

Exhibit C

SOUTHWEST GAS LOW INCOME BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY	Southwest Gas utility bills (including deposits) for income-qualified customers in crisis situations.
MAXIMUM GRANT AMOUNT:	<p>\$400.00 for current and past due amounts. The customer may receive a credit if, in the case manager's discretion, the customer would benefit from such a credit to their account. This in no way implies that every customer would be eligible for and/or receive the full amount available or a credit on the account, only when circumstances warrant.</p> <p>This is intended to provide customers with increased assistance, as necessary, and may include assisting customers who have historically disconnected their gas in the summer, only to have a reconnection fee in the fall they might have trouble paying. By crediting them in the spring/summer months, this can allow them to avoid such fees.</p> <p>Twenty-five percent (25%) of your total allocation is allowed for deposits. For example, if your agency receives \$6,000 you are allowed to use only \$1,500 for deposits and the rest (\$4,500) on utility usage.</p>
SERVICE CODES:	UTA /UDE
PROGRAM YEAR	A household may be assisted only once in a 12-month period.
ELIGIBILITY CRITERIA	<p>Client must have the Southwest Gas account in their name or apply for assistance by named proxy.</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>
CRISIS REASONS:	<ol style="list-style-type: none">1. Sudden loss of income2. Unexpected expense3. Health and safety
RECORD KEEPING:	<ol style="list-style-type: none">1. Household information (including number in household)2. Most recent Southwest Gas bill.3. Income verification for the most recent 30 days including application date.4. Explanation (only) of crisis documented on the application5. Identify if amount granted is for deposit or utility usage.