

Exhibit A

SOUTHWEST GAS ENERGY SHARE PROGRAM SUMMARY

CAN PAY	Southwest Gas utility bills and/or emergency repairs to or replacement of certain natural gas equipment for income qualified customers in crisis situations.
MAXIMUM GRANT AMOUNT:	<p>Maximum annual Energy Share assistance available for payment of natural gas bill is \$400 (excluding assistance received through other programs). Payment may include current, past due amounts, late charges, deposits, reestablishment fees and/or other related costs or fees. Assistance may exceed the total amount currently owing on the account, with any resulting credits carried forward against future account charges. Security deposit payments will be made in the name of the customer of record.</p> <p>Maximum annual Energy Share assistance available for natural gas equipment or appliance repair or replacement is \$2,000 (excluding assistance received through other programs). Replacement of natural gas equipment or appliances shall be limited to instances where repair costs exceed replacement costs, or when the equipment or appliance is found to be inoperable with repairs.</p>
SERVICE CODES:	UTA /UDE
PROGRAM YEAR	A household may be assisted only once in a 12-month period.
ELIGIBILITY CRITERIA	<p>Verified Southwest Gas account holder and/or household member.</p> <p>Households must be at or below 150% of the federal poverty guidelines. All income (within the past 30 days, including the date of application) must be verified.</p> <p>For gas utility bill assistance, verified financial crisis or unexpected financial difficulty or hardship preventing payment of gas utility bill.</p> <p>For emergency repairs and/or replacement of eligible natural gas equipment or appliances, (1) a condition that endangers the health and safety of household members; (2) proof of ownership of appliance or equipment.</p>

CRISIS REASONS:

1. Loss or reduction in household income
2. Loss, reduction, or delay in receipt of public benefits or assistance to the household
3. Unexpected or unplanned expense causing lack of financial resources, including a required repair/replacement of eligible natural gas equipment or appliances

CLIENT FILE MUST CONTAIN:

1. Southwest Gas Customer household information, including, without limitation: name, address, phone number, Southwest Gas account number, number of persons in household, household income verification
2. Application for Benefits
3. Most recent Southwest Gas bill.
4. Income verification for the most recent 30 days including application date.
5. Documentation of financial difficulty, crisis, or hardship.
6. Amount of utility bill assistance awarded to customer household.
7. Amount of customer assistance disbursed for repair or replacement of natural gas equipment or appliances.
8. Client statement indicating in writing that repairs or replacements have been made and/or completed.

ASSISTANCE ALLOCATION:

At least ninety percent (90%) of your Direct Services allocation shall be designated for the payment of natural gas bills, including past due amounts, late charges, deposits, reestablishment fees and/or other related costs or fees.

Up to ten percent (10%) of your allocation shall be designated for payment of natural gas equipment or appliance repair or replacement of eligible natural gas appliances, such as gas water heaters, gas furnaces, gas cooking stoves and gas dryers.