

If you have difficulty making a payment, contact us at the telephone number shown on your bill. We may be able to make payment arrangements with you depending upon a number of factors, including your past credit history.

If anyone residing at this address is either disabled or 62 years of age or older, please contact the telephone number shown on your bill so we can update your account information.

Another payment option for residential customers is an equal payment plan. We'll take your average power usage and divide it into equal monthly payments. So you'll know in advance what your bill will be each month. Call (702) 402-5555.

Visit
NVEnergy.com
for details about various
payment options,
energy conservation and
energy assistance programs.



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Nevada Power d/b/a NV Energy Power Content Label

Sources of Energy

Annually, Nevada Power, d/b/a NV Energy, generates approximately 67 percent of the electricity needed to supply our customers. The balance of power used to serve our customers is purchased from the "grid," a transmission network connected to various generating facilities in the Western United States. Electricity, when purchased in this way cannot be labeled as coming from any one particular source. The following table represents our average fuel mix from both our own generation and the power purchased to serve you.

| ENERGY SOURCE | MEGAWATT HOURS | % OF TOTAL |
|---------------|-------------------|----------------|
| Coal | 5,783,037 | 27.16% |
| Natural Gas | 13,612,575 | 63.93% |
| Oil | 2,259 | 0.01% |
| Hydroelectric | 1,204,708 | 5.66% |
| Geothermal | 160,128 | 0.75% |
| Solar | 73,043 | 0.34% |
| Nuclear | 362,131 | 1.70% |
| Wind | 53,077 | 0.25% |
| Biofuel | 31,621 | 0.15% |
| Biomass | 9,411 | 0.04% |
| Other | 1,882 | 0.01% |
| Total | 21,293,872 | 100.00% |

Emissions of Energy Sources

At NV Energy we care about the environment, just like you. Therefore, we continuously strive to operate all our facilities at less than permitted emission limits approved by the regulatory authorities (U.S. Environmental Protection Agency, Nevada Division of Environmental Protection and Clark County Department of Air Quality Management.) The provided emissions data is derived from actual NV Energy reported emissions and regional averages to account for purchased power.

| SPECIFIC EMISSION TYPE | POUNDS PER MEGAWATT-HOUR |
|------------------------------|--------------------------|
| High-level Radioactive Waste | n/a |
| Sulfur Dioxide | 2.01 |
| Carbon Dioxide | 1,185.71 |
| Carbon Monoxide | 0.06 |
| Particulate Matter | 0.05 |
| Volatile Organic Compounds | 0.01 |
| Oxides of Nitrogen | 1.17 |
| Heavy Metals | <0.01 |

*Above tables calculated in compliance with Nevada Administrative Code, NAC704.2785.

Energy Conservation

Making your home more energy efficient can help reduce high energy bills while improving your level of comfort. NV Energy offers a number of programs and services designed to help our customers save electricity and money.

Programs include cash rebates for high efficiency air conditioners, RenewableGenerations, pool pumps, ENERGY STAR manufactured homes, free weatherization for income-qualifying residents, free programmable thermostats, online energy self-audits, free home energy consultation, energy efficient lighting, refrigerator recycling, and educational programs.

Visit energystar.gov for energy efficiency tax credit information.

Tips for Recycling and Disposing Electronic Waste

Did you know that your energy efficient Compact Fluorescent Lamps (CFLs) and electronic waste such as computers, televisions, VCRs, DVD players could contain materials potentially hazardous to the environment? Electronic waste is one of the fastest growing segments of our nation's waste stream; however, the good news is that many of these products can be reused, refurbished, or recycled.

CFLs can be recycled for free at any Home Depot store throughout the United States. The stores maintain drop off bins at the customer service desk at each location.

Since many electronic wastes can be reused or refurbished, they can be donated to select organizations or can be given to stores that refurbish electronics. If your electronics cannot

be refurbished or reused, then they should be recycled and your local waste service company can provide further information regarding the safe handling of these materials.

The following website links also provide information about electronic recycling and offer some options right here in our state:

www.electronicstakeback.com/recycling/recyclers_chart.htm#NVsources

<http://nevadarecycles.gov/>

Further information is also provided at epa.gov/ecycling.

Energy Assistance Sources

The **Energy Assistance Program (EAP)** can help low-income customers pay their energy bills and/or weatherize their homes. To qualify, you must be a residential customer and meet certain income guidelines.

To find out if you qualify or for more information about the Energy Assistance Program call (702) 486-1404.

For Weatherization Assistance, call (775) 687-2037, or visit dwss.nv.gov.

In partnership with United Way of Southern Nevada, NV Energy funds Project REACH to help our "at-risk" customers in southern Nevada pay for their energy needs. Call (702) 402-5200 for details.