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4 **\$56.74** AMOUNT DUE PAST DUE AFTER 04/15/2019

7 **ACCOUNT 987654321001** Billing From 02/22/2019 - 03/25/2019 Date Mailed 03/27/2019

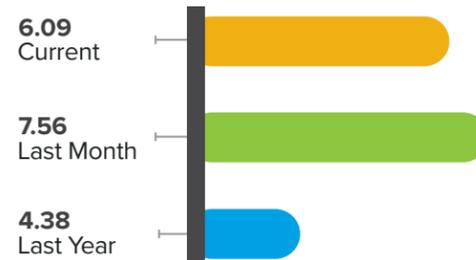
9 **Your Local Office is:** 1234 Mariposa Road, Victorville, CA 92395

10 **Customer Solutions/Soluciones al Cliente** Toll Free/Llamada Gratis **877-860-6020** Hearing Impaired: 711

2 **Joe Smith**  
1234 Anywhere St.  
Anywhere Town, CA 87654-1234

3 **Service Address:** 1234 Anywhere St, Anywhere Town, CA 87654

11 **DAILY AVERAGE USAGE (THERMS)**



12 **MONTHLY USAGE (THERMS)**



13 **IMPORTANT MESSAGES**

Our Call Center receives the majority of calls on Mondays, the day after a holiday, and during the cooler winter months. Convenience is just a click away at swgas.com to start/stop/move service, create a MyAccount to manage your account, or make a payment. You can also access your account via our automated phone system 24/7 at 877-860-6020.

**24/7 ACCESS ON THE GO**

Manage your account at home or on the go with the highly rated Southwest Gas mobile app. Pay your bill, view usage history, receive outage notifications and more — anytime, anywhere.



**SAFE DIGGING IN 3...2...1!**

Dial **THREE** numbers — 8-1-1 — at least **TWO** working days before starting any digging project. Make this **ONE** call to have all underground utility-owned lines marked for free.



REMIT WITH PAYMENT



PO Box 98890  
Las Vegas, Nevada 89193-8890



Joe Smith  
1234 Anywhere St.  
Anywhere Town, CA 87654-1234

5 **\$56.74** AMOUNT DUE PAST DUE AFTER 04/15/2019

**ACCOUNT 987654321001**

**SOUTHWEST GAS**  
PO Box 24531  
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.



21112345678900000005674000000003

\*SEE REVERSE SIDE FOR IMPORTANT DETAILS.

## HOW TO READ YOUR BILL – CALIFORNIA

- 1D BARCODE** - The 1D barcode is your Southwest Gas account number and can be scanned at Bill Payment Kiosks.
- MAILING ADDRESS** - This is the mailing address where we'll send your statement each month. Please help us keep this information current by updating your address whenever it changes.
- LOCAL SERVICE ADDRESS** - The service address is the location where your gas service is provided.
- AMOUNT DUE** - This is the amount you owe on this bill. You may pay your bill online, via our mobile app, by mail, by phone 24/7 toll free at 877-860-6020 or at any authorized payment location.
- PAST DUE AFTER** - Although your monthly bill is due and payable upon presentation, it becomes past due if not paid by the "Past Due After" date on your bill. A late pay charge may be added to the bill if payment is not received before the next bill is rendered or the next meter read date.
- ACCOUNT NUMBER** - This is your account number with Southwest Gas. Please mark all correspondence and payments with this number to ensure your account is properly identified.
- BILLING DATES** - These are the billing dates for your current bill period.
- DATE MAILED** - This is the date your statement is sent to you and is tied to the cycle date for timely and efficient billing periods.
- LOCAL OFFICE** - This is the address of your local office.
- CUSTOMER ASSISTANCE** - This section contains the Customer Assistance phone number and TDD (for hearing impaired).
- DAILY AVERAGE USAGE GRAPH** - This section displays your average daily gas usage for the current month, last month, and the same month last year.
- MONTHLY USAGE GRAPH** - This section displays your gas usage over the past year. It's measured by therms used each month.
- MESSAGES** - These messages contain important information regarding conservation, safety and other announcements.

**14. PREVIOUS BILLING** - Here you can view the amount of your last bill, and the payment(s) received toward that amount. The balance forward represents the unpaid portion of last month's balance due.

**15. RATE SCHEDULE** - The rate schedule represents the gas rate used to calculate your bill. You can view Tariffs, Rate Schedules and the Statement of Rates on swgas.com.

**16. CURRENT BILLING** - Southwest Gas bills customers on a per-therm basis, which includes the amount of energy contained in the gas delivered. The current reading minus the previous reading, multiplied by the billing factor, equals the number of total therms used in the current billing period.

**Billing Factor** The billing factor is used to convert the amount of gas into units of heat energy, which are called therms. The calculation ensures all customers are charged equally for the heating value of the gas used.

**Total Therms** - Total therms refers to the total gas usage for the current month, as shown in the Current Billing section.

**17. NEXT METER READ DATE** - This is the date your meter will be read for the next billing cycle. Paying your current bill before this date will avoid any potential late payment charges.

**18. CYCLE** - The cycle represents the billing period used on your account to determine which day your meter is read.

**19. GAS USAGE** - Your gas usage shows how many therms are billed at each tier (or threshold) times the rate for that tier. In California, the first tier is calculated at the baseline rate, and everything exceeding that is calculated on a Tier II rate.

**Baseline (BL)** - Baseline is defined by the California Public Utilities Commission (CPUC) as the amount of natural gas to meet the basic needs of the average home. It's a predefined daily therm usage multiplied by the number of billing days. The daily baseline quantity changes seasonally from winter to summer.

**Tier II (T2)** - Tier II applies to all additional usage over the defined baseline.

**Total Gas Usage** - Total gas usage is the sum of the amounts of all tiers added together.

**Seasonal Rate Transition** - When your billing period occurs during the transition between season or rate changes, the new bill shows you how many days you're billed at the previous rate and how many days at the new rate. For example, a line item may exist on one bill for "Spring/Fall Baseline," "Spring/Fall Tier II," "Winter Baseline" and "Winter Tier II" to show the portion of your bill within each season changing from spring/fall (Apr, May and Nov) to summer (Jun-Oct), or in this case, winter (Dec-Mar). Seasons for Victorville, Barstow and Needles are winter (Dec-Feb), spring/fall (Mar, Apr and Nov) and summer (May-Oct).

**20. OTHER CHARGES** - This section lists charges to your account, such as: Monthly Gas Cost; PPP Surcharge; CPUC Surcharge; Basic Service Charge; and Service Establishment and Deposit Billing Fees.

**An asterisk (\*)** will appear next to line items where the California Alternate Rates for Energy (CARE) discount has been applied.

The **Monthly Gas Cost** portion of your bill changes each month to reflect the current market price of gas purchased. Because all meters are not read on the first of the month, this portion of your bill is prorated to reflect the number of days you used gas at the previous month's rate, and the number of days at the current month's rate.

**14 PREVIOUS BILLING:**

Previous Balance	\$46.67
Payment(s) Since Last Bill - Thank you	\$46.67 CR
5. Misc Copy Line	\$00.00
6. Misc Copy Line	\$00.00
7. Misc Copy Line	\$00.00
<b>Balance Forward</b>	<b>\$ 0.00</b>

\$56.74  
AMOUNT DUE

PAST DUE AFTER  
04/15/2019

**ACCOUNT 987654321001**

**15 RATE SCHEDULE:**  
201/GS-12 CARE RESIDENTIAL GAS SERVICE

**16 CURRENT BILLING: 31 DAYS METER READING**

Current	Previous	Billing Factor	Total Therms
Mar 25 3701	- Feb 22 3654	= 47 x 9.364 =	44

**17** Next meter read date is: April 23, 2019      Cycle 13 **18**

Charges	Cost
<b>19 Gas Usage</b>	
* Gas Usage	
Winter BL      80 Therms      X      .922130	
Winter T2      3 Therms      X      1.093400	
Previous Rate Subtotal	77.05      X      28/32 Days =      67.42
Winter BL      83 Therms      X      .922130	X      4/32 Days
Spring/Fall BL      61 Therms      X      .922130	X      28/32 Days
Spring/Fall T2      22 Therms      X      1.093400	X      28/32 Days
Current Rate Subtotal	79.84      X      4/32 Days =      9.98
<b>Total Gas Usage</b>	<b>= 77.40</b>
<b>Total Gas Usage</b>	<b>46.67</b>
* Monthly Gas Cost      Total Therms      X      .370670	X      6/31 Days
* Monthly Gas Cost      Total Therms      X      .377730	X      25/31 Days
<b>Total Monthly Gas Cost</b>	<b>16.56</b>
<b>21 PPP Surcharge</b>	Total Therms      X      .047240      =      2.08
<b>CPUC Surcharge</b>	Total Therms      X      .001660      =      0.07

**Public Purpose Program (PPP) Surcharge** is a monthly fee to fund programs such as low-income customer assistance, energy efficiency, and research and development as ordered by the California State Legislature.

**California Public Utilities Commission (CPUC) Surcharge** is a monthly reimbursement fee for funding our regulation by the commission.

The **Basic Service Charge** is a monthly fee for costs incurred in providing your natural gas service.

**21. AMOUNT DUE** - This section will show your total amount due. This includes: the previous balance; payment(s) made toward that balance; any unpaid balance forward from the prior month's bill; your current month's bill amount; and your current balance. The amount due is the amount payable before the "Past Due After" date or the "Next Meter Read Date."

You may pay your bill online, via our mobile app, by mail, by phone 24/7 toll free at 877-860-6020 or at any authorized payment location.