



**SOUTHWEST GAS CORPORATION**

**CPUC**

**Low-Income Full Panel Hearing  
Winter 2005 - 2006**

*October 6, 2005*

# Southwest Gas

- Low-Income Programs
- Customer Assistance
- Consumer Outreach



## ■ Low Income Programs

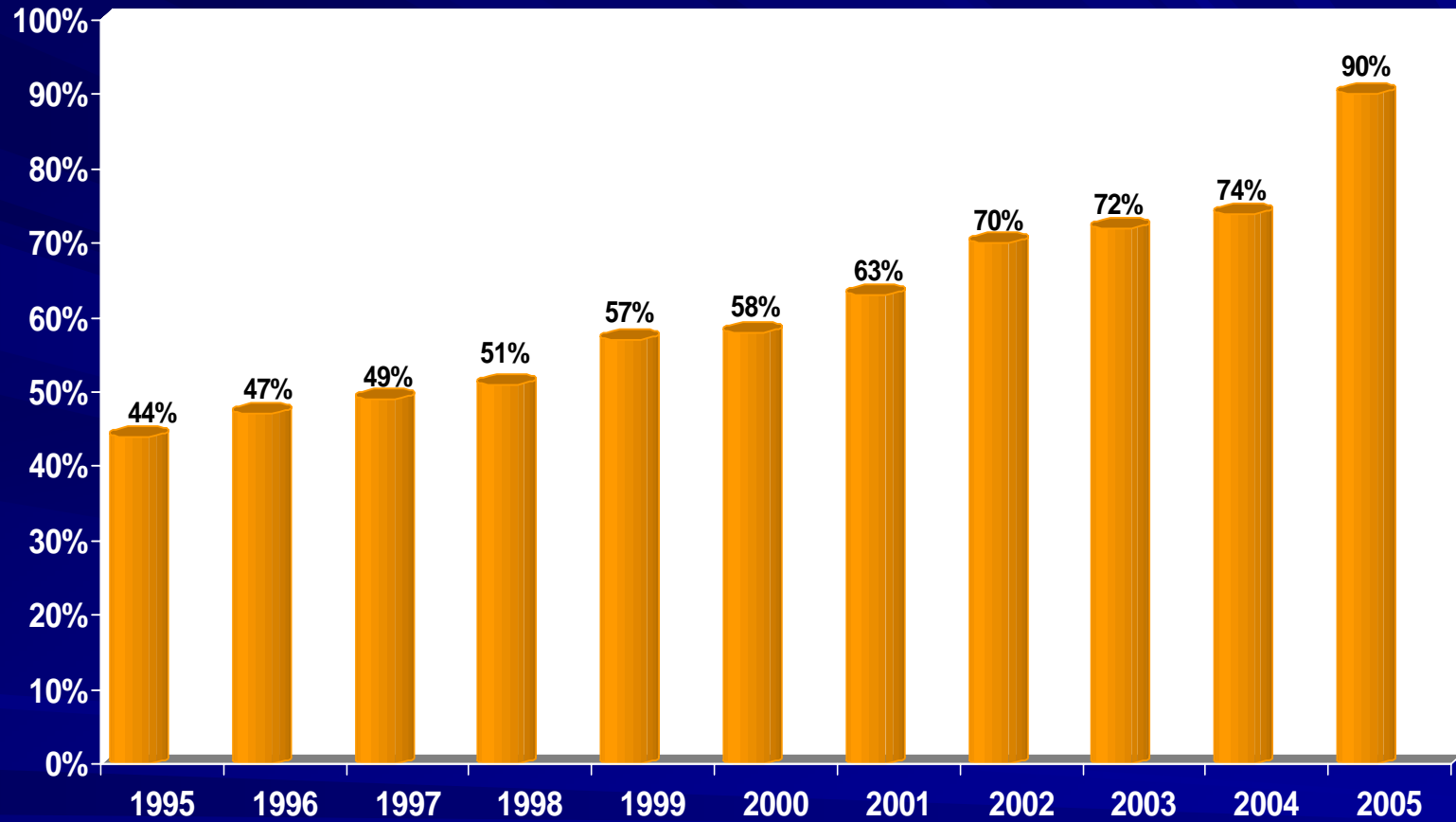
### California Alternate Rates for Energy (CARE)

- 20% discount to qualifying customers
- Applications annually distributed as bill inserts in English and Spanish
- Increased enrollment
  - Data share
  - Capitation
- Customers participating:
  - Approximately 25,000 Year-end 2004
  - Approximately 30,000 October 2005




# Low Income Programs

## CARE - Participation

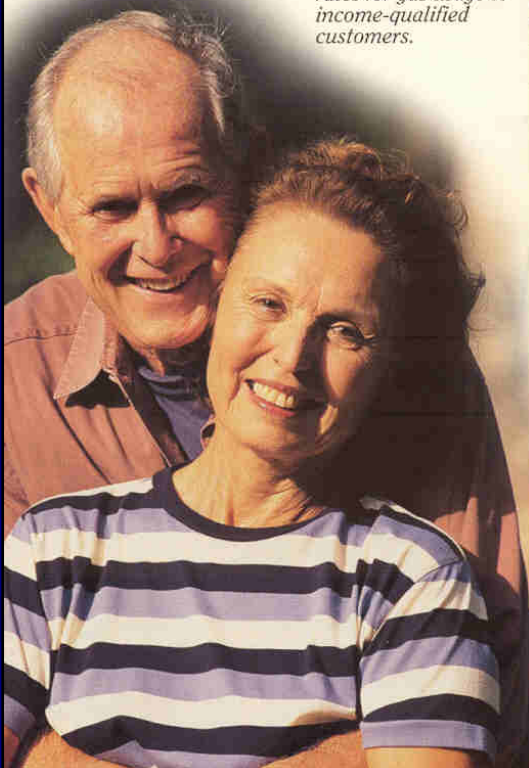


# ■ Consumer Outreach

## CARE



*The California Alternate Rates for Energy (CARE) Program provides a discount on the basic service charge and rates for gas usage to income-qualified customers.*




### We CARE About You!

**How would you like to save money on your natural gas bill?**

If you, or someone you know, meet the income requirements, the California Alternate Rate Energy (CARE)\* program can help you save 20 percent on your monthly utility bill.

In addition, our low-income weatherization program can help make your home more energy efficient, and reduce your energy bills, too.

To find out if you qualify, call 1-800-654-2765. To learn more about these services go to [www.swgas.com/residential/special\\_programs](http://www.swgas.com/residential/special_programs).

\* CARE eligibility is determined by the number of persons in residence and total household annual income (not to exceed 175 percent of the federal poverty guidelines). This service is only available for primary residences.

Number of persons living in my home	Total combined income from all sources
1 or 2	\$24,200
3	\$28,400
4	\$34,200
5	\$40,000
6	\$45,800

for each additional person add \$5,800



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www.swgas.com

SWG DM (10/2005)



## ■ Low Income Programs

### Low-Income Energy Efficiency (LIEE)

- Assists qualifying customers with:
  - Weatherization including appliance replacement and energy education
  - Long-term energy savings
  - Partner with additional weatherization programs
- Inform and enroll customers in CARE



# ■ Consumer Outreach

## LIEE

**CALIFORNIA  
LOW INCOME  
ENERGY  
EFFICIENCY  
PROGRAM**



**Saving energy  
and money  
is as easy as a  
toll-free call:  
1-800-654-2765**



**PROGRAMA  
DE AHORRO  
DE ENERGÍA  
PARA PERSONAS  
CON BAJOS  
INGRESOS DE  
CALIFORNIA**



**El ahorrar energía y  
dinero es tan fácil como  
llamar al teléfono gratis  
1-800-654-2765.**



[www.swgas.com](http://www.swgas.com)



# ■ Customer Assistance

- Equal Payment Plan
  - Distributes annual natural gas costs into equal monthly payments
- Energy Share
  - Fuel fund administered by the Salvation Army
- Energy Services
  - Provides information regarding natural gas, conservation, and assistance programs
  - Se habla Espanol
  - Toll-free: 1-800-654-2765
- Referrals
  - Provide available payment options and appropriate community agency
  - Example - Low Income Home Energy Assistance Program (LIHEAP)





## ■ Consumer Outreach

### ➤ Outreach Focus

- Energy prices, conservation and assistance programs

### ➤ Outreach Methods

- Bill messages and inserts
- Media outreach
- Community outreach
- [www.swgas.com](http://www.swgas.com)

### ➤ Additional CARE and LIEE Outreach

- Brochures
- Postcards
- Spanish Advertising





# Consumer Outreach

## News to Use

**NEWS TO USE**  
October/November 2005

*Southwest's C.E.O. Addresses Natural Gas Prices*

Dear Customer:

As you are most likely aware, wholesale natural gas prices have increased over the last five years. What you may not know is that these price increases are related to the economic forces of supply and demand and do not result in any profit for Southwest Gas; the prices that Southwest pays to its natural gas suppliers are recovered in rates on a "dollar-for-dollar" basis. In fact, by regulation, Southwest Gas can only recover from its customers what it pays for its natural gas supplies.

While Southwest continually reviews market conditions in acquiring gas supplies for our customers, there was no way to plan for the market affects caused by Hurricane Katrina or its devastation to the Gulf Coast. When the storm hit, it shut down 16 percent of the United States' total natural gas production. Although most of this production has been restored, wholesale natural gas prices remain relatively high.

I am pleased to report, however, that Southwest Gas was able to previously buy more than half of this winter's natural gas supplies with lower fixed-price contracts. This will help lessen the impact of higher prices on our customers. However, the remainder of the natural gas supplies needed this winter are expected to be acquired at today's relatively higher price levels.

Southwest's commitment to its customers remains steadfast. Our company is ever mindful of the price volatility in the marketplace and its impact on the price customers pay for natural gas. We will continue to work diligently to lessen this impact.


On a related note, all of us at Southwest Gas extend our heartfelt sympathies to those individuals whose lives were impacted by Hurricane Katrina. Southwest Gas is currently providing assistance to the utilities in the affected areas. We appreciate the dedication of our customers and employees who have also contributed to the relief efforts.

  
Jeff Shaw  
Chief Executive Officer


  
**SOUTHWEST GAS**  
www.swgas.com

**Energy Saving Tips...**

- Furnace checkup – the most important thing you can do for your home is to have your gas furnace checked by a professional. This can prolong the life of the furnace and decrease energy usage.
- Weatherize your home – caulk and weatherstrip around drafty doors and windows.
- Install a programmable thermostat – program the thermostat to reduce the temperature setting at night, and when you are away from home.
- Set the thermostat between 66-68 degrees, health permitting, during the heating season.



- Use the warmth of the sun – blinds and drapes can serve as additional insulation in your home. Open them during the day to let the sun help warm your home, and close them at night to help keep the warmth from escaping through windows.
- Insulate pipes and repair faucets – save fuel, water and money by insulating pipes and repairing leaky water faucets.
- Call our Energy Specialist toll-free at 1-800-654-2765, or visit us at [www.swgas.com](http://www.swgas.com), for more energy-saving tips.
- Visit [www.eere.energy.gov/consumerinfo/energy\\_savers.com](http://www.eere.energy.gov/consumerinfo/energy_savers.com) to download a copy of "Energy Savers, Tips on Savings Energy and Money at Home."




**AN EASIER WAY to balance your budget**

Imagine how much easier it would be to maintain a budget if you knew what your expenses would be in advance. Enrolling in the Equal Payment Plan (EPP) and Automatic Payment Plan (APP) can help take the guesswork out of your monthly budget.

EPP is a convenient program for residential customers that evenly distributes their annual natural gas costs into equal monthly payments. APP allows customers to pay their gas bill with an automatic withdrawal from a checking or savings account.

By enrolling in APP and EPP, you will know the amount of your bill each month and that it will be paid on time. If managing your money is important, then these plans are for you.

For more information on these programs, call your local Southwest Gas office or you can enroll in both programs on our Web site, [www.swgas.com](http://www.swgas.com).

  
**SOUTHWEST GAS**



# Consumer Outreach Web Site

**SOUTHWEST GAS CORPORATION**  
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**Latest News**  
**Employment Opportunities**  
**Emergency and Safety Issues**  
**Appliance Dealers or Contractors**

**Easy Ways to Pay Your Gas Bill**

**BENEFITS OF GAS APPLIANCES**

**RESIDENTIAL SERVICES**  
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**INVESTOR RELATIONS**

**SOUTHWEST GAS**

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