



Utility Bill Assistance

Help for those who need it the most.

ENERGY ASSISTANCE

Cold winter weather can mean an increase in your home heating costs and higher heating bills can put a strain on your monthly budget. There is help available for qualified low-income customers through a variety of federal and state programs as well as Sierra Pacific Power's own Special Assistance Fund for Energy, or SAFE program.

California Alternative Rates for Energy (CARE) for Permanent Primary Residential Customers

This program allows qualified low-income residential customers to receive a discount on their electric bills. If you qualify for Universal Lifeline Telephone Service, you may also qualify for a discount on your electric bill. To apply for

CARE contact the Department of Community Services and Development at (866) 675-6627.

Home Energy Assistance Program (HEAP or LIHEAP)

The Home Energy Assistance Program (HEAP) provides an annual energy bill payment on behalf of the eligible applicant. Contact the Department of Community Services and Development at (866) 675-6623 for more information.

Special Assistance Fund for Energy (SAFE)

The SAFE program provides qualified customers with help paying their utility bills. Over 20 independent agencies administer the SAFE program throughout Sierra Pacific Power's service area. Visit our website at nvenergy.com, or call the number on your bill for the SAFE agent nearest you. And remember there are no-cost and low-cost ways to weatherize your home to keep your heating costs down this winter.

For more information, visit nvenergy.com/assistance or call (800) 962-0399 for a free brochure.



Conservation Corner

LOOKS FUNNY, SAVES MONEY

When you replace a regular incandescent bulb with a compact fluorescent lamp (CFL) you'll save money all year long. Here's the math: A 60-watt incandescent bulb that is on four hours a day costs you about \$10 a year. When you replace the incandescent bulb with a CFL it's like you put \$7.50 back in your pocket. That's significant, especially if you consider the number of incandescent bulbs in use more than four hours a day at your home or business.

Energy Star®

When it comes to energy saving appliances, a new ENERGY STAR qualified model washing machine could save you around \$63 per year as compared to a less efficient model. And if you are in the market for a gas water heater, an ENERGY STAR model will save about \$46 per year.



SAFETY

HOLIDAY LIGHTING SAFETY

If you plan on installing holiday lighting this year, remember to stay safe. The amount of electricity necessary to light a single 7.5 watt holiday light bulb can stop your heart.

Do not string more than three sets of lights together (end to end) as they can heat up, melt, or start a fire. Always follow the manufacturer's instructions.

- Use outdoor-rated lights and extension cords when using lights outdoors.
- Do not expose extension cord plugs to water from sprinklers.
- Use multiple ground fault circuit interrupter (GFCI) protected outlets for powering outdoor lights to avoid overloading one circuit in your home.
- Always unplug your lights before you change a defective or broken bulb and never use an aluminum ladder, as the risk of electric shock is greater.



A SPECIAL SERVICE FOR SECOND HOME OWNERS

Zero Estimated Billing

If you own a second home that will be vacant for the season, please call us at the Sierra Pacific Power telephone number listed on the front of your bill. We may be able to offer you a special billing arrangement.

During severe winter weather or in areas inaccessible during the winter months, our meter readers are unable to reach your home to read the electric meter. As a result, you receive estimated bills.

Our computers are programmed to estimate bills based on the amount of energy you used during the same billing period last year or during the previous month, whichever is higher. You are expected to pay the estimated bill even though it may be higher or lower than if the actual energy use was known.

When we read the meter, your bill is adjusted so that you pay for exactly the amount of energy used at the home. Assuming the actual use is less than the estimates, you will receive a credit on your billing statement after the meter is read. If actual use is greater you are responsible for paying the difference.

We are offering you two choices. If you would like to be billed at zero energy use until we can read your meter, you will continue to receive a bill for the basic minimum service charge.

This also means that you will agree to be responsible for energy that is used at that residence. For example, some energy may be used to keep pipes from freezing; you will be responsible for paying any balance due.

You can continue to be billed as in the past or you may choose the Zero Estimated Bill. If you chose the zero estimation option, act today so that we can process your request as soon as possible.



Business Offices

Lake Tahoe, Portola & Loyalton: (800) 782-2506

All Other California Locations: (800) 962-4167



Sierra Pacific™
sierrapacific.com

Our offices will be closed on Thursday, Dec. 25 and Thursday, Jan. 1, to observe Christmas and New Year's Day