



FUELING A SUSTAINABLE ENERGY FUTURE

Southwest Gas Holdings
2024 Sustainability Summary

A Message from Our CEO

"In 2024, we made meaningful progress on our sustainability priorities. We focused on elevating safety, advancing low-carbon energy solutions, fostering an inclusive and engaging workplace, and helping the communities we serve grow and thrive."

Mission

At Southwest Gas Holdings, Inc., our sustainability mission is to provide access to safe, affordable, reliable and sustainable energy service to meet the goals of all stakeholders.

Vision

Our vision is to achieve a reliable and sustainable energy future for everyone.

2024 Performance Highlights

Helped customers avoid more than 15,100 metric tons of carbon dioxide equivalent ("MTCO₂e") through energy-efficiency programs – enough to power nearly 2,034 homes for one year



Maintained emergency response times, **responding to 76.4% of emergencies within 30 minutes**



Since 2020, Southwest Gas has **reduced total excavation damages by 11.5%**



Facilitated the offset of combustion-related emissions associated with **39,280 therms through customer participation in Southwest Gas' Nevada Move2ZeroSM Program**; this is equivalent to the greenhouse gas emissions from an average gasoline-powered passenger vehicle driven for 529,253 miles¹



Avoided an amount equal to **88,124 MTCO₂e emissions** by delivering more than 41 million therms of natural gas in place of diesel



Distributed \$2.17 million to non-profit organizations through the Southwest Gas Foundation



2024 Awards

J.D. Power²

Ranked No. 1 in Customer Satisfaction with Residential Natural Gas Service in the West among Large Utilities for the fifth year in a row

Family Assistance Program

Community Impact Award in Victorville, California

TIME and Statista

America's Best Midsize Companies of 2024

Western Regional Minority Supplier Development Council

Local Corporation of the Year

Tucson Hispanic Chamber of Commerce

Corporation of the Year 2024

Nevada Regional Common Ground Alliance

Silver Shovel Award

Phoenix Business Journal

2024 Innovative Philanthropic Company of the Year

SAP

Innovation and Vision Award

¹ This information represents January 1 through December 31, 2024.

² Southwest Gas received the highest score in the West Large segment (serving 400,000 or more residential customers) of the J.D. Power 2020–2024 U.S. Gas Utility Residential Customer Satisfaction Studies of customers' satisfaction nationally among gas residential customers. Visit jdpower.com/awards for more details.

Our Priorities

Governance

Strong governance ensures we operate with integrity to create lasting value. Transparency, accountability and an active Board of Directors work together to manage risks, address stakeholder interests and embed sustainable practices across the business.

Environmental

We are dedicated to providing safe, reliable and sustainable energy services. Our natural gas service emphasizes customer choice, reliability and affordability, and reduces emissions within the energy system through energy-efficiency measures and leak mitigation technologies.

Social

We are committed to providing safe, reliable and affordable energy to homes and businesses. Safety is at the core of everything we do, ensuring the well-being of our employees, customers and communities.

Optimization

Led multi-year companywide initiatives to enhance operational efficiency, digital capabilities and process improvements across the organization.

Risk Management

Enhanced the enterprise risk management assessment process to include both utility and holding company levels, promoting comprehensive risk identification and alignment with our long-term strategic goals.

Emissions Reduction

Continued efforts to lower Scope 1 and Scope 2 GHG emissions at Southwest Gas and Centuri through fleet and facility optimization programs and methane emissions reduction technologies.

Sustainable Solutions

Engaged customers on projects to reduce environmental impact, increase energy efficiency and provide affordable natural gas, along with innovative solutions like RNG, CNG, hydrogen and carbon offset programs.

Safety Integration

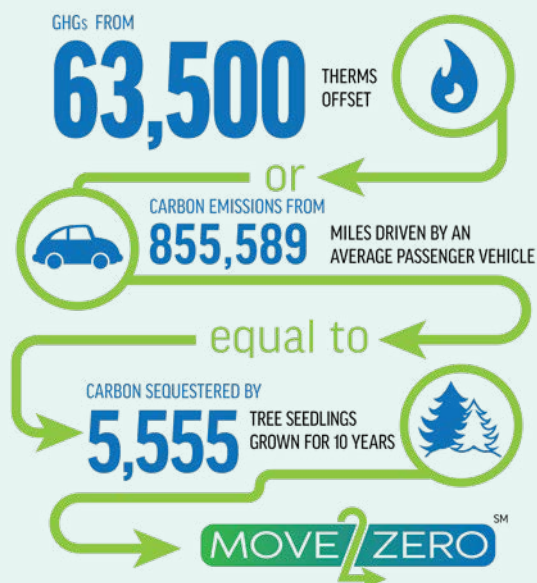
Enhanced safety culture by integrating Southwest Gas' pipeline, occupational and environmental safety functions under one leadership team.

Leak Reduction

Doubled the Southwest Gas distribution system size while reducing the leak rate by 82% over the past 35 years.

Move2ZeroSM Offset Program

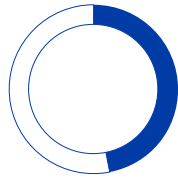
In 2022, Southwest Gas launched the Move2ZeroSM Offset Program, a voluntary initiative to help Nevada residential and business customers reduce their carbon footprint. The program enables customers to offset the GHG emissions generated by their natural gas use through a simple enrollment process easily accessed on a dedicated [Move2ZeroSM website](#).



Workforce Diversity Metrics¹

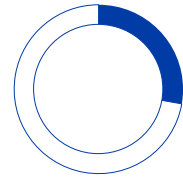
(as of December 31, 2024)

47%



of the total workforce and 34% of all leaders are employees of ethnically or racially diverse backgrounds.

28%



of the total workforce and 28% of all leaders are women.

¹ Leaders include those in roles under the Equal Employment Opportunity ("EEO") categories for 1.1 (Executive/Senior-Level Officials and Managers) and 1.2 (First/Mid-Level Officials and Managers).

Southwest Gas Donations

\$2.44M

FUEL for LIFE pledges

\$2.17M

Foundation donations

\$672,000

Customer donations

\$5.28M

Total donations

Powering the Navajo Nation

The [Light Up Navajo](#) initiative, launched in 2019, aims to connect Navajo Nation households to the electric grid. This annual program, organized by the American Public Power Association ("APPA") in partnership with the Navajo Tribal Utility Authority ("NTUA"), brings together volunteer crews from utilities across the country for about six weeks to help bring electricity to families in need. An estimated 13,000 families in the Navajo Nation currently do not have electricity.

In 2024, Centuri collaborated with one of its Arizona-based customers to support this initiative by providing a volunteer line crew. The team helped install 18 new 14.4 kilovolt power poles, transformers and electrical lines, connecting 170 homes to the grid for the first time.

The results were transformative for the families involved, giving them access to safe and reliable electricity to power their homes and support essential daily activities like studying, cooking and heating.

Centuri's involvement reflects its dedication to enhancing infrastructure, contributing directly to Light Up Navajo's mission of reducing the energy disparity in the Navajo Nation and fostering sustainable community development.



View the latest Sustainability Report [here](#).

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