

Fill in this information to identify the case:

Debtor 1 The Container Store Group, Inc

Debtor 2  
(Spouse, if filing) \_\_\_\_\_

United States Bankruptcy Court for the: Southern District of Texas

Case number 24-90627

United States Courts  
Southern District of Texas  
**FILED**

MAR 06 2025

Nathan Ochsner, Clerk of Court

## Official Form 410

### Proof of Claim

04/16

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies of any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. Do not send original documents; they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.

#### Part 1: Identify the Claim

1. Who is the current creditor?

Southwest Gas Corporation

Name of the current creditor (the person or entity to be paid for this claim)

Other names the creditor used with the debtor \_\_\_\_\_

2. Has this claim been acquired from someone else?

☒ No

☐ Yes. From whom? \_\_\_\_\_

3. Where should notices and payments to the creditor be sent?

Where should notices to the creditor be sent?

Southwest Gas Corporation Attn: BK Desk

Name

P.O. Box 1498

Number Street

Victorville

CA

92393

City

State

ZIP Code

Contact phone 760-951-4045

Contact email SWGBankruptcy@swgas.com

Where should payments to the creditor be sent? (if different)

Name

Number Street

City

State

ZIP Code

Contact phone \_\_\_\_\_

Contact email \_\_\_\_\_

Uniform claim identifier for electronic payments in chapter 13 (if you use one):  
\_\_\_\_\_

4. Does this claim amend one already filed?

☒ No

☐ Yes. Claim number on court claims registry (if known) \_\_\_\_\_

Filed on \_\_\_\_\_

MM / DD / YYYY

5. Do you know if anyone else has filed a proof of claim for this claim?

☒ No

☐ Yes. Who made the earlier filing? \_\_\_\_\_



**Part 2: Give Information About the Claim as of the Date the Case Was Filed**

6. Do you have any number you use to identify the debtor? ☐ No ☒ Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: 4 8 8 1

7. How much is the claim? \$ 510.46. Does this amount include interest or other charges? ☒ No ☐ Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card. Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c). Limit disclosing information that is entitled to privacy, such as health care information.

Natural Gas Services

9. Is all or part of the claim secured? ☒ No ☐ Yes. The claim is secured by a lien on property.

**Nature of property:**

☐ Real estate. If the claim is secured by the debtor's principal residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.

☐ Motor vehicle

☐ Other. Describe: \_\_\_\_\_

**Basis for perfection:** \_\_\_\_\_

Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)

**Value of property:** \$ \_\_\_\_\_

**Amount of the claim that is secured:** \$ \_\_\_\_\_

**Amount of the claim that is unsecured:** \$ \_\_\_\_\_ (The sum of the secured and unsecured amounts should match the amount in line 7.)

**Amount necessary to cure any default as of the date of the petition:** \$ \_\_\_\_\_

**Annual Interest Rate** (when case was filed) \_\_\_\_\_ %

☐ Fixed

☐ Variable

10. Is this claim based on a lease? ☒ No ☐ Yes. Amount necessary to cure any default as of the date of the petition. \$ \_\_\_\_\_

11. Is this claim subject to a right of setoff? ☒ No ☐ Yes. Identify the property: \_\_\_\_\_

**12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?**☐ No☐ Yes. Check one:

Amount entitled to priority

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

☐ Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B). \$ \_\_\_\_\_

☐ Up to \$2,850\* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7). \$ \_\_\_\_\_

☐ Wages, salaries, or commissions (up to \$12,850\*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4). \$ \_\_\_\_\_

☐ Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8). \$ \_\_\_\_\_

☐ Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5). \$ \_\_\_\_\_

☐ Other. Specify subsection of 11 U.S.C. § 507(a)( ) that applies. \$ \_\_\_\_\_

\* Amounts are subject to adjustment on 4/01/19 and every 3 years after that for cases begun on or after the date of adjustment.

**Part 3: Sign Below**

The person completing this proof of claim must sign and date it. FRBP 9011(b).

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Check the appropriate box:

☐ I am the creditor.☒ I am the creditor's attorney or authorized agent.☐ I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.☐ I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgment that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have a reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 02/13/2025

MM / DD / YYYY

Signature

Print the name of the person who is completing and signing this claim:

Name	Ericka		Duarte
	First name	Middle name	Last name
Title	Customer Account Resolution Specialist		
Company	Southwest Gas Corporation		
	Identify the corporate servicer as the company if the authorized agent is a servicer.		
Address	P.O. Box 1498		
	Number	Street	
	Victorville	CA	92393
	City	State	ZIP Code
Contact phone	760-951-4045		Email SWGBankruptcy@swgas.com

000000037020725023953

**SOUTHWEST GAS**

swgas.com



THE CONTAINER STORE 19085  
C/O ENGIE MS 145  
P.O. BOX 1498  
VICTORVILLE, CA 92393-1498

DUPLICATE

Page 1 of 4

**\$175.20** PAST DUE AFTER  
AMOUNT DUE 02/18/2025

ACCOUNT 5463

Billing From 12/18/2024 - 12/22/2024

Date Mailed 02/07/2025

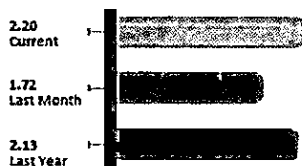
Customer Solutions/Soluciones al Cliente

Toll Free/Llamada Gratis 877-860-6020

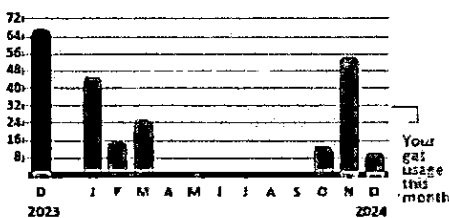
Hearing Impaired: 711

Service Address: 4500 N Oracle Rd Ste 370, Tucson, AZ 85705

## DAILY AVERAGE USAGE (THERMS)



## MONTHLY USAGE (THERMS)



## IMPORTANT MESSAGES

## Final Closing Bill

We are pleased to confirm that has established a good credit record with Southwest Gas Corporation for one year or more.

This information may be used as a credit reference.

## GET TEXT UPDATES

In the rare case that your natural gas service is interrupted, Southwest Gas can send you a text message to keep you informed. Opt in at [swgas.com](http://swgas.com) through MyAccount or via the Southwest Gas mobile app.



## SUSPECT A NATURAL GAS LEAK?



Don't turn engines or equipment on or off. Leave the area immediately and from a safe place call 911 & Southwest Gas at 877-860-6020.

Learn what to do — and what not to do — if you suspect a leak at [swgas.com/safety](http://swgas.com/safety).

REMIT WITH PAYMENT

**SOUTHWEST GAS**

PO Box 98890  
Las Vegas, Nevada 89193-8890  
(NOT FOR PAYMENTS)

THE CONTAINER STORE 19085  
C/O ENGIE MS 145  
P.O. BOX 1498  
VICTORVILLE, CA 92393-1498

**\$175.20** PAST DUE AFTER  
AMOUNT DUE 02/18/2025

ACCOUNT 5463

SEND PAYMENTS TO:  
SOUTHWEST GAS  
PO Box 24531  
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.



646360000175200000172830

SEE REVERSE SIDE FOR IMPORTANT DETAILS

020000198308

927.0 12/2019

## NOTICE TO SOUTHWEST GAS CORPORATION (SWG) ARIZONA CUSTOMERS

**CUSTOMER QUESTIONS OR ASSISTANCE NEEDED?** Visit [www.swgas.com](http://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.

**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 odorized natural gas by calling Energy Services at 1-800-654-2765 or visiting [www.swgas.com/safety](http://www.swgas.com/safety). 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](http://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 required 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. p23, m02, v1

Should you believe you have been billed incorrectly, please contact SWG at our toll-free number (toll-free) 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](http://myaccount.swgas.com) to log into your personal MyAccount or make a payment with no login 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.

----- RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS -----



646360000175200000172830

☐ If address changed, please check the box and provide new address below.

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## WAYS TO PAY

## ONLINE



## MOBILE APP



## PHONE



PRESS 2

## MAIL



## OVERNIGHT/ EXPRESS SHIP



## PAY LOCATIONS



## DUPLICATE

Page 3 of 4

## PREVIOUS BILL:

Previous Balance	172.83
Payment(s) Since Last Bill - Thank You	0.00
Reversed Incoming payment	146.96
Billing Adjustment (JAN 2025)	172.83CR
Balance Forward	\$146.96

<b>\$175.20</b>	PAST DUE AFTER
AMOUNT DUE	02/18/2025

ACCOUNT 4463

RATE SCHEDULE:  
G-25 S GENERAL SERVICE SMALL

## CURRENT BILLING: 5 DAYS

	Current	Previous	Billing Factor	Total Therms
METER READING	Dec 22	Dec 18		
	238	228	$10 \times 1.0368$	11
			Cycle 11	

## CHARGES

## COST

Usage Charge	20.65
Delivery Charge Adj	0.37CR
Regulatory Expense Surcharge	0.01
Basic Service Charge	4.52
DOT Safety Surcharge	0.01
Applicable Revenue Taxes	3.42
Current Bill	\$28.24
Balance Forward	\$146.96
Amount Due	\$175.20

CONSERVE ENERGY  
AND SAVE MONEY

Simple efforts can make a big difference in reducing your energy consumption and saving you money on your natural gas bill. Talk with your family today about the small changes you can make this winter to help keep bills down.

For helpful tips, assistance programs, and more visit [swgas.com/savemoney](http://swgas.com/savemoney).

CONSERVE ENERGÍA Y  
AHORRE DINERO

Esfuerzos simples pueden marcar una gran diferencia al reducir su consumo de energía y ayudarlo a ahorrar dinero en su factura de gas natural. Hable con su familia hoy sobre los pequeños cambios que pueden hacer este invierno para mantener sus facturas bajas.

Para obtener consejos útiles, programas de asistencia y más, visite [swgas.com/savemoney](http://swgas.com/savemoney).

<https://eVue-SWG2.fisglobal.com/swg/images/inserts/20250202.pdf>

<https://eVue-SWG2.fisglobal.com/swg/images/inserts/20250201.pdf>

DUPLICATE 02/18/2025 02:29:53

**SOUTHWEST GAS**

swgas.com



THE CONTAINER STORE  
C/O ENGIE MS 145  
P.O. BOX 2440  
SPOKANE, WA 99210-2440

DUPLICATE

Page 1 of 4

**\$46.00** PAST DUE AFTER  
AMOUNT DUE 02/18/2025

ACCOUNT 8487

Billing From 12/18/2024 - 12/22/2024

Date Mailed 02/07/2025

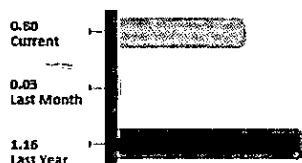
Customer Solutions/Soluciones al Cliente

Toll Free/Llamada Gratis 877-860-6020

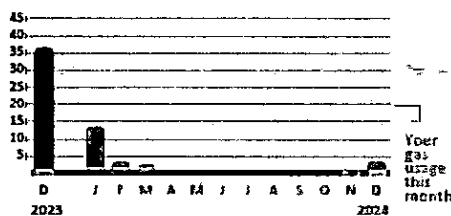
Hearing Impaired: 711

Service Address: 18550 N Scottsdale Rd, Phoenix, AZ 85054

## DAILY AVERAGE USAGE (THERMS)



## MONTHLY USAGE (THERMS)



## IMPORTANT MESSAGES

## Final Closing Bill

We are pleased to confirm that has established a good credit record with Southwest Gas Corporation for one year or more.

This information may be used as a credit reference.

## GET TEXT UPDATES

In the rare case that your natural gas service is interrupted, Southwest Gas can send you a text message to keep you informed. Opt-in at [swgas.com](http://swgas.com) through MyAccount or via the Southwest Gas mobile app.



## SUSPECT A NATURAL GAS LEAK?

Don't turn engines or equipment on or off. Leave the area immediately and from a safe place call 911 & Southwest Gas at 877-860-6020.

Learn what to do — and what not to do — if you suspect a leak at [swgas.com/safety](http://swgas.com/safety)



REMIT WITH PAYMENT

**SOUTHWEST GAS**

PO Box 98890  
Las Vegas, Nevada 89193-8890  
(NOT FOR PAYMENTS)

THE CONTAINER STORE  
C/O ENGIE MS 145  
P.O. BOX 2440  
SPOKANE, WA 99210-2440

**\$46.00** PAST DUE AFTER  
AMOUNT DUE 02/18/2025

ACCOUNT 8487

SEND PAYMENTS TO:  
SOUTHWEST GAS  
PO Box 24531  
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.



84878000004600000077541

SEE REVERSE SIDE FOR IMPORTANT DETAILS

020000198365

927.0 12/2019

**CUSTOMER QUESTIONS OR ASSISTANCE NEEDED?** Visit [www.surgas.com](http://www.surgas.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.

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**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. SYNG 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 Busted Gas Piping** - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.216) This piping, which is typically between the meter and a building or other end application, is subject to rust and corrosion. If steel gas lines are subject to the effects of rust and corrosion if they are not maintained, which could result in leaks. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping be periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulators encourage customers to employ qualified plumbing and heating contractors to conduct periodic monitoring, testing, servicing or replacement of underground gas piping, valves, fittings, and components. For assistance or to locate gas piping, contact plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-554-2763. 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 S-VG 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's 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.**

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**Regulatory Expense Surcharge** - This charge recovers costs incurred from the rate case regulatory process.

**Right of Access and Bill Estimation.** - SWGW will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWGW is unable to read a meter on the scheduled date because of circumstances beyond its control, SWGW 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 start 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 reconnection charge must be paid and a 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.

Should you believe you have been billed incorrectly, please contact SWG at our toll-free number (toll-free) 1-877-660-6020. 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](http://myaccount.swgas.com) to log into your personal MyAccount or make a payment with no fee-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.

RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS

**Abstract**

A4A7A0000046000000077543

☐ If address changed, please check the box and provide new address below.

## WAYS TO PAY

**ONLINE**

**ENTRANCE.COM**

**MOBILE APP**

**Download  
Application**

**PHONE**

**PRESS 2**

## MAIL



PO Box 24531  
Oakland, CA 94623-1531

OVERNIGHT? EXPRESS SHIP



attn: Southwest Gas Lockbox  
501 Canal Blvd. Suite E  
Richmond, CA 94804

### PAY LOCATIONS



physiological adaptation

## DUPLICATE

Page 3 of 4

## PREVIOUS BILL:

Previous Balance	77.54	
Payment(s) Since Last Bill - Thank You	0.00	
Reversed Incoming payment	32.73	
Billing Adjustment (JAN 2025)	77.54CR	
Balance Forward		\$32.73

<b>\$46.00</b>	PAST DUE AFTER
AMOUNT DUE	02/18/2025

ACCOUNT **487**RATE SCHEDULE:  
G-25 S GENERAL SERVICE SMALL

## CURRENT BILLING: 5 DAYS

METER READING	Current	Previous	Billing Factor	Total Therms
	Dec 22	Dec 18		
	565	561	4 x 0.9844	4
			Cycle 11	

## CHARGES

## COST

Usage Charge	7.50
Delivery Charge Adj.	0.13CR
Regulatory Expense Surcharge	0.01
Basic Service Charge	4.52
Applicable Revenue Taxes	1.37
Current Bill	\$13.27
Balance Forward	\$32.73
Amount Due	\$46.00

CONSERVE ENERGY  
AND SAVE MONEY

Simple efforts can make a big difference in reducing your energy consumption and saving you money on your natural gas bill. Talk with your family today about the small changes you can make this winter to help keep bills down.

For helpful tips, assistance programs, and more visit [svrgas.com/savemoney](http://svrgas.com/savemoney).

CONSERVE ENERGÍA Y  
AHORRE DINERO

Esfuerzos simples pueden marcar una gran diferencia al reducir su consumo de energía y ayudarlo a ahorrar dinero en su factura de gas natural. Hable con su familia hoy sobre los pequeños cambios que pueden hacer este invierno para mantener sus facturas bajas.

Para obtener consejos útiles, programas de asistencia y más, visite [svrgas.com/savemoney](http://svrgas.com/savemoney).

<https://eVue-SWG2.fisglobal.com/swg/images/inserts/20250202.pdf>

<https://eVue-SWG1.fisglobal.com/swg/images/inserts/20250201.pdf>

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**SOUTHWEST GAS**

swgas.com



THE CONTAINER STORE  
C/O ENGIE MS 145  
P.O. BOX 1498  
VICTORVILLE, CA 92393-1498

Service Address: 6521 Las Vegas Blvd S, Las Vegas, NV 89119

DUPLICATE

Page 1 of 4

**\$289.26** PAST DUE AFTER  
AMOUNT DUE 02/18/2025

ACCOUNT 5561

Billing From 12/13/2024 - 12/22/2024

Date Mailed 02/10/2025

Your Local Office Is:

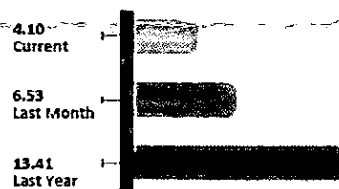
1631 W Craig Rd Suite 2, No Las Vegas, NV 89032

Customer Solutions/Soluciones al Cliente

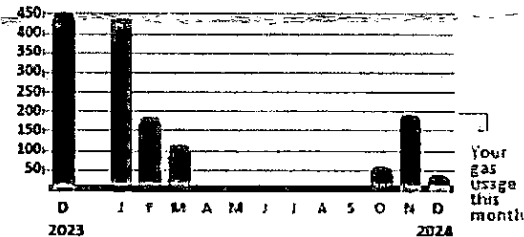
Toll Free/Llamada Gratis 877-860-6020

Hearing Impaired: 711

## DAILY AVERAGE USAGE (THERMS)



## MONTHLY USAGE (THERMS)



## IMPORTANT MESSAGES

## Final Closing Bill

We are pleased to confirm that has established a good credit record with Southwest Gas Corporation for one year or more.

This information may be used as a credit reference.

## GET TEXT UPDATES

In the rare case that your natural gas service is interrupted, Southwest Gas can send you a text message to keep you informed. Opt-in at [swgas.com](http://swgas.com) through MyAccount or via the Southwest Gas mobile app.



## SUSPECT A NATURAL GAS LEAK?



Don't turn engines or equipment on or off. Leave the area immediately and from a safe place call 911 & Southwest Gas at 877-860-6020

Learn what to do — and what not to do — if you suspect a leak at [swgas.com/safety](http://swgas.com/safety).

REMIT WITH PAYMENT

**SOUTHWEST GAS**

PO Box 98890  
Las Vegas, Nevada 89193-8890  
(NOT FOR PAYMENTS)

THE CONTAINER STORE  
C/O ENGIE MS 145  
P.O. BOX 1498  
VICTORVILLE, CA 92393-1498

**\$289.26** PAST DUE AFTER  
AMOUNT DUE 02/18/2025

ACCOUNT 5561

SEND PAYMENTS TO:  
SOUTHWEST GAS  
PO Box 24531  
Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.



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SEE REVERSE SIDE FOR IMPORTANT DETAILS

020000198583 927.0 12/2019

## NOTICE TO SOUTHWEST GAS CORPORATION (SWG) NEVADA CUSTOMERS

**CUSTOMER QUESTIONS OR ASSISTANCE NEEDED?** Visit [www.swgas.com](http://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 and Delivery** - These charges recover the costs of operating the natural gas distribution system.

**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.

**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.

**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** - In case of an emergency or if you smell natural gas, call SWG at 1-877-860-6020, or dial 911. Emergency service is also available by calling: Southern Nevada (including Bullhead, Las Vegas, Laughlin, and Needles) 1-800-447-5422 or Northern Nevada 1-800-772-4555.

**Gas Cost** - This charge recovers the cost of natural gas purchased by SWG on behalf of its customers.

**Infrastructure Expansion (IE) Rate** - The rate established for the purpose of providing natural gas service to unserved or underserved areas in the state pursuant to Nevada Revised Statutes 704.3923.

**Notice to Employers** - Request a Safety Data Sheet (SDS) for odorized natural gas by calling Energy Services at 1-800-654-2765 or visiting [www.swgas.com/safety](http://www.swgas.com/safety). 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 Rates and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at [www.swgas.com](http://www.swgas.com). The address and telephone number of the office that serves you are printed on the front of this bill (top).

**Renewable Energy Program (REP) Rate** - The REP Rate recovers the cost of SWG's participation in the Solar Thermal Demonstration Program. For more information visit [www.swgas.com/nvsolar](http://www.swgas.com/nvsolar).

**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 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.

**Universal Energy Charge** - Nevada law requires SWG to include a "Universal Energy Charge" (UEC) on customer's monthly gas bills. The money collected from this charge is used for programs to assist eligible households in paying for natural gas and electricity and for programs of energy conservation, weatherization and energy efficiency.

Should you believe you have been billed incorrectly, please contact SWG at our toll-free number (toll-free) 1-877-860-6020. If you thereafter wish to dispute this bill, you should submit your dispute in writing to the Public Utilities Commission of Nevada (PUCN) at Capital Plaza, 1150 E. William Street, Carson City, Nevada 897013109, or 9075 West Diablo Drive, Suite 250, Las Vegas, Nevada 89148. The PUCN Consumer Division offices may also be reached by telephone at the following phone numbers: Las Vegas (702) 486-2600, Carson City (775) 684-6100, or visit [puc.nv.gov](http://puc.nv.gov). The amount of this bill must be paid to prevent discontinuance of service; however, your payment to SWG may be made under protest if you so desire.

**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](http://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.

----- RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS -----



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☐ If address changed, please check the box and provide new address below.

## WAYS TO PAY



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

## MOBILE APP



Download  
Application

## PHONE



877-860-6020  
PRESS 2

## MAIL



PO Box 24531  
Oakland, CA 94623-1531

## OVERNIGHT/ EXPRESS SHIP



FS  
attn: Southwest Gas Lockbox  
501 Canal Blvd, Suite E  
Richmond, CA 94804

## PAY LOCATIONS



[myaccount.swgas.com](http://myaccount.swgas.com)  
payment

## DUPLICATE

Page 3 of 4

## PREVIOUS BILL:

Previous Balance	156.56	
Payment(s) Since Last Bill - Thank You	0.00	
Reversed Incoming payment	221.50	
Billing Adjustment (JAN 2025)	156.56CR	
Balance Forward		\$221.50

<b>\$289.26</b>	PAST DUE AFTER
AMOUNT DUE	02/18/2025

ACCOUNT 561RATE SCHEDULE:  
SG-G1 GENERAL SERVICE-1

## CURRENT BILLING: 10 DAYS

	Current		Previous		Billing Factor		Total Therms
METER READING	Dec 22	-	Dec 13				
	12965	-	12923	=	42 x 0.9776	=	41

Cycle 06

## CHARGES

## COST

Delivery Charge	41 Therms X 0.307100	=	12.59
Gas Cost	Total Therms X 0.633100	=	25.96
Basic Service Charge			25.80
IE Rate	Total Therms X 0.001260	=	0.05
Local Taxes			3.22
Universal Energy Charge			0.14
Current Bill			\$67.76
Balance Forward			\$221.50
Amount Due			\$289.26

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AND SAVE MONEY

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<https://eVue-SWG2.fisglobal.com/swg/images/inserts/20250205.pdf>