



*John P. Hester*

John P. Hester, President and CEO

Dear Southwest Gas Customers,

As the year comes to an end, I want to take a moment to thank you — our customers — for the continued opportunity to serve your family's energy needs with clean, reliable and affordable natural gas service. As we begin to wrap up the holiday season, it often seems this is the time of year when our customers rely on Southwest Gas the most — whether heating your home on a cold winter morning; cooking a delicious meal for a holiday gathering; or fueling your natural gas fireplace as your family gathers to share stories of the past, and dreams for tomorrow.

While safety and reliability are the top priorities of our service at Southwest Gas, we strive to accomplish those goals while providing excellent customer satisfaction. We're humbled that this past year our customers rewarded the efforts of our 2,300 employees with a 95% customer satisfaction rating. Moreover, a national independent consumer research firm ranked Southwest Gas tops in the western United States in customer satisfaction by both residential and commercial customers.

Through this recognition, you've affirmed our focus on service is something you appreciate, and I assure you that we'll continue to strive for perfection in every way possible.

With your help, we've also made significant progress in delivering cleaner and more affordable energy options to homes, businesses, and vehicles in our growing communities this year. As dedicated stewards of the environment, we continue to strengthen our sustainability efforts through innovations like renewable natural gas (RNG) and hydrogen. While partnering with major local universities and fellow utility service providers to expand carbon-neutral gas supplies, we believe natural gas service will continue to serve an important role in addressing our nation's greenhouse gas emissions goals for decades to come.

For 90 years, we've been your neighbors, friends and family. As homegrown members of our communities, we understand the value of philanthropy. Our jobs wouldn't be possible without you. This spirit of service encourages enthusiastic community engagement by our employees in local nonprofit events as well as financial support of our FUEL for LIFE program that distributes over \$2 million annually to charitable organizations throughout our service territory.

From our Southwest Gas family to yours, let's make 2022 fantastic together!



**WINTER BUDGETING MADE EASY**

With energy bills expected to rise this winter due to nationwide increased costs of fuel supplies,\* our Equal Payment Plan can help make budgeting easier. This convenient program measures your home's average yearly usage and bills you a fixed monthly amount. Learn more and enroll today at [swgas.com/ep](http://swgas.com/ep) or via our [mobile app](#).

[ENROLL TODAY](#) [MOBILE APP](#)

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

**RENEWABLE NATURAL GAS PROJECTS**

Bringing a clean, renewable energy source to market has been a top priority for us in 2021 and will continue into 2022 and beyond. While renewable natural gas (RNG) may come from unconventional origins — like landfills, dairy farms and wastewater treatment facilities — this carbon-neutral fuel plays an integral part in our nation's energy transition toward low-carbon solutions.

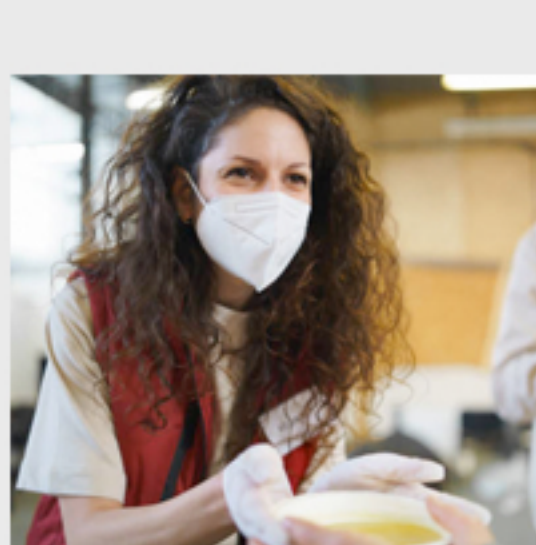


As part of our commitment to protecting the environment, we're thrilled to bring several RNG projects to completion across our service areas in 2021 and 2022:

- Tres Ríos Water Reclamation Facility in Tucson, Arizona.
- SoCal Biomethane at the Victor Valley Wastewater Reclamation Authority in Victorville, California.
- Sunoma Renewable Biofuel Project at Paloma Dairy in Gila Bend, Arizona.
- Butterfield RNG 1, LLC, at Butterfield Dairy in Buckeye, Arizona.
- Maricopa RNG 1, LLC, at Milky Way Dairy in Maricopa, Arizona.

Most recently, we've announced an exciting partnership with the Regional Transportation Commission of Southern Nevada (RTC) to provide RTC's transit buses with RNG. This cleaner, cost-effective fuel is a win-win as it helps reduce greenhouse gas (GHG) emissions while decreasing operating costs.

[LEARN MORE](#)



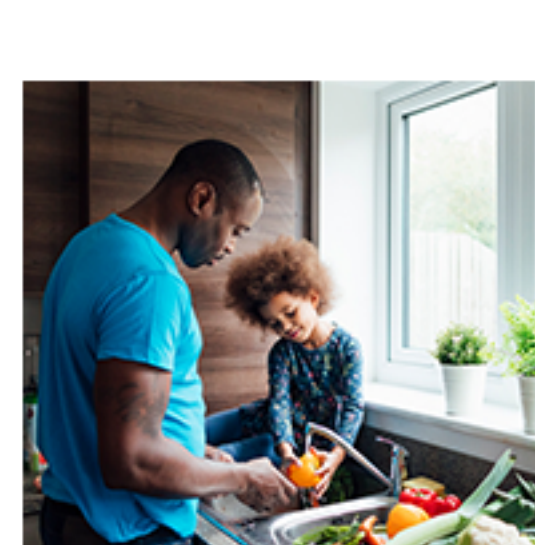
**SHARING THE HOLIDAY SPIRIT**

The holidays are a time for celebration, gratitude and cherishing moments with loved ones. We've found that sharing our time and talents helping others is the true essence of the season. [There are many ways to volunteer](#) — both remotely and in-person — to lift the spirits of those in our communities.

[VOLUNTEER TODAY](#)

**EAT SMART FOR HEALTHY LIVING**

While the holidays can be a time to indulge our taste buds, there are still ways to [eat smart for healthy living](#). Learning a new cooking skill or trying some creative recipes for the new year could start a new family tradition — and help your heart and waistline in the process!



[EAT SMART](#)

