

5



4 **\$57.65** AMOUNT DUE PAST DUE AFTER 05/06/2019

7 **ACCOUNT 987654321000** Billing From 02/22/2019 - 03/25/2019 Date Mailed 03/27/2019

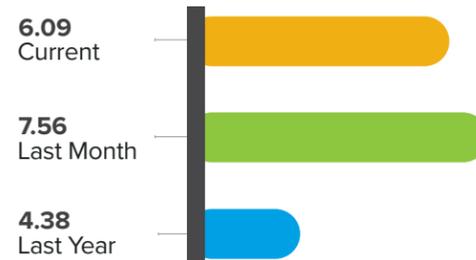
9 1374 W Cheyenne Suite 107, No Las Vegas, NV 89030

10 **Your Local Office is:** Customer Solutions/Soluciones al Cliente Toll Free/Llamada Gratis **877-860-6020** Hearing Impaired: **711**

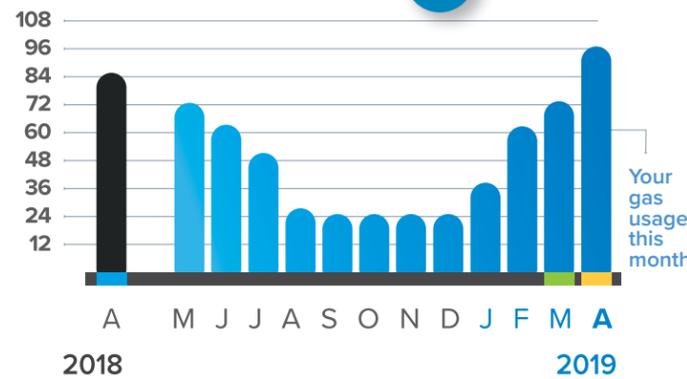
2 Joe Smith 1234 Anywhere St. Anywhere Town, NV 87654-1234

3 **Service Address:** 1234 Anywhere St, Anywhere Town, NV 87654

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

SOUTHWEST GAS
PO Box 98890
Las Vegas, Nevada 89193-8890



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

5 **\$57.65** AMOUNT DUE PAST DUE AFTER 05/06/2019
ACCOUNT 987654321000

SOUTHWEST GAS
PO Box 24531
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.



21112345678900000005674000000003

*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

HOW TO READ YOUR BILL – NEVADA

- 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. **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.
- 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** - This is the address of your local office.
- 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: Delivery Charge; Gas Cost; Basic Service Charge; REP Rate; IE Rate; and Universal Energy Charge.

Delivery Charge shows how many therms are billed, multiplied by the applicable rate. The delivery charge for customers with installed natural gas air conditioning equipment will have a different rate for therms used for air conditioning and will reflect a seasonal rate change. A separate line item for each rate will be shown for any seasonal rate changes during your billing period.

The **Gas Cost** portion of your bill changes four times each year, on January 1, April 1, July 1 and October 1, to reflect the cost of natural gas purchased by Southwest Gas on behalf of customers. 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 gas was used at the previous month's rate and the number of days at the current month's rate.

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

The **Renewable Energy Program (REP) Rate** recovers the cost of Southwest Gas' participation in the Solar Thermal Demonstration Program. For more information, visit swgas.com/nvsolar.

The **Infrastructure Expansion (IE) Rate** is established to provide natural gas service to unserved or underserved areas in the state pursuant to Nevada Revised Statutes 704.9925.

Universal Energy Charge is a fee mandated by the State of Nevada to assist eligible households in paying for natural gas and electricity and programs of energy conservation, weatherization and energy efficiency.

14 PREVIOUS BILLING:

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

\$57.65 AMOUNT DUE	PAST DUE AFTER
	05/06/2019

ACCOUNT 987654321000

RATE SCHEDULE:

516/SG-RM MULTIFAMILY RESIDENAL

16 CURRENT BILLING: 31 DAYS METER READING

Current	Previous	Billing Factor	Total Therms
Apr. 15 754	- Mar. 15 683	= 71 x .9787 =	69

17 Next meter read date is: May 14, 2019 **18** Cycle 13

Charges		Cost	
19 Delivery Charge	69 Therms X	.372430 =	25.70
Gas Cost	Total Therms X	.253850 X	16/31 Days
Gas Cost	Total Therms X	.377730 X	15/31 Days
Total Gas Cost			19.94
Basic Service Charge			9.00
REP Rate	Total Therms X	.0010790 =	0.05
Infrastructure Expansion (IE) Rate	Total Therms X	0.0010812 =	0.07
Local Taxes			2.73
Universal Energy Charge			0.23
Current Bill			\$57.65
Balance Forward			\$ 0.00
20 Amount Due			\$57.65

— Sign up for paperless Billing at www.swgas.com

20. 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.