



The Future of Energy

It's right in our backyard.

Learn more at NVEnergy.com



Creating an Energy-Smart Future

You may have read about the 10,000 electric smart meters being deployed this year in southern Nevada. It is the first stage of our Advanced Service Delivery (ASD) project or as we call it, NV Energize. The project will be rolled out in phases with completion scheduled for December 2012.

The installation of digital meters, two-way communication equipment, and Smart Grid technology will help us expand our Customer Service and program choices. Through NV Energize, you will be able to view your daily energy usage. You can make choices that could immediately result in greater energy savings and lower your bills.

Learn more about the benefits of NV Energize at NVEnergize.com

NVENERGIZE

Creating an energy-smart future.

Our offices will be closed on Friday, December 24 and 31, in observance of Christmas Eve and New Year's Eve.

Green Cross Program

Aid for those on Life Support

If you or a household member relies on electrically operated medical equipment 24 hours a day, call the Customer Service number on your bill. A Customer Service Representative will enroll you in our Green Cross Program. Once registered, you will receive advance notification of scheduled electric outages for service maintenance. In the event of an unexpected power outage; we will take the steps necessary to restore power as quickly as possible.



See Ya Later Refrigerator

Your old refrigerator uses up to four times the electricity of a new one. So, why not recycle it? You could save up to \$140 a year on your utility bills. We'll even haul it away free of charge and give you a \$30 incentive. Plus, recycling that fridge will help reduce Nevada's carbon footprint, which means a lot of leftover clean air for our future.

**Call 1-877-289-8260 or visit
NVEnergy.com for a FREE pickup**



Free Services for You

MyAccount offers free online services to manage your energy account, pay your bills the fastest way possible and find ways to save.

- Complete a detailed energy audit online
- See 24 months of your previous energy usage
- Get conservation tips customized to your usage for home or business
- Compare your energy usage to other homes of the same size
- Pay your bills online immediately
- Check your account status and latest payments
- See new programs and incentives that can increase your savings

**Visit NVEnergy.com today and sign up
for MyAccount.**

Safe and Efficient for the Holidays

Enjoy a bright holiday season that's safe and energy efficient. Use light emitting diode (LED) lights on your tree or on the outside of your house. LED holiday lights cost more than traditional incandescent lights but they use a fraction of the energy and last longer. LEDs are nearly unbreakable and they always remain cool to the touch. Remember to use automatic timers to switch off lights to conserve energy.

Third Party Notifications

To help prevent disconnects due to misplaced or forgotten energy bills, NV Energy offers a third-party notification service. We notify the party you indicate (a friend, relative or agency) when your service may be in jeopardy because of an unpaid bill. Call customer service for assistance.

More Questions?

For more information visit:
NVEnergy.com

For Customer Service:
Northern Nevada
Call (775) 834-4444
or toll free (800) 962-0399
Para Español llame al
(775) 834-4700

Southern Nevada
Call (702) 402-5555
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(702) 402-5554

