

## WE'RE HERE TO HELP



### ENERGY SHARE™

Customer Giving  
Powered by Southwest Gas

Help those in our community who may be facing economic hardships by donating to our Energy Share program. Make a difference for those who need unexpected help.

To donate or find out if you qualify visit us at [www.swgas.com/energyshare](http://www.swgas.com/energyshare).



### ASSISTANCE PROGRAMS

Customers who meet certain income guidelines may qualify for our energy assistance programs that can provide help in paying your bill or weatherizing your home.

Visit [www.swgas.com/residential#assistance](http://www.swgas.com/residential#assistance) to see what programs are available in your area.



### MANAGE YOUR ACCOUNT

We make it easy to pay your natural gas bill online, by phone, or by mail. For more information, visit [www.swgas.com/waystopay](http://www.swgas.com/waystopay) for all the ways you can pay.



### SAVE TIME, SWITCH TO PAPERLESS

Busy life? Always in a hurry? Simplify by switching to paperless billing. Sign up today at [www.swgas.com/residential#paperless](http://www.swgas.com/residential#paperless) and begin managing your bills with MyAccount.



### FOR MORE INFORMATION

Visit [www.swgas.com](http://www.swgas.com) or call us at **877-860-6020**.



### KEEPING YOU SAFE

Whether you're a Southwest Gas customer or not, there may be natural gas in your neighborhood. Learning a few simple things about natural gas safety is important for everyone.

Find out more at [www.swgas.com/safety](http://www.swgas.com/safety).

### SUSPECT A NATURAL GAS LEAK?

- ✓ Exit the area or building immediately. Tell others to evacuate and leave doors open.
- ✓ From a safe place, call **911** and Southwest Gas at **877-860-6020**, day or night. A Southwest Gas representative will be there as soon as possible.
- ✓ Don't smoke, use matches or lighters.
- ✓ Don't turn on or off any electric switches, thermostats, or appliance controls, or do anything that could cause a spark.
- ✓ Don't start or stop an engine or use automated garage doors.



#### SMELL

A DISTINCT SULFUR-LIKE ODOR, SIMILAR TO ROTTEN EGGS, EVEN IF IT'S FAINT OR MOMENTARY.



#### HEAR

A HISSING OR ROARING COMING FROM THE GROUND, ABOVE-GROUND PIPING, OR A NATURAL GAS APPLIANCE.



#### SEE

DIRT OR WATER BLOWING INTO THE AIR, UNEXPLAINED DEAD OR DYING PLANTS OR GRASS, OR STANDING WATER CONTINUOUSLY BUBBLING.



Know what's below.  
Call 811 before you dig.

### CALL 811 BEFORE YOU DIG

Whether you're planting trees in your yard or getting work done by a professional excavator, one easy call to **811** before you dig gets underground utility-owned lines marked for **FREE**.

## ENVIRONMENTALLY RESPONSIBLE

Natural gas is better for the environment with lower greenhouse gas emissions. When considering the source of energy generation, a home with natural gas appliances can reduce greenhouse gases by up to 37% when compared to an all-electric home.\*

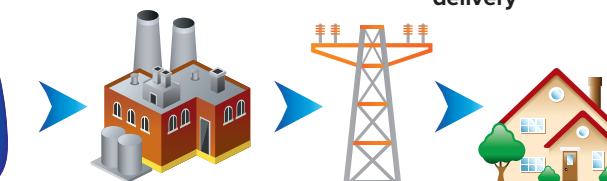
## 3X MORE EFFICIENT

When used directly at an appliance, natural gas is three times more efficient than electricity. That's because over **92%** of natural gas produced from the gas well is delivered directly to your home. Compare that to electricity, which is generated using other source fuels and then delivered to your home, providing only **32%** of the source fuel's energy.



### Natural Gas 92% efficient\*

about 8% lost in extraction and delivery



### Electricity 32% efficient\*

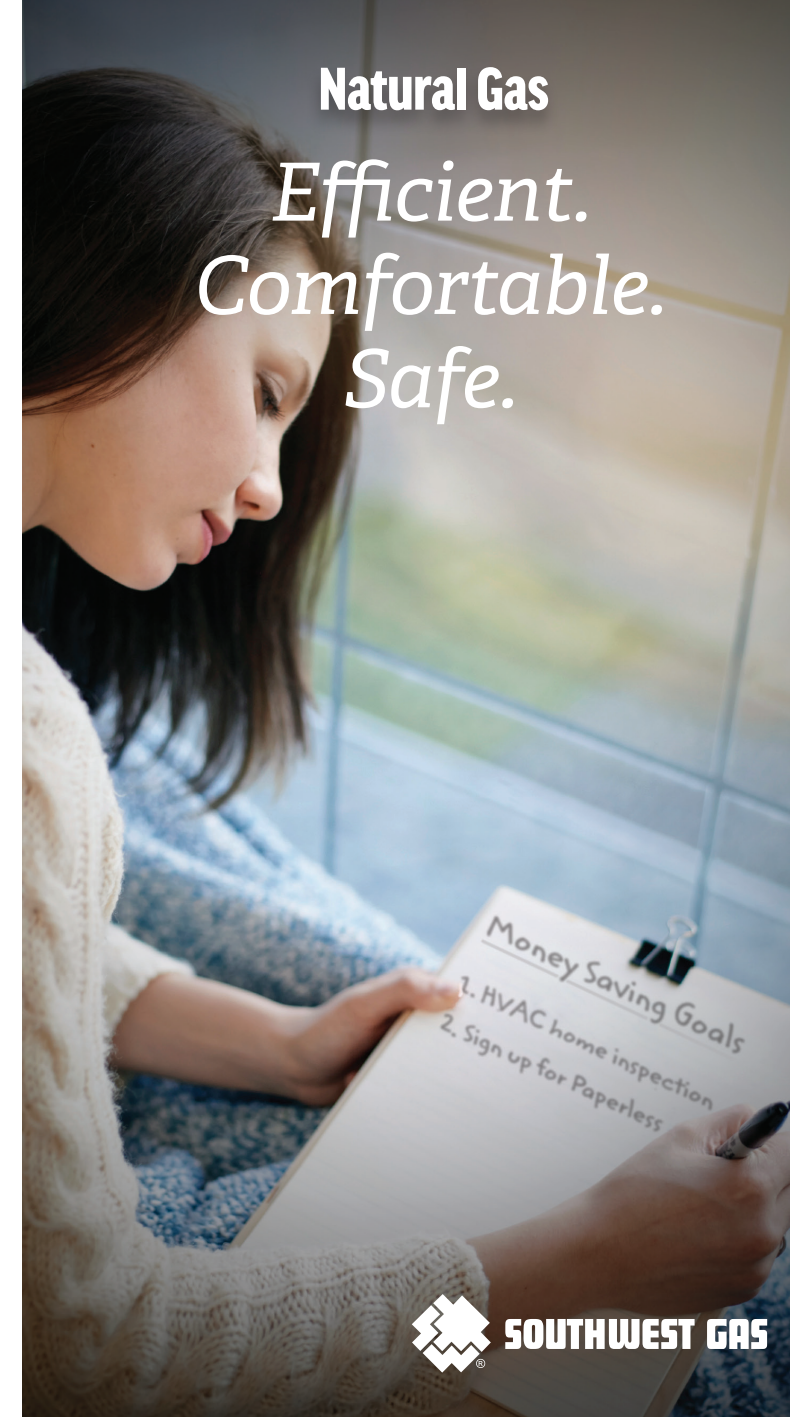
about 68% lost in extraction and delivery

What this means is that you're getting the most out of the natural gas you use with very little energy being lost as it makes its way to you.

\* American Gas Association 2016

## Natural Gas

# Efficient. Comfortable. Safe.



Southwest Gas has been providing safe and reliable natural gas service for over 85 years.

We're committed to the more than 2 million customers we serve and want to keep you informed about the many ways natural gas can save you money and energy.



## Choose Natural Gas

Natural gas provides one-fifth of all the energy used in the United States. In addition to being widely used in industrial and commercial applications, natural gas is used in homes for cooking, heating, and other appliances.\*

### SPACE HEATING



Warm, comfortable air in your home that uses less energy than an electric heat pump.



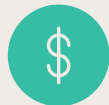
#### ENERGY SAVING TIP

Cut heating bills by as much as 10% per year by turning your thermostat back 10-15° for 8 hours each day.

### CLOTHES DRYING



Dry laundry twice as fast with a natural gas dryer instead of electric.



#### ENERGY SAVING TIP

Drying full, but not oversized, loads is more energy efficient than drying smaller loads or overloading the machine.

\* U.S. Department of Energy

## Maximize your Energy Savings

Help make your house a home with natural gas products. Reduce your energy costs and keep your home comfortable all year round while protecting the environment.

### WATER HEATING



Natural gas water heaters heat water twice as fast and cost less to operate than electric water heaters.



#### ENERGY SAVING TIP

Set your water heater thermostat to the lowest temperature that provides you with sufficient hot water. For most households, 120°F water is comfortable.

### OUTDOOR LIVING



Make your backyard the envy of your neighbors with natural gas products like a BBQ, heated spa, and more.



#### ENERGY SAVING TIP

Using your barbeque in the summer will help keep your kitchen cool.

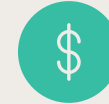
## What is Natural Gas?

Natural gas is the cleanest fossil fuel and is domestically abundant, making it efficient and affordable. In its natural state, it's an odorless, colorless gas that's lighter than air. An odorant called mercaptan is added to natural gas that smells similar to sulfur or rotten eggs.

### COOKING



Cooking with a natural gas range costs less than using a comparable electric range.



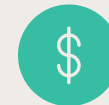
#### ENERGY SAVING TIP

Place lids tightly on pots and pans to speed up cooking time.

### FIREPLACES



Natural gas fireplaces offer the timeless charm of the fireplace experience without the mess of a wood-burning fireplace, and are up to 99% more efficient.



#### ENERGY SAVING TIP

Close fireplace dampers, if possible, when not in use.



FIND MORE TIPS

Natural gas saves you money every month “naturally,” but you can find even more ways to save with helpful do-it-yourself energy-saving tips, information on how to weatherize your home, as well as valuable rebates and promotions on energy-saving natural gas equipment at [www.swgas.com/savemoney](http://www.swgas.com/savemoney).



[WWW.SWGAS.COM/EFFICIENCY](http://WWW.SWGAS.COM/EFFICIENCY)

Check out rebates & promotions in your area.

## Need a Contractor?

We can help you find a qualified contractor to replace, repair, or upgrade your home's natural gas equipment. Visit [www.swgas.com/contractortips](http://www.swgas.com/contractortips) for tips on how to select a contractor and to browse a list of qualified contractors in your area.