

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) ARIZONA CUSTOMERS

CUSTOMER QUESTIONS OR ASSISTANCE NEEDED? Visit www.swgas.com and create a MyAccount to view, manage, and customize your gas account online, or call our local toll-free number (llamada gratis) at 1-877-860-6020 for billing questions.

Basic Service Charge - This monthly charge recovers a portion of the cost for delivering natural gas.

Bill Detail - Customers may request a detailed version of their gas bill by accessing MyAccount or calling 1-877-860-6020.

Billing Factor - The billing factor is used to convert the metered volume of gas into units of heat energy which are called therms. SWG bills customers on a per therm basis for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of therms you have used in the current billing period.

Customer Buried Gas Piping - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.16) This piping, which is typically located between the gas meter and a building or outdoor gas appliance, may consist of buried steel gas lines. Steel gas lines are subject to the effects of corrosion if they are not maintained, which could result in leakage. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping is periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulations encourage customers to employ qualified plumbing and heating contractors for all inspections, monitoring, and repairing of customer buried gas piping. Unsafe conditions discovered must be repaired immediately. For assistance in locating licensed plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-654-2765. Remember, call before you dig to locate gas piping in advance, and excavate by hand.

Delivery Charge Adjustment Provision - The Delivery Charge Adjustment Provision (DCA) limits the amount SWG recovers in delivery charges to the amount authorized. Any differences between the amount authorized and the amount received are adjusted annually. The DCA is applicable to residential and Small, Medium, L1 and L2 rate schedules.

Deposits - If you are an existing customer, your deposit will be credited to your account, with any applicable interest, after continuous service and timely payment of bills in accordance with SWG commission approved rules. If your service has been discontinued, either at your request or by SWG, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.

Disconnection of Service at Customer Request - Please call SWG at least five (5) working days in advance of the date you wish to have service disconnected. If SWG is not notified, service will continue to be billed to the customer of record.

DOT Safety Surcharge - This charge recovers the cost of government mandated pipeline safety programs.

Electronic Check Conversion - When a check is provided as payment, SWG is authorized to either use information from the check to make a one-time electronic funds transfer from the account or to process the payment as a check transaction.

Emergency Service - If you have an emergency, a safety related issue or are experiencing a possible gas leak immediately call 877-860-6020 and select Option 9 or call 9-1-1.

Low Income Ratepayer Assistance (LIRA) - Provides a 30 percent discount to income-qualified customers year-round.

Notice to Employers - Request a Safety Data Sheet (SDS) for natural gas by calling Energy Services at 1-800-654-2765 or visiting www.swgas.com/emergencysafety. Please ensure your employees know how to obtain SDS information.

Past Due Date/Late Pay Charge - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on the bill. A late pay charge may be added to any past due amount.

Rates and Other Information - The Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at www.swgas.com. The address and telephone number of the office that serves you are printed on the front of this bill (top).

Regulatory Expense Surcharge - This charge recovers costs incurred from the rate case regulatory process.

Right of Access and Bill Estimation - SWG will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWG is unable to read a meter on the scheduled date because of circumstances beyond its control, SWG will calculate the bill based upon estimated usage for that billing period.

Service Establishment Charge - For each establishment of service there is a charge which appears on the first bill following the establishment of service. This charge partially covers the costs incurred to set up the service and create the account in the SWG billing system. Whenever gas service is turned off because of nonpayment, the delinquent bill, plus a reestablishment charge, must be paid and credit reestablished before service will be restored.

Special Service - Special Services - Every effort will be made to ensure uninterrupted service to residential customers who notify SWG about permanent residents in their household who are seriously ill, disabled, or elderly. Also, in an effort to avoid service being turned off, any residential customer may elect to designate a third party (agency or individual) to receive a copy of all Disconnect Notices.

Usage Charge - Usage charges recover the cost of delivering natural gas, which is not recovered in the Basic Service Charge, and the cost of natural gas purchased by SWG on behalf of our customers.

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Should you believe you have been billed incorrectly, please contact SWG at our toll-free number (llamada gratis) 1-877-860-6020. If you thereafter wish to dispute this bill, you should pay the undisputed portion of the bill and notify SWG that the amount unpaid is in dispute. Service will be continued pending investigation by SWG. Upon notification by SWG of its investigation results, you may pay the amount due within five (5) working days to prevent discontinuance of service. If the dispute is not resolved, you should submit a written statement of the facts of the dispute to the Arizona Corporation Commission at 1200 West Washington Street, Phoenix, Arizona 85007 (602) 542-4251 or toll-free 1-800-222-7000.

Payments - To pay 24 hours a day, 7 days a week using a debit or credit card or electronic check, go to myaccount.swgas.com to log into your personal MyAccount or make a payment with no log-in required. To use our automated phone system, call us toll free at 877-860-6020, and select option 2.

RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS

HELPING OTHERS THROUGH ENERGY SHARE

Your **monthly** donation to Energy Share provides emergency aid to neighbors in need. Select an amount and your local Energy Share assistance agency will do the rest.



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\$1 \$5 \$10

Thank you for donating to Energy Share. Your generosity provides emergency energy assistance to people in our community who need a helping hand.



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PO Box 24531
Oakland, CA 94623-1531

PAY LOCATIONS



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