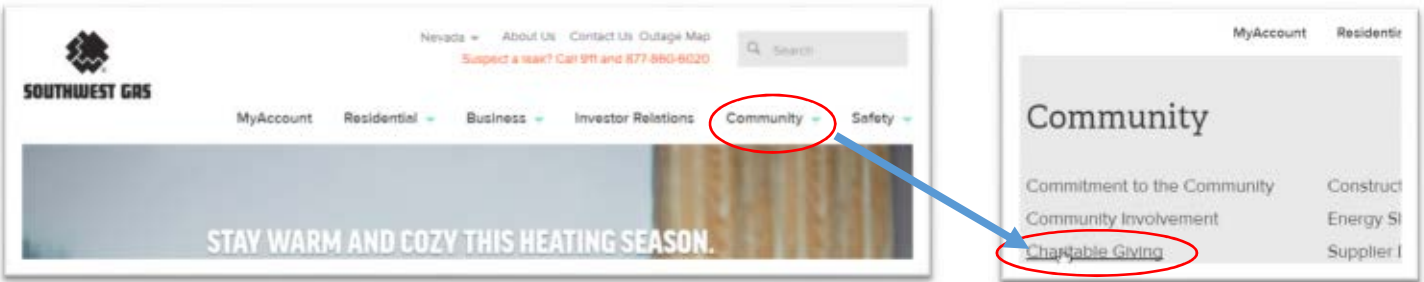


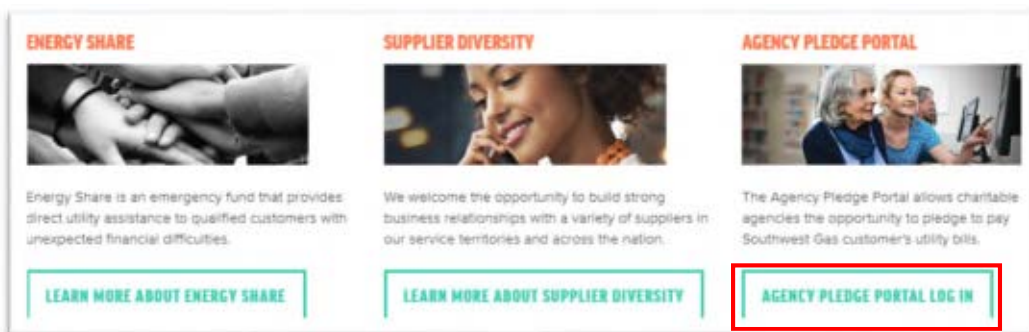


## Accessing the Agency Pledge Portal

Navigate to [swgas.com](http://swgas.com). From the home page, select the Community menu, and then select “Charitable Giving.”

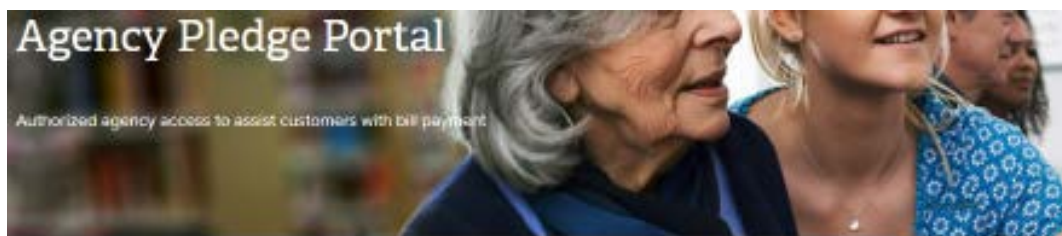


Scroll down to the Agency Pledge Portal section and select “AGENCY PLEDGE PORTAL LOG IN.”



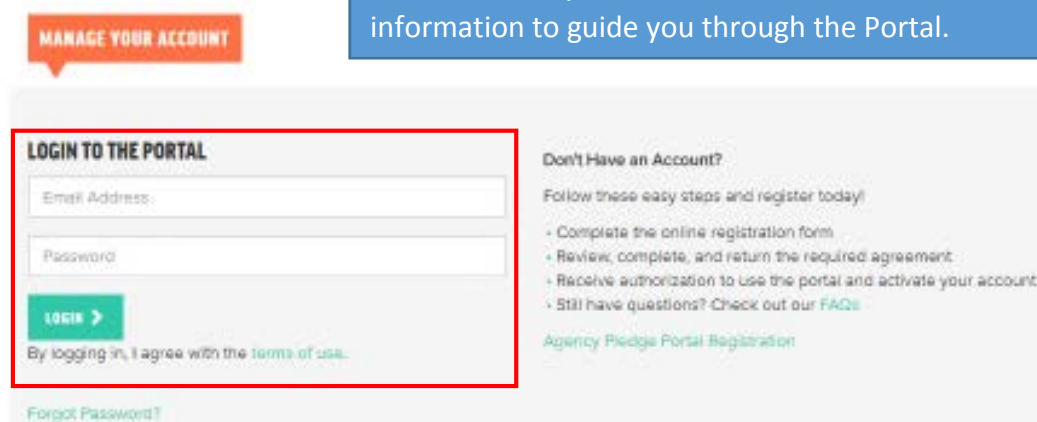
## Log In Screen

To log into the Portal, enter your email address and password, and select the “LOGIN” button.



Home

Access the FAQs for additional documentation and information to guide you through the Portal.





## Home Screen

Once logged into the Portal, the Home Screen displays.

The screenshot shows the Home Screen of the Southwest Gas Agency Pledge Portal. At the top left is the Southwest Gas logo. To its right, it says "Welcome JOE SMITH" with a "Logout" link. On the top right, it displays "Agency Assistance Contact Information" with the email "sca-swgagencies@swgas.com" and the phone number "877-967-9427". The main heading is "Agency Pledge Portal" with the subtext "Authorized agency access to assist customers with bill paym...". Below this is a navigation bar with "Home", "Customer Search", "Settings", and "Reports". A large blue callout box explains that access is based on user type: Administrators have full access; General users can search accounts, make pledges, verify addresses, and request quote letters; Inquiry Only users can search accounts, verify addresses, and request quote letters. Another blue callout box points to the navigation tabs, stating they allow quick access to common features. A third blue callout box, titled "General & Inquiry Only User View", shows a zoomed-in view of the Home screen for these user types, where the "Customer Search" link is visible but "Set Up New Users", "Manage Users", and "Change Password" are hidden.

These tabs allow for quick access to commonly used Portal features.

Access to functionality is based on user type. Users designated as **Administrators** have full Portal access.

**General users** have access to search Southwest Gas customer accounts, make pledges, perform address verification, and request a quote letter.

**Inquiry Only users** have access to search Southwest Gas customer accounts, perform address verification, and request a quote letter.

General & Inquiry Only User View

## Customer Search

To search for customer information, follow these steps:

- Select "Customer Search" from the Home screen
- Verify a written and signed authorization form from the customer is on file with agency
- Check the customer authorization checkbox
- Enter the customer's account number and last four digits of customer's ID provided to Southwest Gas, OR the customer's last name.
- Select "SEARCH"

For additional information regarding authorization forms, visit the FAQs page.



**CUSTOMER SEARCH**

If a search does not yield expected results, refer to Support section of this guide.

By performing a search, I confirm written and signed authorization from the customer is on file.

13 digit account #    AND    Last 4 Digits of Customer ID    OR    Customer Last Name    **SEARCH**

After successfully performing a search, the Account Summary appears. This screen provides an overview of the customer's account and allows users to make a pledge.

## Account Summary

**Amount Due:** \$16.00 (\$0.00 is past due)  
**Payment Due Date:** 07/25/2017  
**Last Payment:** \$17.11 (06/22/2017)

[MAKE A PLEDGE >](#)

\* May not reflect the most recent account status.

**ACCOUNT INFORMATION**

- 👤 Primary / Secondary: JOHN DOE
- 🏠 Service Address: 179 SCANLON RD, VICTORVILLE, CA 91919
- 📞 Account Number: 000-1234567-789
- 📅 Service Start / End Date: 12/03/2014 - present
- 🕒 Account Status: Active
- 📅 Scheduled For Disconnect: [check current bill](#)

**ASSISTANCE PROGRAMS**

Special programs exist for those who qualify for reduced utility rates. Find out if the customer is eligible to receive assistance.

[Assistance Programs >](#)

**USAGE WITHIN THE LAST 12 MONTHS**

Total Therms: 434  
 Total Dollars: \$397.96

- ▼ Billing History
- ▼ Payment History
- ▼ Pledge History

- ### Hints and Tips
- To search using the Last 4 digits of ID, it must match ID shown on Southwest Gas account
  - To search using Last Name, it must be an exact match to name on Southwest Gas account
  - Verify customer name and address under the Account Information section, Primary / Secondary
  - If the Amount Due includes arrears, the past due amount owed will display next to the total
  - Usage is based on the service address and may contain less than 12 months
  - Active accounts subject to disconnect for non-pay will display the disconnect date in **orange**
  - Inactive accounts will display the inactive status reason
  - The Account Status affects the Usage, Billing, and Payment histories
  - In Payment History, the source of the payment will display as "Regular" or "Agency"
  - In Pledge History, pledges made by another agency will display as "Other"



## Make a Pledge

From the Account Summary screen, select the “MAKE A PLEDGE” button to open the pledge window.

To enter your pledge, follow these steps:

- Select the Funding Source
- Select Apply Towards to choose a charge type to apply funds
- Enter dollar amount in Pledge Amount box (Ex: 35 = \$35.00; 3550 = \$3,550.00; 35.50 = \$35.50)
- Select “CONTINUE” to review pledge and make changes as needed

Note: A separate pledge is required for each funding source and / or charge type combination. Refer to the section on “Making Multiple Pledges on a Customer Account” below.

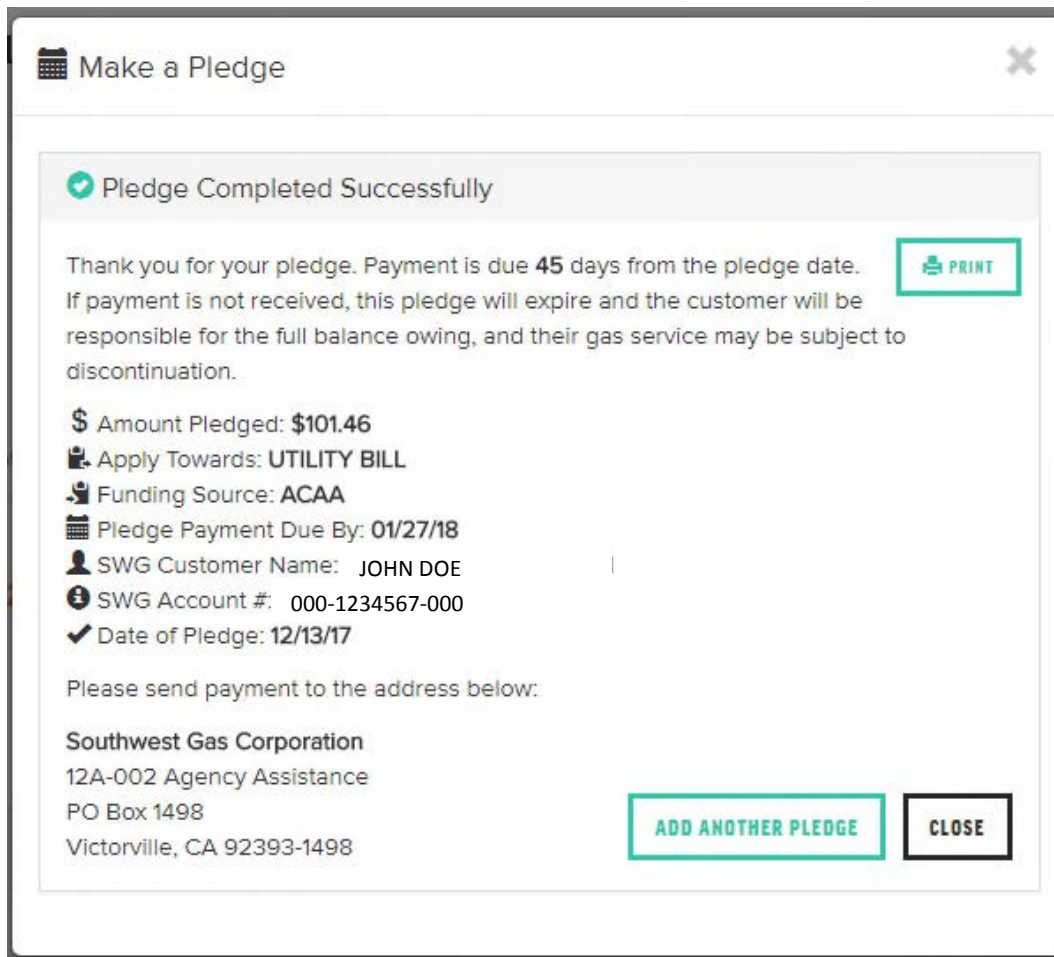
The screenshot shows a window titled "Make a Pledge" with a close button (X) in the top right. Below the title bar is a section "Enter Your Pledge" with a downward arrow. Underneath are three input fields: "Funding Source" with a dropdown menu showing "Select One", "Apply Towards" with a dropdown menu showing "Select One", and "Pledge Amount" with a text box containing "Enter Pledge Amount". Below these fields are two buttons: "CONTINUE" (highlighted in green) and "CANCEL". At the bottom of the form is another section "Review and Submit" with a downward arrow.

- Confirm pledge details. If a change is required, select “MAKE CHANGES” to edit.
- When pledge details are correct, select “SUBMIT PLEDGE” to submit.

This screenshot shows the "Make a Pledge" window after the details have been entered. The "Enter Your Pledge" section now has a green checkmark. Below it is a summary box with the following information: "\$ Amount Pledged: \$101.46", "Apply Towards: UTILITY", "Funding Source: ACAA", and "Pledge Payment Due By: 01/27/18". A blue callout box with the text "Select to edit pledge" has an arrow pointing to a "MAKE CHANGES" button. Below the summary box is the "Review and Submit" section, which contains a warning message: "Please verify you have entered the correct pledge information. Once submitted, changes cannot be made." At the bottom are "SUBMIT PLEDGE" (highlighted in green) and "CANCEL" buttons.



- The “Pledge Completed Successfully” screen displays



- Click the “PRINT” button to print pledge details.
- Click “ADD ANOTHER PLEDGE” button to make another pledge on the same account.
  - This would be done if the monies need to be divided between two different funding sources or applied to different charges.
  - Example of first pledge:

Funding Source	Apply Towards	Pledge Amount
LIHEAP (EAP) - En	UTILITY BILL	75.00

- Example of second pledge:

Funding Source	Apply Towards	Pledge Amount
ACAA - Arizona Cc	DEPOSIT	100.00


- Total amount of pledge made on the customer’s account is \$175.00

- Click “X” or the “CLOSE” button to close screen and return to Account Summary page
- Select “Pledge History” to review the pledge



**Address Verification**

The Address Verification functionality allows users to look up an address to see if Southwest Gas service is available. To verify, enter an address in the Address field.



## Address Verification

**ADDRESS LOOKUP**

Addresses serviced by Southwest Gas display in drop down results.

- If no match found, check spelling or try address variations
- An address not displayed is not serviced by Southwest Gas

When an address is entered, results begin to appear that match addresses serviced by Southwest Gas.

5768

5768 N LAKE, CARNELIAN BAY, CA 96140

5768 DEEP SEA CT, LAS VEGAS, NV 89110

5768 BLUE SEA ST, LAS VEGAS, NV 89110

5768 JUDSON AVE, LAS VEGAS, NV 89156

5768 E CAREY AVE, LAS VEGAS, NV 89156

When a search is successful, a successful message appears below the Address field. If not, no message is displayed.

5768 INDIAN RAIN CT, LAS VEGAS, NV 89131

This address is serviced by Southwest Gas

If no address is found, a “No Address Found” message is displayed.

88888

No Address Found

Note: This search function will identify partial matches. If the correct address has been entered, but is not listed in the results, the address is not serviced by Southwest Gas.

5768 Ryan Dr., Las Vegas, NV 89131

5768 W BOX R ST, TUCSON, AZ 85713

5768 RITTER LN, LAS VEGAS, NV 89118

5768 INDIAN RAIN CT, LAS VEGAS, NV 89131

5768 ROSE TIARA DR, LAS VEGAS, NV 89139

5768 MINERAL ROCK AVE, LAS VEGAS, NV 89131

5768 RUTH DR, FORT MOHAVE, AZ 86426

5768 N SCOTTSDALE ROAD, PARADISE VALLEY, AZ 85253

5768 SUNSET RIVER AVE, LAS VEGAS, NV 89131



**Request a Quote Letter**

To request a quote letter, enter the customer information in the form and submit. Your request will be completed within three (3) business days.

### Request a Service Establishment Quote Letter

**▼ Enter Customer Information**

**Customer Name**

**Last 4 Digits of Customer ID**

**Address Line 1**

**Address Line 2**

**City**

**State**

**Zip Code**

**Remit to Email Address**

By requesting this letter, I confirm written and signed authorization from the customer is on file.

**Change Password**

To change your Portal password, follow these steps:

- Select “Change Password” from the Home screen or the Settings menu tab
- Enter required information

Your password must be at least 6 characters; use a combination of mixed-case letters, numbers, or special characters.

**Current Password**

**New Password**

**Confirm New Password**



## Logout

To logout, select the Logout link.

Southwest Gas Agency Pledge Portal User Guide



Welcome Joe Smith

[Logout](#)

Logout Location

Agency Assistance Contact Information

sca-swgagencies@swgas.com

877-967-9427



## Set Up a New User – Administrator Use Only

The Primary and Secondary contacts designated for an agency are granted administrative rights and can grant General and Inquiry user access to the Agency Pledge Portal to other users within their own agency.

- Select “Set Up New Users” from the Home Page or the Settings menu tab
- Complete all required fields and select “CREATE NEW USER”
- The new user will receive an email with login instructions





**Manage Users – Administrator Use Only**

The Primary and Secondary contacts designated for an agency are granted administrative rights to manage all Agency Pledge Portal users for their own agency.

- Select “Manage Users” from the Home page or the Settings menu tab
- Under Options, select the Update button to edit a user’s information
- Under Options, select the Deactivate button and follow prompts to disable a user’s access

Name	Title	Last Updated	Last Logged In	Status	User Role	Options
JOHN DOE	Programmer	01/26/2017	12/12/17 08:40 PM	ACTIVE	INQUIRY	
JANE DOE	Person Of Interest	01/26/2017	12/12/17 08:42 PM	ACTIVE	ADMIN	
STEVE SMITH	Person Of Interest	01/17/2017	12/12/17 08:40 PM	ACTIVE	GENERAL	

**Reports – Administrator Use Only**

Reports are available to Administrator users only and may be accessed from the Reports submenu. Users may choose a custom date range, or choose preset 30-60-90-day buttons to view data. Reports may be exported to a .csv file as well.

The following reports are available:

**Pledge History Report**

## Pledge History Report

**FILTER**

Results Per Page

Date Range  
30 DAYS
60 DAYS
90 DAYS

Start Date

End Date

Date	Account Number	Customer Name	Amount	Funding Source	Apply Towards	Status	Pledge Made By
07/21/17	123-4567890-123	BAKER MAYFIELD	\$111.00	ACAAHEAF	UTILITY	RECEIVED	JOE JOHNSON
07/20/17	234-5678901-234	ABDUL ADAMS	\$25.00	HUD	DEPOSIT	RECEIVED	TANNER BAUM
07/20/17	456-7899123-456	JUSTIN BROILES	\$568.00	LIHEAPEAP	DEPOSIT	RECEIVED	TANNER BAUM
07/20/17	789-1237894-654	ALEX DALTON	\$054.00	ACAAHEAF	UTILITY	RECEIVED	JOE JOHNSON
07/20/17	321-6549873-321	NEVILLE GALLIMORE	\$111.00	ACAA	DEPOSIT	RECEIVED	JOE JOHNSON
07/18/17	987-6543213-654	CASEY HARPER	\$55.00	ACAAHEAF	DEPOSIT	RECEIVED	TANNER BAUM

The Pledge History Report shows the history of pledges made by the user’s agency. Pledges are sorted by the order they are received, from newest to oldest.



## User Activity Report

### User Activity Report

FILTER

Results Per Page	Date Range	Start Date	End Date	
25	<div style="display: flex; gap: 5px;"> <div style="border: 1px solid #009688; padding: 2px 5px; font-size: 0.8em;">30 DAYS</div> <div style="border: 1px solid #009688; padding: 2px 5px; font-size: 0.8em;">60 DAYS</div> <div style="border: 1px solid #009688; padding: 2px 5px; font-size: 0.8em;">90 DAYS</div> </div>	12/16/17	01/15/18	APPLY

Pledge Made By	Date	Account Number	Customer Name	Amount	Funding Source	Apply Towards	Status
JOE JOHNSON	07/18/17	123-4567890-123	BAKER MAYFIELD	\$55.00	ACAAHEAF	DEPOSIT	
JOE JOHNSON	07/20/17	234-5678901-234	ABDUL ADAMS	\$111.00	ACAA	DEPOSIT	RECEIVED
JOE JOHNSON	07/20/17	123-4567890-123	JUSTIN BROILES	\$654.00	ACAAHEAF	UTILITY	
TANNER BAUM	07/20/17	234-5678901-234	ALEX DALTON	\$568.00	LIHEAPEAF	DEPOSIT	RECEIVED
TANNER BAUM	07/20/17	123-4567890-123	NEVILLE GALLIMORE	\$25.00	HUD	DEPOSIT	
TANNER BAUM	07/21/17	234-5678901-234	CASEY HARPER	\$111.00	ACAAHEAF	UTILITY	RECEIVED

The User Activity Report shows the history of pledges made by agency user. Pledges are sorted by who the pledge was made by in alphabetical order (first name), and then the order they are received, from newest to oldest.

## Pledge Funding Source Report

### Pledges by Funding Source Report

FILTER

Results Per Page	Date Range	Start Date	End Date	
25	<div style="display: flex; gap: 5px;"> <div style="border: 1px solid #009688; padding: 2px 5px; font-size: 0.8em;">30 DAYS</div> <div style="border: 1px solid #009688; padding: 2px 5px; font-size: 0.8em;">60 DAYS</div> <div style="border: 1px solid #009688; padding: 2px 5px; font-size: 0.8em;">90 DAYS</div> </div>	12/16/17	01/15/18	APPLY

Funding Source	Date	Account Number	Customer Name	Amount	Apply Towards	Status	Pledge Made By
ACAA	07/20/17	123-4567890-123	BAKER MAYFIELD	\$111.00	DEPOSIT	RECEIVED	JOE JOHNSON
ACAAHEAF	07/20/17	234-5678901-234	ABDUL ADAMS	\$654.00	UTILITY	RECEIVED	TANNER BAUM
ACAAHEAF	07/18/17	456-7890123-456	JUSTIN BROILES	\$55.00	DEPOSIT	RECEIVED	JOE JOHNSON
ACAAHEAF	07/21/17	789-1237890-654	ALEX DALTON	\$111.00	UTILITY	RECEIVED	TANNER BAUM
HUD	07/20/17	321-6543210-321	NEVILLE GALLIMORE	\$25.00	DEPOSIT	RECEIVED	JOE JOHNSON
LIHEAPEAF	07/20/17	987-6543210-654	CASEY HARPER	\$568.00	DEPOSIT	RECEIVED	TANNER BAUM

The Pledges by Funding Source Report shows the history of pledges made by an agency. Pledges are sorted alphabetically by Funding Source, and then alphabetically by pledge status.

## Support

For questions, contact Southwest Gas Agency Assistance at [sca-swagencies@swgas.com](mailto:sca-swagencies@swgas.com), or 877-967-9427.