# News Release

SOUTHWEST GAS

**For Immediate Release**
**September 15, 2020**

**Southwest Gas Offers Flexible Payment Options,**
**Payment Assistance Programs to Customers Impacted Financially by COVID-19**

The COVID-19 outbreak has placed unexpected financial hardships on the people in the communities we serve. Southwest Gas understands that these are trying times for many individuals and wants to help our customers through it. Since March, Southwest Gas has temporarily ceased all service disconnections for non-payment, as well as late fees.

Although that moratorium is still in place, customers should be mindful that they will be responsible for the total amount of their bill accrued over these months, and payment will become due when the COVID-19 crisis improves. Southwest Gas urges customers to explore the various assistance programs it offers to avoid large payment.

Southwest Gas offers many programs, including flexible payment plans, payment assistance programs, and income qualified rate assistance, for customers in Arizona.

**Low Income Ratepayer Assistance (LIRA)**
Customers who have recently lost their job, or are receiving unemployment benefits, may qualify for a reduced energy rate through our LIRA Program. This program helps customers save money by providing a yearly 30% reduction in the monthly basic service charge and a "per therm" rate discount. The "per therm" discount which is applied each month from November 1 through April 30.

**Energy Share Program**
Southwest Gas has $1 million available to customers experiencing unexpected financial difficulties, such as the loss of a job or medical emergency related to COVID-19. The Energy Share program allows customers facing financial hardship who qualify, to receive assistance towards paying their Southwest Gas bill. Customers do not need to meet Federal Poverty Income Guidelines to qualify.

**Deferred Payment Program**
For customers who can demonstrate a hardship and have outstanding bills, our deferred payment plan allows them to pay their bill over an extended period of time. We also make referrals to government or local social service agencies

We are here to help and encourage customers to learn more about these programs by visiting our website at www.swgas.com or calling1-877-860-6020.

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Additionally, Southwest Gas may contact customers regarding their account but will never call or show up in person to demand payment with the threat of a disruption of service. If you receive a call from our representatives, they will simply verify your identity to discuss your account. Any calls that ask you to make an

immediate payment should be considered a scam, so please do not provide any personal information and hang up. You can call 877-860-6020 to verify the legitimacy of any calls or visits that you receive.

Southwest Gas Corporation provides natural gas service to more than two million customers in Arizona, California and Nevada. For more information about Southwest Gas, please visit swgas.com.

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