



SOUTHWEST GAS



Clean.
Affordable.
Natural Gas.



John P. Hester

John P. Hester, President and CEO

Dear Southwest Gas Customers,

It's hard to believe that cooler weather is already here. With the transition to open windows, warm beverages and holiday festivities, fall is undoubtedly beautiful in the Southwest.

Fall is also a time when furnaces start running. With natural gas prices expected to increase nationwide this year,¹ we've provided [seasonal conservation tips](#) to help you and your family save money and energy as we move into the winter months.

I also encourage you to look out for our sustainability report in the coming weeks to learn more about how we're reducing emissions in the communities where we live and serve. Our commitment to reducing emissions is also demonstrated in our efforts to introduce low-carbon energy like green hydrogen. We're excited to give you a preview of the future of clean energy through green hydrogen and discuss the important role it will play in meeting our local and nationwide emissions-reduction goals.

With Thanksgiving just a few weeks away, let's take a moment to reflect on what we're grateful for and ways we can positively impact those around us. On November 13, World Kindness Day, we remember that trying a small act of kindness could make a big difference in someone's life.

Keep reading for a "sweet" surprise, and I look forward to connecting with you again soon.

¹You pay what we pay — the price of gas is directly passed on to customers — with no markup.



HOME HEATING CONSERVATION TIPS

With cooler weather settling in, families and businesses will be firing up their heating systems. This typically means more natural gas usage and higher bills. With natural gas prices expected to increase this year,¹ there are ways you can make your home more energy efficient. Ready to save on your heating bill?

- Dress for the weather, even when you're inside.
- [Give your furnace a tuneup](#) so it's running efficiently.
- Change air filters regularly (at least every one-to-three months).
- Lower your thermostat — save 10% per year by reducing temps by 7-10 degrees for eight hours/day,² health permitting.

For more helpful energy-saving tips, visit the ENERGY STAR[®] [website](#).

HOME HEATING PROMO

SAVE ENERGY

¹You pay what we pay — the price of gas is directly passed on to customers — with no markup.

²American Gas Association 2019 Efficiency Fact Sheet

LIFE IS BETTER WITH FRESH-BAKED COOKIES

Treat your sweet tooth on December 4 — it's National Cookie Day! Try [a decadent treat](#) or maybe something [a little healthier](#). Either way, fire up your natural gas oven and bake something special! After all, fresh-baked cookies always seem to make life better.

CARAMEL BROWNIE COOKIES

BANANA OATMEAL COOKIES



GREEN HYDROGEN 101

Green hydrogen — it's one of the most buzzed-about terms in the zero-emissions energy space right now — but *what is it?* Let's start with hydrogen itself. Hydrogen (H₂) is the most abundant element in the universe. It's [a clean fuel](#) with a virtually unlimited supply that can be produced from many different sources available to us right now. When used, its only byproduct is water.

As an alternative energy source, hydrogen can be used to meet many growing energy needs — from generating electricity to powering everything from vehicles to buildings. It also bridges a

critical gap in storing, transporting and delivering excess renewable energy. Today, hydrogen can be produced from natural gas, renewable organic materials or electrolysis. As other renewable energy sources, including renewable natural gas (RNG), ramp up, so does the process by which hydrogen is created.

Green hydrogen is made using renewable energy. Producing hydrogen in this way avoids all byproducts associated with other production methods, except for oxygen. That's why we're partnering with two major universities — Arizona State University and University of Nevada, Las Vegas — to run pilot programs on green hydrogen's use in household appliances such as furnaces, water heaters and stoves.

With several low-carbon fuel projects underway, Southwest Gas customers can look forward to continued innovation and adoption of clean, affordable and reliable energy choices like RNG and hydrogen.

ALWAYS PRACTICE KINDNESS

With the holidays around the corner, there's no better time to celebrate [World Kindness Day](#)! On November 13, consider taking a moment out of your day to perform a random act of kindness to put a smile on someone's face — and yours.

PRACTICE KINDNESS



CALL 811 BEFORE YOU DIG!



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