

Customer Service Phone List

Reno-Sparks Area	(775) 834-4444
	or (800) 962-0399
Para Servicio en Español	(775) 834-4700
	or (800) 962-0399
TDD/TTY (Hearing Impaired)	(800) 552-6258
BillMatrix	(800) 809-1013

(Credit Card, Debit Card or Check-by-Phone payments for a processing fee)

Business Office Numbers - Refer to Front of Bill.

Pay online at NVEnergy.com

Rules and Regulations

Rules, Regulations and Rate Schedules are available for public inspection in each company office. Regular bills for service are rendered on a monthly basis and are **DUE AND PAYABLE ON RECEIPT**. NV Energy customers may make bill payments online at NVEnergy.com/ or at any authorized Shop & Pay location at no charge. Shop & Pay service is available at participating supermarkets, drug stores, and other retail establishments throughout our service territory. **Payments made at Shop & Pay locations must be received on or before the due date to avoid late charges.** Your payment will be posted on the same day. For the Shop & Pay location nearest you, visit our website at NVEnergy.com. Payment can also be made by calling BillMatrix at (800) 809-1013, or mailed to P.O. Box 30065, Reno, Nevada 89520. Current charges become **PAST DUE** 15 days after the regular bill is mailed. A termination-of-service notice may be issued if payment has not been received within four working days after the Past Due Date. If payment is late a 1 percent late charge shall be assessed. We may require a customer to pay a security deposit. Any security deposit, plus interest, will be refunded after 12 months of service with satisfactory credit, less the amount of unpaid balances. If you wish to dispute any bill, charge or service, NV Energy will promptly investigate the matter. However, to avoid termination of service, all charges must be paid during the investigation period. If you are not satisfied with our final decision, you may contact the Public Utilities Commission at (775) 684-6100 or toll free at (800) 992-0900 or you may visit their offices at 1150 East William Street, Carson City, Nevada 89701.

Right of Access and Bill Estimation

At all reasonable times we have the right of access to a customer's premises for any purpose normally connected with the furnishing of utility services. We will read the meter on the scheduled date printed on the face of the bill. Customers can help ensure an accurate read by making sure the meter is accessible. Arrangements or instruc-

tions regarding locked gates can be made with our meter reading staff. Please call us to let us know about unusual or hazardous conditions, or to make access arrangements. If we are unable to read a customer's meter on the scheduled date because of circumstances beyond our control, the company shall bill the customer based upon estimated usage for that billing period. Our authorized representatives carry a company photo identification card. Please don't hesitate to ask for I.D. before admitting an employee on your premises. If there is any doubt, please contact NV Energy at its toll free number (800) 962-0399.

Charges and Taxes

Basic Service Charge: A flat fee that partially reimburses the Utility for its fixed administrative costs such as meter reading, billing data processing and postage.

Deferred Energy Adjustment: A rate adjustment mechanism that reimburses the Utility for electricity and gas purchased on behalf of their customers.

Demand Charge: A charge for amount of demand or service requested. This charge is based on the amount of electricity drawn at peak use during the billing period.

Electric Consumption: The charge for the amount of electricity consumed during the billing period.

Gas Consumption: The charge for natural gas consumed during the billing period. This is calculated based upon the amount of energy contained in the gas delivered.

Local Government Fee: Fee imposed by a local government, consisting of any business license fee, gross receipts or similar tax, collected by the Utility for doing business in its jurisdiction. The fee is based upon the total amount of monthly billing excluding the UEC charge.

Renewable Energy Program (REPR): A charge combining costs for wind, hydro and solar rebate programs for consumers. The solar program was formerly recovered through the company's DEEA rate. The other programs are new and authorized by the Nevada Legislature.

Temp. Green Power Financing (TRED): A temporary charge to foster the development of new alternative energy projects in Nevada.

Universal Energy Charge: A mandated fee that provides money to fund the State of Nevada energy assistance and conservation programs.

Washoe Co. Undergrounding Surcharge: A fee ordered by the Public Utilities Commission of Nevada to collect incremental costs to place electric transmission lines underground, as required by the Washoe County Board of Commissioners.

Request for Discontinuance or Continuance of Service

A five-day notice is necessary to discontinue a customer's service. Customers will be charged for each connection or reconnection on the first bill following that service.

If there is a permanent resident living in your home that is seriously ill, disabled, or 62 years of age or older, please contact our Customer Service Department at the number on the front of your bill to update your account information.

Residential Customers may elect to designate a third party (agency or individual) to receive a copy, by first class mail, of termination-of-service notices.

If You Have Trouble Paying this Bill

If you have trouble paying this bill, please contact us at the telephone number shown on the front of your bill. We may be able to make payment arrangements with you depending upon a number of factors including your past payment record with us. All future bills are due upon receipt and are not considered as part of the payment agreement. Unless the Utility otherwise agrees you may not initiate this program for a payment agreement more than once during any 11-month period.

When You Pay by Check

When you send in a check to make your payment, you authorize the utility to initiate an electronic debit from your bank account. Your check will not be returned and funds may be withdrawn the same day the utility receives payment. If you would like your bank to receive a copy of the original check in place of a cancelled check, please call (866) 902-2987.

Nevada Energy Connection - To find out if you qualify for help paying your energy bill or making your home more energy efficient, contact the Nevada State Welfare Division, 1470 E. College Parkway, Carson City, NV 89706. Phone: (775) 684-0730 or (866) 846-2009, or you may download an application from dwss.nv.gov.

S.A.F.E. (Special Assistance Fund for Energy) is a program designed to help families in need of emergency energy assistance. Please contact your local business office to find out if you qualify and where to apply for funds in your community.

Return this portion of your payment to: NV Energy, Reno-Sparks, P.O. Box 10100, Reno, NV 89520-0024

If you have questions, call (775) 834-4444, 7:30 a.m. - 5:30 p.m., Monday - Friday

Toll Free: (800) 962-0399

Emergenices: (775) 834-4100