



Larry Rago <larry



Status Update - Rebate Application 00005800104

FILED

Larry Rago <larryrago@gmail.com>
To: rebates@swgas.com

Sun, Mar 15, 2026 at 11:24 AM
04:59 PM

C2606031

Hi,
I am the homeowner of the address:

[REDACTED]

My account with Southwest Gas is ACCOUNT 910000174137

I am following up check on a rebate I submitted for a tankless water heater installed in my home with the above Rebate Application number. I submitted it at the end of February and it still shows PENDING and I wanted to reach out to see if there was anything further needed from me and what the timeline for processing might be. I have attached the packet I submitted along with the application for your convenience.

Thank you for verifying you have what you need from me and for any estimate as to how loong the process takes. Feel free to reach out anytime should there be any questions

Sincerely,
Larry Rago Word

[REDACTED]



Tankless Water Heater Invoice Receipt and Pics 2-4-26 (1).pdf
17529K



Larry Rago <larryrago@gmail.com>

Please Issue my Rebate or Provide Update - Application# 00005800104

Larry Rago <larryrago@gmail.com>
To: rebates@swgas.com

Mon, Mar 30, 2026 at 4:13 PM

Hi,

I wanted to inquire about the status of my \$225 rebate application. It seems it has been sitting in "PENDING" status for about a month and I am wondering if you are missing any information or if there was anything holding it up? I have attached a screengrab that has my account info and what it shows when I log in... stuck in PENDING. Why pending, it is complete, at least from my perspective, except you have not rendered payment.

Please let me know if I can be of any assistance or if you have any questions or if there is any deficiency to the application. I can be reached on the number below

Larry [REDACTED]

2026-03-30_16h10_47.jpg
103K



A. R. JOENS PLUMBING

24/7 Phone (909) 496-6324

ADAM JOENS -- LICENSE #1005599

P O BOX 530, Big Bear City, CA, 92314

arjonesplumbing@gmail.com https://www.arjoensplumbing.com

WORK ESTIMATE - INVOICE - RECEIPT

To:
LARRY WORD

Event date(s)

02/04/2026

#2026-0018

Description/Quantity	Unit Price	Amount
REMOVAL & HAULAWAY OF ONE (1) WATER HEATER (Location Garage)	included	included
Purchase & Delivery of One (1) Tankless Water Heater:	included	included
One (1) Navien NPE-240S2NG 199k BTU, Natural Gas, Condensing	included	included
Installation and High Altitude Setup of One (1) Tankless Water Heater:	\$3,600	\$3,600
One (1) Navien NPE-240S2NG 199k BTU, Natural Gas, Condensing	included	included
High Efficiency Tankless Water Heater	included	included
<i>PAID \$2100 Deposit 2/2/26</i>		
<i>Install and work completed on 2/4/26</i>		
<i>Received \$1500 on 2/4/26</i>		
<i>PAID IN FULL 2/4/26 AR Joens</i>		



Subtotal	\$3,600
Less Deposit	\$2,100
Balance Due	\$1,500

Serving Big Bear Lake, Big Bear City, and nearby mountain communities since 2014



United Plumbing and Fire Supply

Navien NPE240S2NG High Efficiency Tankless Water Heater

4.9 ★★★★★ (13 user reviews)



NAVIENT

Navien NPE-240S2 Tankless Water Heater – 199K BTU, Natural Gas, Condensing



This unit has been
Converted to High Altitude /
Cet appareil a été converti au Haute altitude

Orifice Size / Injecteur:

Min. 5.05 mm to Max. 7.75 mm

Inlet Gas Pressure / Pression d'entrée du gaz:

Min. 3.5 to Max. 10.5 inches WC

Manifold Gas Pressure /

Pression à la tubulure d'alimentation:

Min. -0.03 to Max. -0.96 inches WC

BTU Input / Débit calorifique:

Max. 199,900 - Min. 13,300 BTU/h

Conversion Kit No. : NAC-NH240

This unit was converted on

4 (day) 2 (month) 26 (year)

to _____ gas with Kit No. _____

by

AR
JOE

(name and address of _____ taking the
conversion, who _____ to the
correctness of this conversion)





Larry Rago <larryrago@gmail.com>

RE: EXTERNAL: Please Issue my Rebate or Provide Update - Application# 00005800104

4 messages

SW Gas Rebates <swgasrebates@resource-innovations.com>

Tue, Apr 7, 2026 at 9:52 AM

To: "larryrago@gmail.com" <larryrago@gmail.com>

Hello Larry,

I am happy to assist you with an update.

Currently your application and documentation are being reviewed. This process is usually around 6-8 weeks from the date your completed application is received. You will continue to receive email updates regarding the status and be able to view updated status via the online portal.

Please let me know if you have any questions or if there is anything else I can assist you with. Have a great day!

Thank you,

Rebate Processing Center
Southwest Gas Energy Efficiency Programs
2223 S Highland Dr. #E6-333
Salt Lake City, Utah 84106
Email: rebates@swgas.com
Phone: 1.855.743.1603
Fax: 1.866.308.8956

From: Larry Rago <larryrago@gmail.com>

Sent: Monday, March 30, 2026 4:13:32 PM (UTC-08:00) Pacific Time (US & Canada)

To: Rebates <Rebates@swgas.com>

Subject: EXTERNAL: Please Issue my Rebate or Provide Update - Application# 00005800104

[WARNING] This message originated outside of Southwest Gas. **DO NOT CLICK** links or attachments unless you recognize the sender and know the content is safe.

Hi,

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Please let me know if I can be of any assistance or if you have any questions or if there is any deficiency to the application. I can be reached on the number below

Larry 

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Larry Rago <larryrago@gmail.com>
To: SW Gas Rebates <swgasrebates@resource-innovations.com>

Tue, Apr 7, 2026 at 9:54 AM

Awesome, thank you for the update. It originally stated on the status that "QUALITY ASSURANCE NEEDED" and then it switched to "ACTIVE PENDING" so I just wanted to be proactive to ensure nothing was missing or further required on my end. It sounds like this is normal the current wait time. Reach out if I can be of any assistance.

Larry

[Quoted text hidden]

Larry Rago <larryrago@gmail.com>
To: SW Gas Rebates <swgasrebates@resource-innovations.com>

Sat, May 30, 2026 at 11:00 PM

Hi,

Well I have certainly been patient here but you said to expect about 6 to 8 weeks to process my rebate #00005800104. I submitted a completed application for this rebate on Feb 28, 2026 and it still shows processing. This would now be 13 weeks that you have had my application without any updates. Is this normal? Is sonetgibg wrong?

Thank you for looking into it and any update you can provide.

Larry Word

[Quoted text hidden]

SW Gas Rebates <swgasrebates@resource-innovations.com>
To: Larry Rago <larryrago@gmail.com>

Mon, Jun 1, 2026 at 1:01 PM

Good afternoon Larry Rago,

Thank you for your inquiry. Due to a pending decision by the California Public Utilities Commission (CPUC), your rebate application has been placed on a waitlist. We will notify you as soon as a final decision is made.

Best Regards,

Rebate Processing Center

Southwest Gas Energy Efficiency Programs

2223 S Highland Dr. #E6-333

Salt Lake City, Utah 84106

Email: rebates@swgas.com

Phone: 1.855.743.1603

From: Larry Rago <larryrago@gmail.com>

Sent: Sunday, May 31, 2026 2:01 AM

To: SW Gas Rebates <swgasrebates@resource-innovations.com>

Subject: Re: EXTERNAL: Please Issue my Rebate or Provide Update - Application# 00005800104

You don't often get email from larryrago@gmail.com. [Learn why this is important](#)

This message is from an external sender.

[Quoted text hidden]



Contact Us

Translate



CALIFORNIA

Public Utilities Commission

**You have successfully filed a
complaint! Here is the
confirmation number 229743**

Once your complaint has been reviewed, a
complaint number will be provided to you.

Contact Us

California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Ave.

San Francisco, CA 94102-3298

**Call us toll-free, Monday – Friday, 9
a.m. to 3 p.m. at 1-800-649-7570 Fax us**



MAIL

View Dashboard

Expected Today

1 item(s)

PUBLIC UTILITIES COMMISSION

STATE OF CALIFORNIA ■ 505 VAN NESS AVENUE
■ SAN FRANCISCO CALIFORNIA ■ 94102-3298

JUN 16 011, 2020

Larry Word

[Redacted]

FIRST-CLASS



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Customer LARRY WORD

Program name	CALIFORNIA RESIDENTIAL REBATES

Application Number
00005823306

Status
Cancelled - Aborted

Site

Created
Mar 15, 2026, 11:12:20 AM PDT

Last Updated
May 7, 2026, 3:08:12 PM PDT

Customer LARRY WORD

Program name
CALIFORNIA RESIDENTIAL REBATES

Application Number
00005800104

Status
In Progress - Pending



Product	Model	Capacity	Energy Factor	First-Cost	Life-Cost	Payback
Tankless Water Heater	Model 1	50 GPD	0.95	\$1,200	\$1,800	1.5 years
Tankless Water Heater	Model 2	40 GPD	0.92	\$1,000	\$1,600	1.3 years
Tankless Water Heater	Model 3	30 GPD	0.90	\$800	\$1,400	1.2 years
Tankless Water Heater	Model 4	20 GPD	0.88	\$600	\$1,200	1.1 years
Tankless Water Heater	Model 5	10 GPD	0.85	\$400	\$1,000	1.0 years
Tankless Water Heater	Model 6	5 GPD	0.82	\$200	\$800	0.9 years

Site

Created
Feb 6, 2026, 5:36:20 PM PST

Last Updated
Mar 4, 2026, 8:12:39 AM PST

