

NOVEMBER 2011



**500,000
INSTALLED**



**Save Energy.
Save Money.**

**Use Smart Meter online tools
with MyAccount at nvenergy.com**

Connect with NV Energy



Energy-Smart Customers

As of last month, 500,000 smart meters had been installed in southern Nevada. A majority of customers with smart meters also now have access to online tools via MyAccount at nvenergy.com. These tools provide energy usage information that can help save energy and money. Take a quick tour of the NVEnergize tools at nvenergy.com.



NVENERGIZE

Creating an energy-smart future.

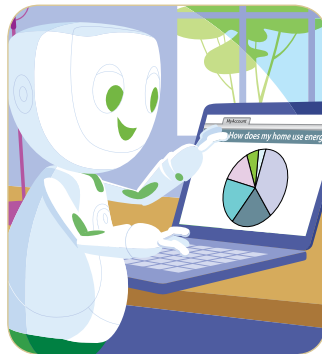
Energy You'll Save

Weather strip and caulk around all entrance doors and windows to limit air leaks that could account for 15 to 30 percent of heating and cooling energy requirements. Visit nvenergy.com for more free or low cost tips to save energy.



No Waiting

NV Energy offers its customers MyAccount, an online service that can save you time and money. Complete an energy audit, see new programs and incentives, learn about ways to save money and energy, pay your bill online, view 24 months of your previous energy usage, get conservation tips for your home or business and go paperless. It only takes a minute to register. Have your NV Energy bill ready to enter your account number. Follow the easy enrollment steps at nvenergy.com.



*As a reminder,
our offices will be closed on
November 11, 24 and 25
in observance of
Veterans Day and the
Thanksgiving holiday, and
on Monday, December 26 in
observance of Christmas Day.*

Senior and Disabled Customers

At NV Energy, we are concerned about our elderly and vulnerable customers. If there is a permanent resident living in your home who is seriously ill, disabled or age 62 or older, please call Customer Service in southern Nevada at 702.402.5555 or in northern Nevada at 775.834.4444 so we can update your account information.



At Your Convenience

You can make paying your bill a little easier. You can specify the day of the month you want to pay your energy bill. Just contact Customer Service and we'll take it from there. Select Your Due Date is one of the many payment options available from NV Energy.



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

Para Español llame al
702.402.5554

To Report an Outage

To report an outage outside of the Reno and Carson City area, call 800.962.0399
Reno and Carson City residents, call 775.834.4100

Southern Nevada

To report an outage, call
702.402.2900

Season for Sharing



As we begin the holiday season, let's keep safety as our top priority. Please remember to check each set of lights for broken or cracked sockets, frayed or bare wires, excessive kinking or wear. Use only lights that have been tested for safety from an independent testing laboratory. Use no more than three sets of lights per extension cord. Do not leave holiday lights on unattended.

For Our Neighbors in the North

NV Energy is concerned about your safety. If you think you smell natural gas (that rotten egg smell), don't ignore it. Evacuate the area and call NV Energy immediately at 775.834.4100 for a free inspection or call emergency personnel at 911.

