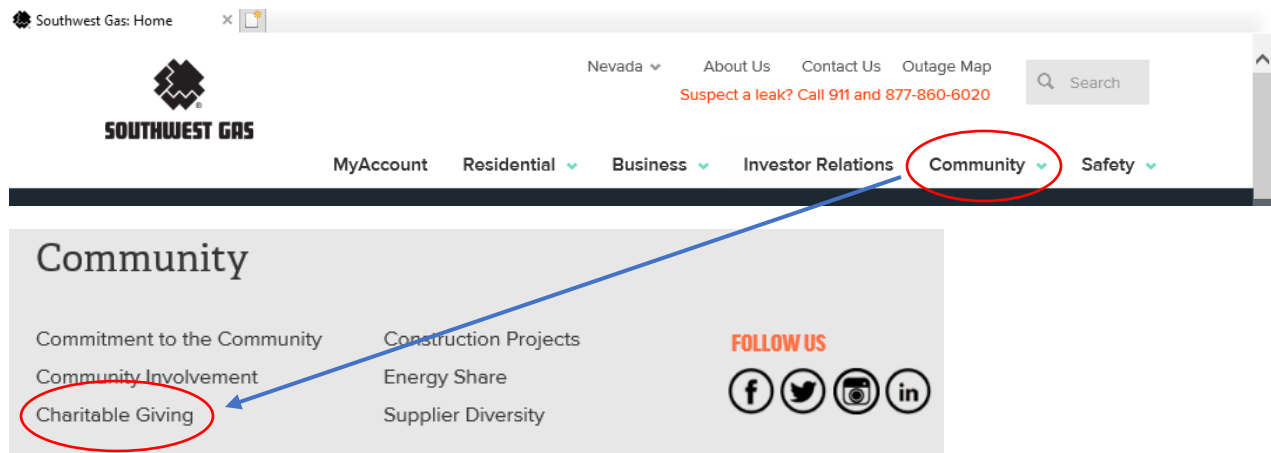


## Southwest Gas Agency Pledge Portal User Guide

### 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**”

#### ENERGY SHARE



Energy Share is an emergency fund that provides direct utility assistance to qualified customers with unexpected financial difficulties.

[LEARN MORE ABOUT ENERGY SHARE](#)

#### SUPPLIER DIVERSITY



We welcome the opportunity to build strong business relationships with a variety of suppliers in our service territories and across the nation.

[LEARN MORE ABOUT SUPPLIER DIVERSITY](#)

#### AGENCY PLEDGE PORTAL




The Agency Pledge Portal allows charitable agencies the opportunity to pledge to pay Southwest Gas customer's utility bills.


[AGENCY PLEDGE PORTAL LOG IN](#)

## Log In Screen

To log into the Portal, enter your log in and password, and click the Log In box

Suspect a leak? Call 911 and 877-860-6020

### Log Into Your MyPledge Account



☐ Remember Me

[LOG IN](#)

[Forgot Username](#) or [Password?](#)

[Agency Pledge Portal Registration](#)

### Need to register a new agency?

Follow these easy steps and register today!

- Complete the online registration form
- Review, complete and return the required agreement
- Receive authorization to use the portal and activate your account
- Still have question? Check out our [FAQs](#)

Additional information and documentation can be found in the FAQs

12A-002 Agency Assistance | P.O. Box 1498 | Victorville, CA 92393-1498 [sca-swgagencios@swgas.com](mailto:sca-swgagencios@swgas.com) | 877-967-9427

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## HOME SCREEN

Once logged into the Portal, the Home Screen displays – **As of April 2021, we've enhanced your portal!**

The screenshot shows the Southwest Gas Agency Admin Home Screen. At the top, there is a navigation bar with the Southwest Gas logo, an 'Agency' dropdown, and links for Home, Pledges, Account, and FAQs. Below the navigation bar, a greeting reads 'Good Afternoon, TESTER SMITH'. The main content area features a large green card titled 'Total Pledge Dollars Unpaid' showing '\$0.00' and a 'VIEW PLEDGES' button. To the right is a 'Create New Pledge' form with a dropdown menu 'By Account Number and Last Name', input fields for 'Account Number' and 'Last Name', a checkbox for confirmation, and a 'SEARCH' button. Below the green card is an 'Address Verification' section with an input field 'Enter address' and two asterisked notes. At the bottom right is a 'Request a Service Establishment Quote Letter' section with a 'GO TO REQUEST FORM' button. Callout boxes provide additional context: 'Access all your pledges information' points to the 'VIEW PLEDGES' button; 'Agency Admin can add & edit your agency's users easily' points to the 'Agency' dropdown; 'Review your customer's bill information and manage your pledges starting with their account number and either last name OR date of birth!' points to the 'Create New Pledge' form; and 'Verify if Southwest Gas provides service to your customer's service address' points to the 'Address Verification' section.

Access all your pledges information

Agency Admin can add & edit your agency's users easily

Review your customer's bill information and manage your pledges starting with their account number and either last name OR date of birth!

Verify if Southwest Gas provides service to your customer's service address

**\*\* NEW AS OF MAY 2021 \*\***

The new portal will only have ONE Administrator.  
The new Manager roll is the former "General" roll  
The new Viewer roll is the former "Inquiry Only" roll

Access to functionality is based on the user type. The single User designated as **Administrator** will have full Portal Access and will be responsible for their User's access.

The **Manager** User Roll will have access to search Southwest Gas Customer accounts, make pledges, perform address verification, and request a quote letter.

The **Viewer** User Roll will have access to search Southwest Gas Customer accounts, perform address verification, and request a quote letter.

## CUSTOMER INFORMATION SEARCH & MAKING A PLEDGE

To search for customer information, follow these steps from your portal's home screen:

The screenshot shows the Southwest Gas portal home screen. At the top, there is a navigation bar with the Southwest Gas logo, an 'Agency' button, a link to 'Suspect a leak? Call 911 and 877-860-6020', and a user profile for 'TESTER SMITH'. Below the navigation bar, there are tabs for 'Home', 'Pledges', 'Account', and 'FAQs'. The main content area displays 'Good Afternoon, TESTER SMITH' and a 'Create New Pledge' form. The form has a dropdown menu set to 'By Account Number and Last Name', input fields for 'Account Number' and 'Last Name' (containing 'Test'), a checked checkbox for 'By performing a search, I confirm written and signed authorization from the customer is on file.', and a 'SEARCH' button. Below the form is a 'Request a Service Establishment Quote Letter' button. A green box highlights the 'SEARCH' button. A callout box points to the dropdown menu with the text: '\* If you use the Customer's Date of Birth, change your selection here'. A list of steps is provided in a callout box:

- Verify a written and signed authorization form from the customer is on file with the agency
- Enter the Customer's Southwest Gas Account number
- Enter the Customer's Last name as spelled on their bill OR their Date of Birth\*
- Select the check box indicating that the agency has written and signed authorization
- Click SEARCH

After successfully performing a search, you will see the Step 1: Review Customer Information page for the agency to review:

The screenshot shows the 'Make A Pledge' page, Step 1: Review Customer Information. The page has a progress bar with three steps, and the first step is active. The customer's name is 'GREGORY TEST'. Below the name are input fields for 'Account Number' and 'Service Address'. A list of sections is shown with expandable/collapsible arrows: 'Billing Information', 'Bill History', 'Payment History', 'Pledge History', and 'Usage'. At the bottom are 'CANCEL' and 'NEXT' buttons. A callout box on the right lists items to review before making a pledge:

- The Current Balance
- Current and Prior Bills
- Payment History
- Pledge History
- Usage

Two blue callout boxes on the left provide instructions:

- If determined NO pledge will be made, select Cancel
- If determined a pledge WILL be made, select Next

## MAKE A PLEDGE

After selecting NEXT from Step 1: Review Customer Information page, you will be on Step 2: Pledge Amount page where the Pledge information is entered:

When entering a pledge, include:

- The Amount
- The Funding Source from the dropdown choices
- Determine if the pledge will apply to the Utility bill or the Billed Security Deposit

**Make A Pledge**

Step 2: Pledge Amount

Pledge Amount  
\$ 100.00

Funding Source  
SWG Energy Share

Apply To  
Utility Bill

BACK NEXT

You can navigate back to the prior step by selecting BACK or proceed by clicking NEXT

After selecting NEXT from Step 2: Pledge Amount page, you will be on Step 3: Review & Confirm page where the Pledge information is validated:

**Make A Pledge**

Step 3: Review & Confirm

Pledge Details

Name  
GREGORY TEST

Service Address  
[Redacted]

Account Number  
[Redacted]

Pledge Amount  
\$100.00

Funding Source  
SWG Energy Share

Payment Due Date  
03/09/2021


Apply To  
Utility Bill

BACK SUBMIT

Prior to submitting the Pledge, please review your entries

You can navigate back to the prior step by selecting BACK or proceed by clicking SUBMIT

After selecting SUBMIT from Step 3: Review & Confirm page you will see a Success message:





**Success!**


Thank you for your pledge. Payment is due within 60 days from the pledge date. If payment is not received, this pledge will expire and the customer will be responsible for the full balance owing and their gas service may be subject for disconnect.


---


**Payment Details**


 **Name**  
GREGORY TEST


 **Service Address**  
[REDACTED]

 **Account Number**  
[REDACTED]

 **Pledge Amount**  
\$100.00

 **Apply To**  
Utility Bill

 **Funding Source**  
SWG Energy Share

 **Payment Due Date**  
03/09/2021

**DONE**

When the Success Message is received by the Agency

- The Customer's account is noted that a pledge payment is pending
- The Customer's account is exempt from Late Charges and Disconnection for Non-payment for 60 days / due date of the Agency Pledge \*
- Correspondence will be sent to the Customer advising that Southwest Gas has received notice of the Pledge to be made by your agency

*\*If the Customer's service has already been disconnected, the Customer may be reconnected with the pending Pledge payment. Advise the Customer to contact Southwest Gas during normal business hours for further assistance.*

You may print your SUCCESS message and/or Select DONE to close this transaction

After selecting DONE from the Success screen, you will be returned to your home page:

Home Pledges Account FAQs

Good Afternoon, TESTER SMITH

**\*\* NEW AS OF MAY 2021 \*\***  
You will see the pledge made added to the Agency's "Unpaid Pledges" balance  
Select either Pledges or View Pledges for new features

Total Pledge **\$100.00**

[VIEW PLEDGES](#)

Address Verification  
Addresses serviced by Southwest Gas will be displayed in the dropdown results.

Enter address

\* If no match is found, check spelling or address variations.  
\* An address not displayed is not serviced by Southwest Gas.

By Account Number and Last Name

Account Number

Last Name

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

[SEARCH](#)

Request a Service Establishment Quote Letter

[GO TO REQUEST FORM](#)

IDA-002 Agency Assistance | P.O. Box M98 | Victorville, CA 92393-M98 | [gas-sen@scmcsouthwestgas.com](mailto:gas-sen@scmcsouthwestgas.com) | 877-967-9427  
©2021 Southwest Gas Corporation. All rights reserved | Privacy Policy | Terms & Conditions

After selecting View Pledges, you will see up to 2 years of Pledge History made by your Agency!

swg-horizon.smartcmobile.com/AgencyPortal/#/Pledges

Apps Business Partner Ov... Creditworthiness... Southwest Gas SSA... Southwest Gas - Ag... SCM Admin - Login... MiBob - MiBa

Home Pledges Account FAQs

Pledge History

[ADD NEW PLEDGE](#)

CUSTOMER NAME	ACCOUNT	PLEDGE AMOUNT	PLEDGE DATE	EXP DATE	STATUS
GREGORY TEST		\$100.00	01/08/2021	04/08/2021	PENDING
GREGORY TEST		\$200.00	01/08/2021	04/08/2021	PENDING
GREGORY TEST		\$300.00	01/08/2021	04/08/2021	PAID

[Download Pledges](#)

**\*\* NEW AS OF MAY 2021 \*\***  
Additional Real Time Pledge Status's are now viewable by the Agency are:

- Pending – seen when a pledge is made
- Paid – is updated when a payment is received and posted by Southwest Gas's Agency Assistance
- Canceled – pledges can be canceled or Edited by the Agency
  - o When an Edit is completed, the original line will show as Cancelled and a new Pledge line will be created for easy tracking
- Expired – if a Pledge is not Canceled or payment received, the status will change to Expired after 90 days

## EDITING OR CANCELLING A PLEDGE

To **EDIT** a Pledge, select the Kabob (3 dots) on the line to be edited, and select Edit.

The screenshot shows the Southwest Gas Agency Portal. The top navigation bar includes the Southwest Gas logo, an 'Agency' button, and a user profile for 'TESTER SMITH'. The main content area is titled 'Pledge History' and features a table with the following columns: CUSTOMER NAME, ACCOUNT, PLEDGE AMOUNT, PLEDGE DATE, EXP DATE, and STATUS. The table contains three rows, all for 'GREGORY TEST'. The first row has a pledge amount of \$100.00, dated 01/08/2021, with an expiration date of 04/08/2021 and a status of 'PENDING'. A dropdown menu is open for this row, showing options: Customer Details, Pledge Details, Edit, and Cancel. The second row has a pledge amount of \$200.00, and the third row has a pledge amount of \$300.00 and a status of 'PAID'.

CUSTOMER NAME	ACCOUNT	PLEDGE AMOUNT	PLEDGE DATE	EXP DATE	STATUS
GREGORY TEST		\$100.00	01/08/2021	04/08/2021	PENDING
GREGORY TEST		\$200.00	01/08/2021	04/08/2021	PENDING
GREGORY TEST		\$300.00	01/08/2021	04/08/2021	PAID

After selecting Edit, you will be on Step 1: Pledge Details - Enter the desired changes and Click Next.

The image shows two screenshots of the 'Edit Pledge' form. The left screenshot shows the 'Pledge Amount' field with a value of 200.00. The right screenshot shows the 'Pledge Amount' field with a value of \$ 1000.00. A red arrow points from the 'Pledge Amount' field in the left screenshot to the 'Pledge Amount' field in the right screenshot.

**Edit Pledge**

Step 1: Pledge Details

Funding Source: SWG Energy Share

Apply To: Utility Bill

Pledge Amount: 200.00

**Next**

**Edit Pledge**

Step 1: Pledge Details

Funding Source: SWG Energy Share

Apply To: Utility Bill

Pledge Amount: \$ 1000.00

**Next**




After selecting NEXT from Step 1: Pledge Details , you will be on Step 2: Review & Confirm page where the Pledge information is validated:

## Edit Pledge


Step 2: Review & Confirm


✓


### Pledge Details

 Name


GREGORY TEST

 Service Address


 Account Number

 Funding Source

SWG Energy Share

 Apply To

Utility Bill

 Pledge Amount

1,000.00

BACK

SUBMIT

**After selecting SUBMIT from Step 2: Review & Confirm page you will see a success message:**

**\*\* NEW AS OF MAY 2021 \*\***  
After editing the pledge, you will see the initial pledge line as Cancelled and a new pledge line as Pending

CUSTOMER NAME	ACCOUNT	PLEDGE AMOUNT	PLEDGE DATE	EXP DATE	STATUS
GREGORY TEST		\$400.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$300.00	01/11/2021	04/11/2021	PENDING
GREGORY TEST		\$100.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$1,000.00	01/11/2021	04/11/2021	PENDING
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$250.00	01/11/2021	04/11/2021	PENDING
GREGORY TEST		\$300.00	01/08/2021	04/08/2021	PAID
GREGORY TEST		\$200.00	01/08/2021	04/08/2021	CANCELED

GREGORY TEST		\$1,000.00	01/11/2021	04/11/2021	PENDING
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED

**\*\* NEW AS OF MAY 2021 \*\***

Immediately or months from now the Agency can click on the kabob menu and select Pledge Details

GREGORY TEST		\$1,000.00	01/11/2021	04/11/2021	PENDING	⋮
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED	⋮

Customer Details

Pledge Details

### Pledge Details

**Customer Name:**

GREGORY TEST

**Status:**

CANCELED

**Account:**

**Pledge Amount:**

200.00

**Pledge Date:**

01/11/2021

**Exp Date:**

04/11/2021

**Funding Source:**

SWG Energyshare (ESHARE)

**Agency User:**

Test121820

**Applied To:**

UTILITY BILL

**Updated By:**

Test121820

**Updated On:**

01/11/2021

CLOSE

**\*\* NEW AS OF MAY 2021 \*\***

The pop-up window will show the Agency users additional information

- The User & Date of the original pledge.
- The User & Date of the Edit/Cancellation

To CANCEL a Pledge, select the Kabob (3 dots) on the line to be edited, and select Pledge

swg-horizon.smartcmobile.com/AgencyPortal/#/Pledges

SUSPECT A LEAK? Call 911 and 877-860-6020

TESTER SMITH

Home Pledges Account FAQs

Pledge History

ADD NEW PLEDGE

CUSTOMER NAME	ACCOUNT	PLEDGE AMOUNT	PLEDGE DATE	EXP DATE	STATUS	
GREGORY TEST		\$400.00	01/11/2021	04/11/2021	CANCELED	⋮
GREGORY TEST		\$300.00	01/11/2021	04/11/2021	PENDING	⋮
GREGORY TEST						
GREGORY TEST						
GREGORY TEST						
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED	⋮
GREGORY TEST		\$250.00	01/11/2021	04/11/2021	PENDING	⋮

Customer Details  
Pledge Details  
Edit  
Cancel

**\*\* NEW AS OF MAY 2021 \*\***  
- Note – only Pledges in Pending Status can be Cancelled.

After selecting Cancel, a Pop-Up to verify the request

Are you sure you want to cancel this pledge?

By choosing to cancel this pledge you will no longer be able to manage it from the agency portal.

CLOSE YES, CANCEL PLEDGE

swg-horizon.smartcmobile.com/AgencyPortal/#/Pledges

Pledge is successfully canceled.

Home Pledges Account FAQs

Pledge History

ADD NEW PLEDGE

CUSTOMER NAME	ACCOUNT	PLEDGE AMOUNT	PLEDGE DATE	EXP DATE	STATUS	
GREGORY TEST		\$400.00	01/11/2021	04/11/2021	CANCELED	⋮
GREGORY TEST		\$300.00	01/11/2021	04/11/2021	PENDING	⋮
GREGORY TEST		\$100.00	01/11/2021	04/11/2021	CANCELED	⋮
GREGORY TEST		\$1,000.00	01/11/2021	04/11/2021	PENDING	⋮
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED	⋮
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED	⋮
GREGORY TEST		\$250.00	01/11/2021	04/11/2021	CANCELED	⋮

**\*\* NEW AS OF MAY 2021 \*\***  
After selecting YES, CANCEL PLEDGE a success message will show, and the status will show as CANCELED

## 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:

The screenshot shows the Southwest Gas Agency Portal dashboard. A blue callout box on the left states: "When an address is entered, results begin to appear that match addresses serviced by Southwest Gas". The "Address Verification" section is highlighted, showing a search input field with "5768" entered. Below the input, a list of addresses is displayed, all starting with "5768". A second blue callout box on the right states: "This Search function will identify partial matches. If the correct address has been entered, but not listed in the results, the address is not serviced by Southwest Gas".

Address Verification

Addresses serviced by Southwest Gas will be displayed in the dropdown results.

Enter address  
5768

- 5768 AKRON CT, LAS VEGAS, NV 89142-2683
- 5768 ALYSHEBA CT, LAS VEGAS, NV 89142-1855
- 5768 BLUE SEA ST, LAS VEGAS, NV 89110-4962
- 5768 COWBOY FIDDLE CT, LAS VEGAS, NV 89131-1991
- 5768 DANISH GARDEN ST, LAS VEGAS, NV 89148-5557
- 5768 DEEP SEA CT, LAS VEGAS, NV 89110-3849

Create New Pledge

By Account Number and Last Name

Account Number

Last Name

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

SEARCH

Request a Service Establishment Quote Letter

GO TO REQUEST FORM

## SIGN OUT

The screenshot shows the Southwest Gas Agency Portal dashboard. A blue callout box on the left states: "To end your session, select the SIGN OUT link". The user's name "TESTER SMITH" is circled in red, and a dropdown menu is open showing "MY PROFILE" and "SIGN OUT".

TESTER SMITH

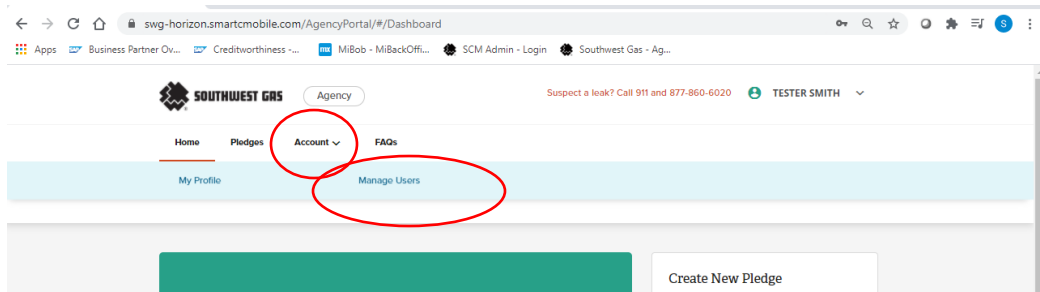
MY PROFILE

SIGN OUT

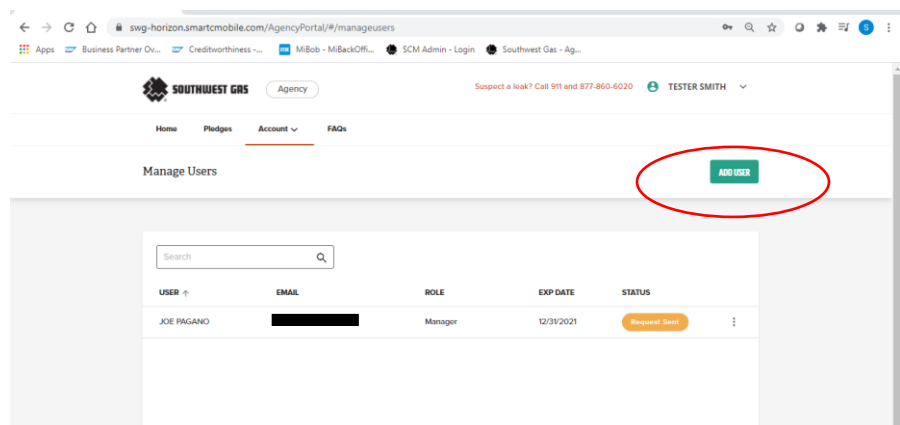
Create New Pledge

## SET UP A NEW USER – Administrator User Only

The Primary Contact is designated as the Agency's Administrator User with administrative rights and can grant Manager and Viewer Users to their Agency's Pledge Portal. The Admin User will need to log into the Portal and select the Account tab and select Manage Users



At the Manage User page, select ADD USER



### Invite A Guest User

Select Guest Role  
Manager

User's First Name  
Tester

User's Last Name  
Smith

Email Address  
Tester@TesterMail.net

Access Exp Date  
12/31/2021

CANCEL INVITE

#### \*\* NEW AS OF MAY 2021 \*\*

- Enter the User Roll to be assigned
- First / Last Name
- Their e-mail address
- Enter an expiration date for the User. This can be edited and changed by the Admin User!!

The New User will receive an e-mail with a URL link to the Agency Portal for their initial set up!

## REPORTS – Administrator User Only

Agency Administrator User can download up to two years of their pledge history in an excel format:

swg-horizon.smartcmobile.com/AgencyPortal/#/Pledges

Apps Business Partner Ov... Creditworthiness ~... MiBob - MiBackOffi... SCM Admin - Login Southwest Gas - Ag...

SOUTHWEST GAS Agency

Suspect a leak? Call 911 and 877-860-6020 TESTER SMITH

Home **Pledges** Account FAQs

Pledge History [ADD NEW PLEDGE](#)

CUSTOMER NAME	ACCOUNT	PLEDGE AMOUNT	PLEDGE DATE	EXP DATE	STATUS
GREGORY TEST		\$400.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$300.00	01/11/2021	04/11/2021	PENDING
GREGORY TEST		\$100.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$1,000.00	01/11/2021	04/11/2021	PENDING
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST		\$250.00	01/11/2021	04/11/2021	CANCELED
GREGORY TEST					
GREGORY TEST					
GREGORY TEST		\$100.00	01/08/2021	04/08/2021	CANCELED

[Download Pledges](#) Rows per page: 10 1-10 of 10

**\*\* NEW AS OF MAY 2021 \*\***  
From the Pledges tab, Select Download Pledges

The Agency will then be able to use excels functions to filter or arrange the data

Customer Name									
Customer Name	Account	Pledge Amount	Pledge Date	Exp Date	Status	Applied To	Created By	Funding Source	
GREGORY TEST		\$400.00	01/11/2021	04/11/2021	CANCELLED	UTILITY BILL	Test121820	SWG Low Income Bill Assistance	
GREGORY TEST		\$300.00	01/11/2021	04/11/2021	PENDING	UTILITY BILL	Test121820	SWG Low Income Bill Assistance	
GREGORY TEST		\$100.00	01/11/2021	04/11/2021	CANCELLED	UTILITY BILL	Test121820	SWG Energy Share	
GREGORY TEST		\$1,000.00	01/11/2021	04/11/2021	PENDING	UTILITY BILL	Test121820	SWG Energy Share	
GREGORY TEST		\$200.00	01/11/2021	04/11/2021	CANCELLED	UTILITY BILL	Test121820	SWG Energy Share (ESHAPE)	

## SUPPORT

For questions, contact Southwest Gas Agency Assistance by:

Email: [sca-swgagencies@swgas.com](mailto:sca-swgagencies@swgas.com)

Phone: 877-967-9427