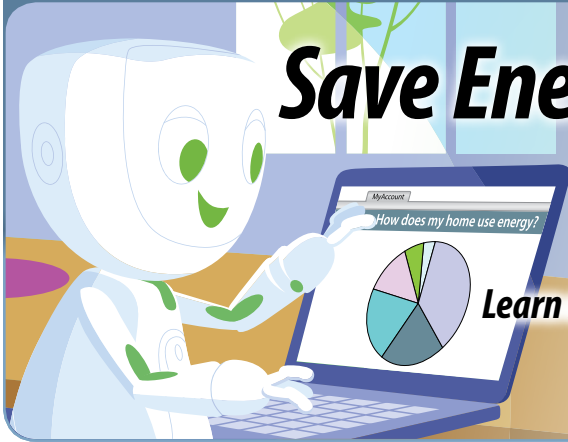




# Save Energy. Save Money.



**Find Energy Savings Throughout  
Your Business or Home.**

**Learn more with MyAccount at [nvenergy.com](http://nvenergy.com).**

Connect with NV Energy



## Just the Facts

You may recall in September 2010, NV Energy began the installation of smart meters in southern Nevada. More than 710,000 meters have now been installed as part of our NVEnergize program. Installation in northern Nevada began last month. Two sections on our website, frequently asked questions (FAQs) and Myths vs. Facts, provide additional information on the program. To learn more, please visit [nvenergy.com](http://nvenergy.com) or [NVEnergize.com](http://NVEnergize.com). Here are a few samples.

**Myth:** Smart meters track or monitor individual appliances.

**Fact:** Smart meters do not identify electrical devices in the home or record when they are operated. Smart meters only record total energy usage, as does an older, analog meter.

**Myth:** Smart meters are surveillance devices.

**Fact:** Smart meters do not monitor household activity. They only record total energy usage for the home or business. The truth is older, analog meters also record energy usage. The advantage of a smart meter is that customers will have insights into how they are using energy and make choices that could result in savings on their bill.

[Learn more about the benefits of NVEnergize at NVEnergize.com](http://NVEnergize.com)

# NVENERGIZE

Creating an energy-smart future.

**Our offices in southern Nevada will  
be closed on Monday, February 20  
in observance of Presidents' Day.**



## New Construction Plans

NV Energy wants to help commercial customers design and construct a more energy efficient building. The Sure Bet program provides cash incentives and technical assistance to help commercial customers improve energy efficiency and save money on utility bills. When you involve the program team early in the design process, you can qualify for higher incentives. Contact Sure Bet for more information at [surebet@nvenergy.com](mailto:surebet@nvenergy.com) and start saving today!

## Access to Our Meter

Your cooperation in providing safe access to our meter is appreciated. The operations and maintenance of this equipment is NV Energy's responsibility. While we may not visit your home every month to read the meter, ongoing access is necessary by our Trouble Response, Revenue Protection and Gas Operations personnel. While we access the meter, pets should be restrained or kept inside. Trees and shrubs that obscure the meter should be routinely trimmed. Also, locks should be removed from gates to allow access.

In northern Nevada, call 775.834.7309 or in southern Nevada, call 702.402.6165 to let us know about unusual or potentially hazardous conditions or to make access arrangements.



## Natural Gas Safety

### Buried Natural Gas Piping

In our northern Nevada service territory, NV Energy is responsible for maintaining natural gas equipment to the point of and including our meters. You should be aware that the natural gas piping between the meter and gas equipment in the home is the responsibility of the property owner.



Periodically, have the piping inspected since underground natural gas piping is often metallic and may corrode or leak if not properly installed or maintained. Don't forget to inspect the underground natural gas piping to a shop, pool heater or other living quarters. If you notice that your shrubs and grass near your underground natural gas piping turn brown and

die and/or the soil turns dark brown or black — you may have an underground natural gas leak. You may not be able to smell an outdoor natural gas leak because the odorant added to natural gas will be filtered out as it passes through the soil.

Local plumbing or heating contractors are available to help in determining where these lines are located and to perform inspections or repairs. Any unsafe condition discovered in buried customer piping should be repaired or corrected immediately. Stay safe. If you are considering installing buried piping between NV Energy's meter and other natural gas equipment; hire a licensed contractor to ensure all work will be completed in accordance with all state and local codes governing gas piping systems.

### More Questions

For more information visit:  
[nvenergy.com](http://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

