



SOUTHWEST GAS

swgas.com



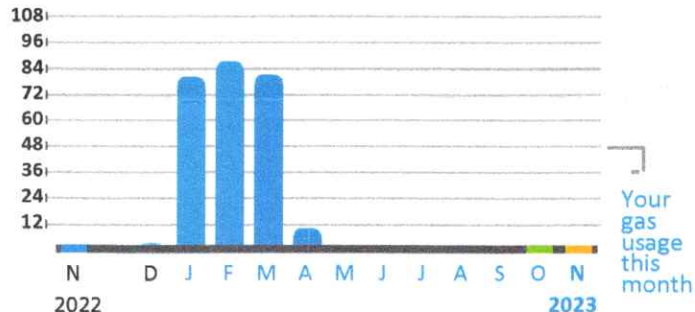
BOWIE FIRE DISTRICT
P.O. BOX 241
BOWIE, AZ 85605-0241

Service Address: 201 N Central Ave A, Bowie, AZ 85605

DAILY AVERAGE USAGE (THERMS)



MONTHLY USAGE (THERMS)



\$29.24
PAST DUE AFTER
11/27/2023
AMOUNT DUE

ACCOUNT 910002520669

Billing From 10/05/2023 - 11/02/2023

Date Mailed 11/07/2023

Your Local Office Is:

1850 9th St, Douglas, AZ 85607-3953

Customer Solutions/Soluciones al Cliente

Toll Free/Llamada Gratis **877-860-6020**

Hearing Impaired: **711**

IMPORTANT MESSAGES

SCAM PREVENTION

Together, we can fight identity theft. Southwest Gas will not contact customers to request personal banking or credit card information over the phone. Learn more at swgas.com/safety.

TWO-FACTOR AUTHENTICATION (TFA)

For added security, you need to verify a code sent by text or email when logging into MyAccount. **Please review your contact info today** to ensure a mobile number or email is listed and available to receive the TFA code.



GAS LINES CAN BE BURIED ANYWHERE

Out of sight shouldn't mean out of mind. Natural gas lines can be buried anywhere. If you ever suspect a gas leak, immediately go to a safe place and call **911** and Southwest Gas at **877-860-6020**.



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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 (toll-free) 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.

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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).

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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.

y23, m02, v1

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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. See below for additional payment options.

PREVIOUS BILL:

Previous Balance	9.24	
Payment(s) Since Last Bill - Thank You	9.24CR	
Balance Forward		\$0.00

\$29.24 AMOUNT DUE	PAST DUE AFTER
	11/27/2023

ACCOUNT 910002520669

RATE SCHEDULE:
G-25 S GENERAL SERVICE SMALL

CURRENT BILLING: 29 DAYS

	Current		Previous		Billing Factor		Total Therms
METER READING	Nov 02	-	Oct 05				
	2013	-	2013	=	0 x 0.9203	=	0

Next meter read date is: December 05, 2023 Cycle 02

CHARGES

COST

Delivery Charge Adj	0.00
Regulatory Expense Surcharge	0.01
Basic Service Charge	27.50
Applicable Revenue Taxes	1.73
Current Bill	\$29.24
Balance Forward	\$0.00
Amount Due	\$29.24

SEASONAL SAVINGS START AT HOME

As the weather turns colder, we use more energy to warm up our homes and stay cozy – that may mean higher gas bills. Here are some simple tips to help use less energy and save money this heating season.

- Seal leaks and cracks around doors, windows, and other openings with caulk or weatherstripping.
- Insulate water heaters and water heater pipes.
- Ensure the heating system is properly maintained and repairs are made as needed.

Visit swgas.com/savemoney for more energy-saving tips and assistance programs.



LOS AHORROS DE TEMPORADA COMIENZA EN CASA

A medida que el clima se vuelve más frío, utilizamos más energía para calentar nuestros hogares y mantenernos cómodos, lo que puede significar facturas de gas más altas. A continuación se ofrecen algunos consejos sencillos que le ayudarán a utilizar menos energía y ahorrar dinero en esta temporada de calefacción.

- Selle las fugas y grietas alrededor de puertas, ventanas y otras aberturas con masilla o burletes.
- Aislar los calentadores de agua y las tuberías de calentadores de agua.
- Asegúrese de que el sistema de calefacción reciba el mantenimiento adecuado y se realicen las reparaciones necesarias.

Visite swgas.com/savemoney para obtener más consejos y programas de asistencia para ahorrar energía.

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EXCESS FLOW VALVES VÁLVULA DE EXCESO DE FLUJO

**YOUR RIGHT TO REQUEST THE INSTALLATION
OF AN EXCESS FLOW VALVE**

**SU DERECHO A SOLICITAR LA INSTALACIÓN
DE UNA VÁLVULA DE EXCESO DE FLUJO**

WHAT'S AN EXCESS FLOW VALVE?

An Excess Flow Valve, or EFV, is a device that automatically closes and restricts the flow of natural gas if an underground pipe is broken, completely cut, or torn apart. Such damage usually results from some type of excavation or digging. An EFV may also restrict the flow if the gas meter is damaged, which could result from a vehicle impact or, on rare occasions, from a large snow load.

WHAT DOES AN EFV DO?

Because an EFV restricts the flow of gas, it reduces the potential for explosions, fires, and personal injury. Installation of an EFV won't protect against customer appliance malfunction, customer houseline gas leaks, small punctures in the underground pipe, or gas meter leaks. An EFV may not protect against damage to pipelines from earthquakes or flooding. It's also important to understand that an EFV doesn't shut off the flow of gas completely. Some leakage may still occur and result in a hazardous condition.

WHERE'S AN EFV INSTALLED?

An EFV is installed on the service pipeline that runs underground between the gas main (usually located in or near the street, alley, or easement) and the Southwest Gas meter on the customer's property.

DOES MY SERVICE HAVE AN EFV?

Southwest Gas has installed EFVs on most new or replaced service pipelines installed after June 2008. To find out if you have an EFV, call Southwest Gas at 877-860-6020.

HOW MUCH DOES IT COST TO HAVE AN EFV INSTALLED?

Customers electing to have an EFV installed at their home or business will be responsible for installation costs. The installation costs are typically \$2,500, but can vary depending on site conditions. Please call Southwest Gas at 877-860-6020 for more information.* If you choose to have an EFV installed, Southwest Gas will schedule the installation on a mutually agreeable date and provide details about the work that will be done.

Installing an EFV involves construction work and excavation of the service pipeline. It's possible that natural gas service will be interrupted in order for the installation to occur. If paving or concrete needs to be repaired after the installation, that work will be scheduled at a later date.

HOW CAN I PREVENT DAMAGE TO PIPELINES?

Call 811 before you dig! 811 is a FREE service that gets utility-owned underground lines located and marked so you can safely dig. Be sure to call at least two working days before starting a project and always use hand tools when digging within 24 inches of marked gas lines.

¿QUÉ ES UNA VÁLVULA DE EXCESO DE FLUJO?

Una válvula de exceso de flujo (EFV, por sus siglas en inglés) es un dispositivo que cierra y restringe automáticamente el flujo de gas natural si se rompe, se corta por completo o se destruye una tubería subterránea. Por lo general, este tipo de daño se genera por algún tipo de excavación. Una EFV también puede restringir el flujo si el medidor de gas se daña a causa del impacto de un vehículo o, en raras ocasiones, a causa de una gran carga de nieve.

¿QUÉ FUNCIÓN CUMPLE UNA EFV?

Debido a que la EFV restringe el flujo de gas, esta reduce las posibilidades de que se produzcan explosiones, incendios y lesiones corporales. La instalación de una EFV no ofrece protección contra fallas del aparato del cliente, fugas de gas en la línea de servicio de la casa, pequeñas perforaciones en la tubería subterránea o fugas en el medidor de gas. Una EFV no lo protege de daños a las tuberías de gas debido a terremotos o inundaciones. Además, es importante comprender que una EFV no cierra el flujo de gas totalmente. Aún así puede haber fuga y causar una condición peligrosa.

¿DÓNDE SE INSTALA UNA EFV?

Una EFV se instala en la tubería de servicio que pasa bajo tierra entre la tubería principal (que, generalmente, se encuentra en la calle, el callejón o el servicio público, o cerca de esa ubicación) y el medidor de Southwest Gas que se encuentra en la propiedad del cliente.

¿MI SERVICIO CUENTA CON UNA EFV?

Southwest Gas ha colocado las EFV en la mayoría de las tuberías de servicio nuevas o reemplazadas que se instalaron después de junio de 2008. Para saber si tiene instalada una EFV, llame a Southwest Gas al 877-860-6020.

¿CUÁNTO CUESTA LA INSTALACIÓN DE UNA EFV?

Los clientes que decidan instalar una EFV en su casa o empresa serán responsables de los costos de la instalación. En general, la instalación cuesta \$2,500, pero este precio puede variar según las condiciones del lugar. Para obtener más información, llame a Southwest Gas al 877-860-6020. * Si decide instalar una EFV, Southwest Gas programará la instalación en una fecha acordada mutuamente y le brindará información detallada sobre el trabajo que se llevará a cabo.

La instalación de una EFV requiere trabajo de construcción y la excavación de la tubería de servicio. Es posible que se suspenda el servicio de gas natural para realizar la instalación. Si es necesario reparar la pavimentación o el hormigón después de la instalación, esa tarea se llevará a cabo en otro momento.

¿CÓMO PUEDO EVITAR QUE SE DAÑEN LAS TUBERÍAS?

¡Llame al 811 antes de excavar! Si llama a este número (811), podrá acceder a un servicio GRATUITO que localiza y marca las líneas subterráneas de los servicios públicos para que usted pueda realizar excavaciones de manera segura. Asegúrese de llamar, al menos, dos días hábiles antes de comenzar un proyecto y siempre use herramientas manuales para excavar a 24 pulgadas de las líneas de gas marcadas.

*Terms and conditions apply. The cost of installation and maintenance is subject to change without notice. Only Southwest Gas or its approved contractors may perform the EFV installation. An EFV **will not** be installed if any of the following conditions exist: (1) gas service exceeds commercially available sizing requirements for EFV; (2) the service pipeline does not operate at a pressure of 10 psi or greater throughout the year; (3) Southwest Gas has prior experience with contaminants in the gas stream that could interfere with the EFV's operation or cause loss of service; (4) an EFV could interfere with necessary operation or maintenance activities.

* Se aplican términos y condiciones. El costo de la instalación y el mantenimiento está sujeto a cambio sin previo aviso. Solo Southwest Gas o sus contratistas autorizados pueden llevar a cabo la instalación de una EFV. **No se instalará** una EFV en las siguientes circunstancias: (1) el servicio de gas supera los requisitos de dimensionamiento comercialmente disponibles para una EFV; (2) la tubería de servicio no funciona a una presión de 10 psi o superior durante el año; (3) Southwest Gas tiene experiencia previa con contaminantes en el flujo de gas que podrían interferir con el funcionamiento de la EFV o causar la pérdida del servicio; (4) la EFV podría interferir con las tareas de funcionamiento o mantenimiento requeridas.





BOWIE FIRE DISTRICT
 P.O. BOX 241
 BOWIE, AZ 85605-0241

\$17.61
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Date Mailed 11/06/2023

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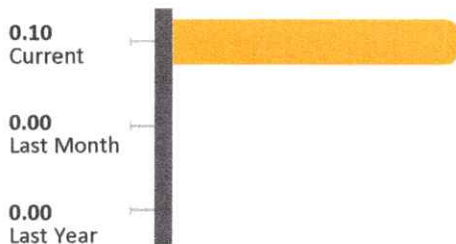
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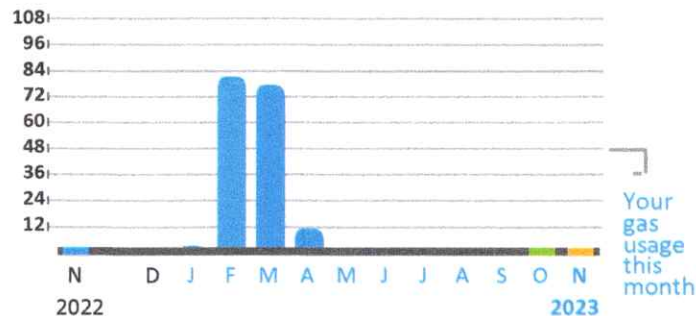
Hearing Impaired: **711**

Service Address: 218 N Jefferson Ave, Bowie, AZ 85605

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Previous Balance	11.38	
Payment(s) Since Last Bill - Thank You	11.38CR	
Balance Forward		\$0.00

\$17.61

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11/27/2023

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RATE SCHEDULE:
G-5 RESIDENTIAL GAS SERVICE

CURRENT BILLING: 29 DAYS

	Current	Previous	Billing Factor	Total Therms
METER READING	Nov 02	Oct 05		
	1308	1305	= 3 x 0.9203	= 3
Next meter read date is: December 05, 2023 Cycle 02				

CHARGES

COST

Usage Charge	6.14
Delivery Charge Adj	0.28CR
Regulatory Expense Surcharge	0.01
Basic Service Charge	10.70
Applicable Revenue Taxes	1.04
Current Bill	\$17.61
Balance Forward	\$0.00
Amount Due	\$17.61

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EXCESS FLOW VALVES VÁLVULA DE EXCESO DE FLUJO

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Call 811 before you dig! 811 is a FREE service that gets utility-owned underground lines located and marked so you can safely dig. Be sure to call at least two working days before starting a project and always use hand tools when digging within 24 inches of marked gas lines.

¿QUÉ ES UNA VÁLVULA DE EXCESO DE FLUJO?

Una válvula de exceso de flujo (EFV, por sus siglas en inglés) es un dispositivo que cierra y restringe automáticamente el flujo de gas natural si se rompe, se corta por completo o se destruye una tubería subterránea. Por lo general, este tipo de daño se genera por algún tipo de excavación. Una EFV también puede restringir el flujo si el medidor de gas se daña a causa del impacto de un vehículo o, en raras ocasiones, a causa de una gran carga de nieve.

¿QUÉ FUNCIÓN CUMPLE UNA EFV?

Debido a que la EFV restringe el flujo de gas, esta reduce las posibilidades de que se produzcan explosiones, incendios y lesiones corporales. La instalación de una EFV no ofrece protección contra fallas del aparato del cliente, fugas de gas en la línea de servicio de la casa, pequeñas perforaciones en la tubería subterránea o fugas en el medidor de gas. Una EFV no lo protege de daños a las tuberías de gas debido a terremotos o inundaciones. Además, es importante comprender que una EFV no cierra el flujo de gas totalmente. Aún así puede haber fuga y causar una condición peligrosa.

¿DÓNDE SE INSTALA UNA EFV?

Una EFV se instala en la tubería de servicio que pasa bajo tierra entre la tubería principal (que, generalmente, se encuentra en la calle, el callejón o el servicio público, o cerca de esa ubicación) y el medidor de Southwest Gas que se encuentra en la propiedad del cliente.

¿MI SERVICIO CUENTA CON UNA EFV?

Southwest Gas ha colocado las EFV en la mayoría de las tuberías de servicio nuevas o reemplazadas que se instalaron después de junio de 2008. Para saber si tiene instalada una EFV, llame a Southwest Gas al 877-860-6020.

¿CUÁNTO CUESTA LA INSTALACIÓN DE UNA EFV?

Los clientes que decidan instalar una EFV en su casa o empresa serán responsables de los costos de la instalación. En general, la instalación cuesta \$2,500, pero este precio puede variar según las condiciones del lugar. Para obtener más información, llame a Southwest Gas al 877-860-6020. * Si decide instalar una EFV, Southwest Gas programará la instalación en una fecha acordada mutuamente y le brindará información detallada sobre el trabajo que se llevará a cabo.

La instalación de una EFV requiere trabajo de construcción y la excavación de la tubería de servicio. Es posible que se suspenda el servicio de gas natural para realizar la instalación. Si es necesario reparar la pavimentación o el hormigón después de la instalación, esa tarea se llevará a cabo en otro momento.

¿CÓMO PUEDO EVITAR QUE SE DAÑEN LAS TUBERÍAS?

¡Llame al 811 antes de excavar! Si llama a este número (811), podrá acceder a un servicio GRATUITO que localiza y marca las líneas subterráneas de los servicios públicos para que usted pueda realizar excavaciones de manera segura. Asegúrese de llamar, al menos, dos días hábiles antes de comenzar un proyecto y siempre use herramientas manuales para excavar a 24 pulgadas de las líneas de gas marcadas.

*Terms and conditions apply. The cost of installation and maintenance is subject to change without notice. Only Southwest Gas or its approved contractors may perform the EFV installation. An EFV **will not** be installed if any of the following conditions exist: (1) gas service exceeds commercially available sizing requirements for EFV; (2) the service pipeline does not operate at a pressure of 10 psi or greater throughout the year; (3) Southwest Gas has prior experience with contaminants in the gas stream that could interfere with the EFV's operation or cause loss of service; (4) an EFV could interfere with necessary operation or maintenance activities.

* Se aplican términos y condiciones. El costo de la instalación y el mantenimiento está sujeto a cambio sin previo aviso. Solo Southwest Gas o sus contratistas autorizados pueden llevar a cabo la instalación de una EFV. **No se instalará** una EFV en las siguientes circunstancias: (1) el servicio de gas supera los requisitos de dimensionamiento comercialmente disponibles para una EFV; (2) la tubería de servicio no funciona a una presión de 10 psi o superior durante el año; (3) Southwest Gas tiene experiencia previa con contaminantes en el flujo de gas que podrían interferir con el funcionamiento de la EFV o causar la pérdida del servicio; (4) la EFV podría interferir con las tareas de funcionamiento o mantenimiento requeridas.



SOUTHWEST GAS

EFV-AZ/CA