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SOUTHWEST GAS CORPORATION

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March 30, 2016

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007-2996

Re: **Docket No. G-01551A-10-0458, Decision No. 72723**

In compliance with Decision No. 72723, Southwest Gas Corporation submits an original and thirteen copies of its ninth Customer Communication Improvement Report.

If you have any questions or require additional information, please contact me at 602-395-4058.

Respectfully submitted,


Matthew D. Derr

Regulatory Manager/Arizona

Cc: Barbara Keene, ACC Utilities Division

Arizona Corporation Commission
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Southwest Gas Corporation

Customer Communication Improvement Report

March 30, 2016

Introduction

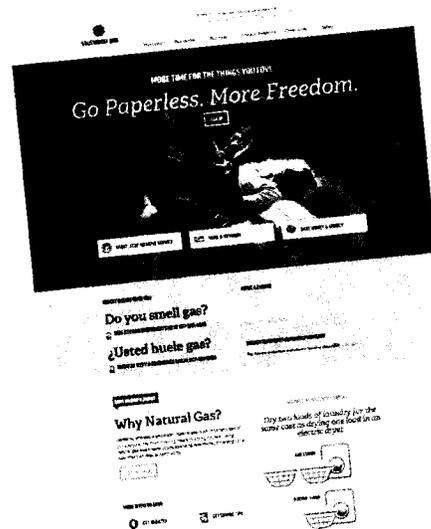
In compliance with Decision No. 72723 (Docket No. G-01551A-10-0458), Southwest Gas Corporation (“Southwest Gas” or “Company”) hereby submits its ninth Customer Communication Improvement Report (“Report”) to highlight the Company’s progress in enhancing customer communication. The goal of the initiatives identified in this Report, and past reports, is for Southwest Gas to communicate more effectively and immediately with its customers.

This Report provides an update on the Company’s ongoing commitment to communicate with its customers utilizing different communication methods. Southwest Gas continues to investigate additional opportunities to enhance its customer communication.

Website Redesign

In December 2015, Southwest Gas unveiled a new website designed to improve the customer online experience. In addition to an updated look and feel, the site (www.swgas.com) offers enhanced functionality and a cohesive online experience. The redesigned website allows the Company to meet current customer online expectations as well as future demands for increased digital services.

The redesigned website offers a responsive design for a wide variety of mobile devices (smartphones, tablets, laptops, etc.) to meet customers’ ever-increasing demand for digital customer service options. Further, to better serve Spanish-speaking customers, frequently visited pages of the website are translated into Spanish.



Safety

The redesign of the Company's website provided the opportunity to develop a more robust section dedicated to educating the public about natural gas safety. The site's safety pages offers resources like downloadable brochures, videos, and radio spots.

YouTube Videos

In recent months, Southwest Gas has made a concerted effort to create more video content to reach a wider audience. These videos are available on our website as well as the Company's YouTube channel. These videos are also shared on the Company's social media pages and used in online advertisements.

Conclusion

Southwest Gas is committed to effectively communicating with its customers. In its effort to enhance communications with its customers, Southwest Gas will continue to identify and research new and improved communication tools and strategies. The Company will continue to update the Commission on the progress of these efforts in future reports.

