baseline quantity changes seasonally from winter to summer.
- **Tier II** - Tier II applies to all additional usage over the defined baseline.

20. OTHER CHARGES - This section lists charges to your account, such as: Monthly Gas Cost; PPP Surcharge; CPUC Surcharge; Basic Service Charge; and Service Establishment and Deposit Billing Fees.

An asterisk (*) will appear next to line items where the California Alternate Rates for Energy (CARE) discount has been applied.

The **Monthly Gas Cost** portion of your bill changes each month to reflect the current market price of gas purchased. Because all meters are not read on the first of the month, this portion of your bill is prorated to reflect the number of days you used gas at the previous month’s rate, and the number of days at the current month’s rate.

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 or the “Next Meter Read Date.”

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