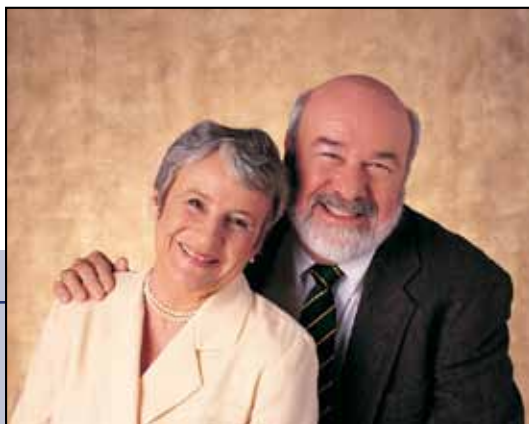


If you maintain a  
**SECOND HOME**  
you may have a situation  
that requires special  
handling, we want to  
provide you a special  
service ...



**ZERO  
ESTIMATED  
BILLING**



Zero Estimates, Billing S1A35  
P.O. Box 10100  
Reno, NV 89520

sppc/LVCG 2m 03/03

## A Plan for Second Home Owners

customer  
service



**ZERO  
ESTIMATED  
BILLING**



## ZERO ESTIMATED BILLING

Here is how you are ordinarily billed. 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 can 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're offering YOU an alternative to the usual estimated bill. When you complete, sign and mail in the attached agreement, you will be billed, only during the winter months, at zero energy use until we can read your meter. You will continue to receive a bill for the basic minimum monthly service charge.

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

You may have two choices. You can continue to be billed as in the past. Or, you may choose the ZERO ESTIMATED BILL. If you choose the zero estimation option, act today so we can process your request as soon as possible. Please return the form at the right with your payment or mail to the address listed at the end of this brochure.

### ZERO ESTIMATED BILLING SERVICE

Agreement with Sierra Pacific Power Company

I want to take advantage of the ZERO ESTIMATED BILLING OPTION.

I understand that my service has not been turned off and, therefore, I am responsible for energy used at the service address. Although I will continue to receive and pay for the minimum monthly Service Charge, I will receive a bill for exactly the amount of energy used whenever the meter is read.

(Please print clearly)

Account Number

Name

\*Service Address

Mailing Address

Phone Number (Weekdays between 8 a.m. and 5 p.m.)

Signature

\*If you have more than one residence to which this applies, please send in one form for each service address.

Mail to:

Sierra Pacific Power Company  
Zero Estimates, Billing S1A35  
P.O. Box 10100  
Reno, NV 89520



Sierra Pacific™