



SOUTHWEST GAS

swgas.com



\$86.17 AMOUNT DUE	PAST DUE AFTER 12/27/2023
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ACCOUNT 910002520667

Billing From 11/03/2023 - 12/05/2023

Date Mailed 12/08/2023

Your Local Office Is:

1850 9th St, Douglas, AZ 85607-3953

Customer Solutions/Soluciones al Cliente

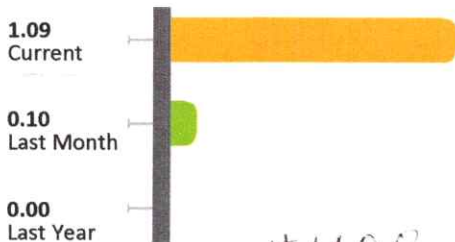
Toll Free/Llamada Gratis **877-860-6020**

Hearing Impaired: **711**

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

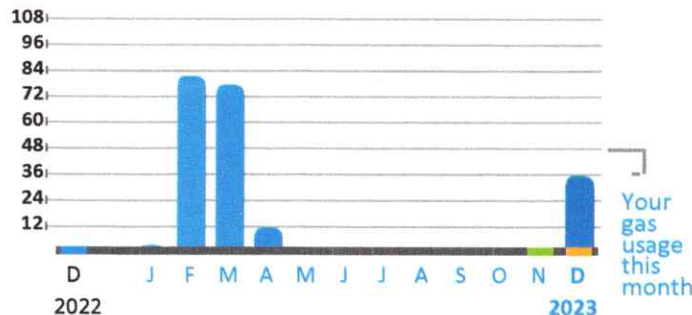
Service Address: 218 N Jefferson Ave, Bowie, AZ 85605

DAILY AVERAGE USAGE (THERMS)



#1100
12-19-23

MONTHLY USAGE (THERMS)



IMPORTANT MESSAGES

DID YOU KNOW?

On average, natural gas can save your household \$1,068/year compared to other homes that use electricity for heating, cooking and clothes drying. Find more energy-saving tips at swgas.com/savemoney.

GET NOTIFIED

Make sure your account is set up to receive notifications in the event of an outage. **Log into MyAccount** to review and update your mobile phone, text and email settings today.



SAFETY CHECK: GAS METER INSPECTIONS



To ensure the safety and integrity of our system, Southwest Gas is required to routinely inspect the utility-owned gas meter located near your home or business. We appreciate your help in keeping our communities safe.

00001166 03229 0001-0002 DSWGCB01120823052005 00 L 00037398 1000000000

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.

y23, m02, v1

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. See below for additional payment options.

PREVIOUS BILL:

Previous Balance	17.61	
Payment(s) Since Last Bill - Thank You	17.61CR	
Balance Forward		\$0.00

\$86.17

PAST DUE AFTER
12/27/2023

ACCOUNT 910002520667

RATE SCHEDULE:
G-5 RESIDENTIAL GAS SERVICE

CURRENT BILLING: 33 DAYS

	Current	Previous		Billing Factor		Total Therms
METER READING	Dec 05	-	Nov 03			
	1347	-	1308	=	39 x 0.9221	= 36
Next meter read date is: January 05, 2024				Cycle 02		

CHARGES

COST

Usage Charge	73.68
Delivery Charge Adj	3.37CR
Regulatory Expense Surcharge	0.01
Basic Service Charge	10.70
DOT Safety Surcharge	0.02
Applicable Revenue Taxes	5.13
Current Bill	\$86.17
Balance Forward	\$0.00
Amount Due	\$86.17

SAVE ENERGY THIS HEATING SEASON

When temperatures fall, monthly utility bills can rise. Check out these helpful tips to help save energy and money this heating season:

- Set your thermostat at 65 °F to 68 °F, health permitting, and lower it when you're away from home.
- Dress for the weather even when you're inside. If it's cold outside, dress



AHORRE ENERGÍA ESTA TEMPORADA DE CALEFACCIÓN

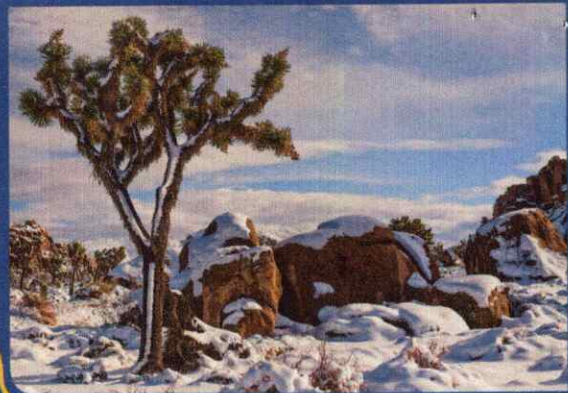
Cuando las temperaturas bajan, las facturas mensuales de servicios públicos pueden aumentar. Consulte estos consejos útiles para ayudar a ahorrar energía y dinero en esta temporada de calefacción:

- Configure su termostato entre 65 °F y 68 °F, si su salud lo permite, y bájelo cuando no esté en su casa.

DECEMBER 2023

NEWS
TO
USE

SOUTHWEST GAS



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instagram.com/southwestgas

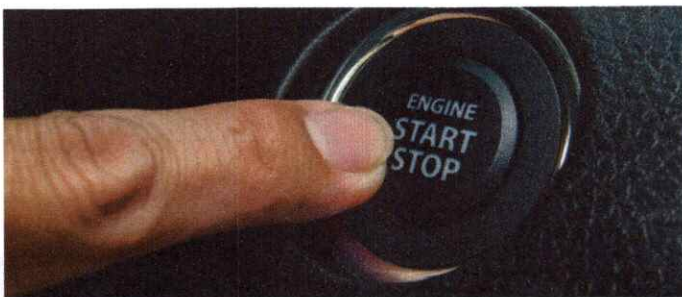


youtube.com/swgasliving

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HAPPY HOLIDAYS FROM SOUTHWEST GAS

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SUSPECT A NATURAL GAS LEAK?

Don't turn engines or equipment on or off. From a safe place, call **911 & 877-860-6020** immediately.

Learn what to do — and what not to do — if you suspect a leak at swgas.com/safety.

NEED ASSISTANCE? WE'VE GOT SOLUTIONS!

During heating season, our contact center call volumes rise — especially on Mondays and the day after a holiday. Yet almost anything an associate can help with, you can do in **MyAccount**





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

\$173.44
 AMOUNT DUE

PAST DUE AFTER
12/27/2023

ACCOUNT 910002520669

Billing From 11/03/2023 - 12/05/2023

Date Mailed 12/08/2023

Your Local Office Is:

1850 9th St, Douglas, AZ 85607-3953

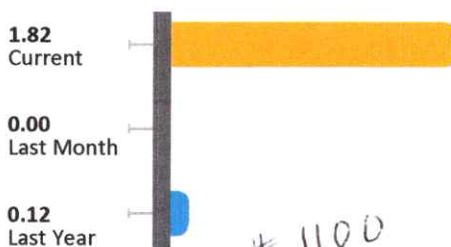
Customer Solutions/Soluciones al Cliente

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

Hearing Impaired: **711**

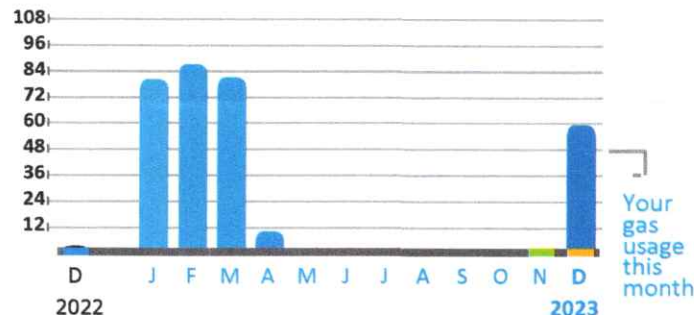
Service Address: 201 N Central Ave A, Bowie, AZ 85605

DAILY AVERAGE USAGE (THERMS)



1100
 12-19-23

MONTHLY USAGE (THERMS)



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PREVIOUS BILL:

Previous Balance	29.24	
Payment(s) Since Last Bill - Thank You	29.24CR	
Balance Forward		\$0.00

\$173.44 AMOUNT DUE	PAST DUE AFTER 12/27/2023
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ACCOUNT 910002520669

RATE SCHEDULE:
 G-25 S GENERAL SERVICE SMALL

CURRENT BILLING: 33 DAYS

	Current		Previous		Billing Factor		Total Therms
METER READING	Dec 05	-	Nov 03				
	2078	-	2013	=	65 x 0.9221	=	60
	Next meter read date is: January 05, 2024				Cycle 02		

CHARGES

COST

Usage Charge	141.22
Delivery Charge Adj	5.61CR
Regulatory Expense Surcharge	0.01
Basic Service Charge	27.50
DOT Safety Surcharge	0.04
Applicable Revenue Taxes	10.28
Current Bill	\$173.44
Balance Forward	\$0.00
Amount Due	\$173.44

SAVE ENERGY THIS HEATING SEASON

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- Set your thermostat at 65 °F to 68 °F, health permitting, and lower it when you're away from home.
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DECEMBER 2023

NEWS
TO
USE



SOUTHWEST GAS



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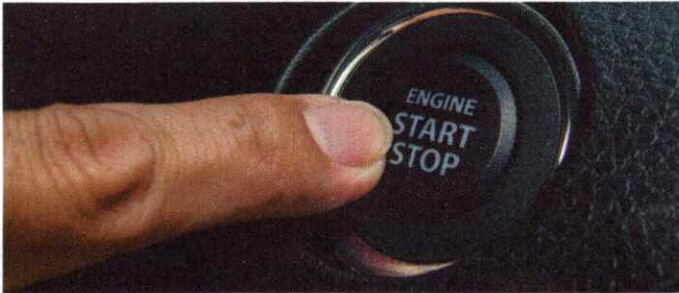


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