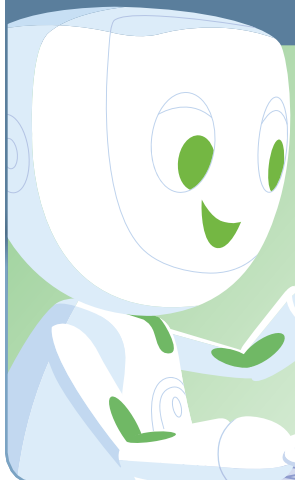




Save Energy. Save Money.



NVENERGIZE

Track your energy use.
MyAccount give you more control
over your energy use and bill.
Sign up at nvenergy.com.

Connect with NV Energy



Check Your Energy Usage

Free online energy audits are available through MyAccount. Sign up for MyAccount at nvenergy.com.

If you don't have a home computer, you can schedule a free in-home Energy Efficiency Consultation by calling Customer Service. Call Customer Service to schedule an appointment.

In southern Nevada, call 702.402.5555 or 800.331.3103. Customers in northern Nevada can make arrangements at 775.834.4444 or 800.962.0399.



Smart Meters 101

Since September 2010, NV Energy has installed more than 1,000,000 smart meters. These innovative devices electronically capture and transmit only energy usage daily. This streamlines how NV Energy gathers billing information, helping to keep prices in check and you in control.

Once you've had your smart meter for approximately 45 – 60 days and you've signed up for MyAccount, you'll have a reliable way to measure energy usage, view your energy use daily and access online tools to help you manage your energy use.

[Learn more at nvenergize.com](http://nvenergize.com)

Sure Bet Programs in Northern Nevada

Commercial natural gas customers in northern Nevada have two options to help them control their energy costs. Customers may qualify for one or more free, programmable thermostat installations.

Now through November 15, the Sure Bet Commercial Natural Gas program has increased customer incentives towards boiler

replacements, low-flow shower heads and efficient aerators.

To see a list of new and existing incentives and applications visit nvenergy.com/surebet



Know What's Below

Call 811 before you dig. It's the law. The depth of utility lines varies and there may be multiple utility lines in a common area. Call 811 two days in advance of digging to request an NV Energy representative to mark underground facilities. To learn more visit www.call811.com.

The Price is Right

Energy prices really do matter to NV Energy commercial customers. Just ask Greg Havemann, president and owner of AnC Precision Machining Inc., who moved his manufacturing and engineering firm operations to Gardnerville from Southern California.



Greg Havemann, President, and Rick Carl, CEO, in their Minden facility.

"I would say we are paying about 65 percent less for electricity every month than we were in California," said Havemann, whose firm produces high tech products for the aerospace industry and specialized equipment used to manufacture packaging for consumer products. Components from AnC Precision were on two of the Mars Rovers, and the company is providing components for the landing gear on the White Knight Two, which will serve as a launching platform for commercial space travel. It's a project of Richard Branson's Virgin Galactic.

Commercial and industrial rates for NV Energy's customers are significantly lower than they are for similar-sized customers served by investor-owned utilities in California. As of July 1, industrial customers in northern Nevada paid 7.34 cents per kilowatt hour of electricity versus 11.98 cents in San Diego, 11.85 cents in San Jose and 10.47 cents in Los Angeles.

Energy Assistance Sources

The State of Nevada **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 if you need more information about the EAP, call 702.486.1404 or visit dwss.nv.gov.

For Weatherization Assistance, call 775.687.2040.

Project REACH is funded by NV Energy and administered by the United Way of Southern Nevada. The energy assistance program is provided to residential customers, age 62 and older, medically fragile, Reservist or National Guard members who meet income guidelines. **Project REACH** is provided to meet a customer's energy needs once during a 12-month period. Call 702. 402.5200 or visit our website at nvenergy.com/help for guidelines.

Project REACH
A United Way of Southern Nevada and
Nevada Power Energy Assn

In northern Nevada, the **Special Assistance Fund for Energy (SAFE)** is NV Energy's energy assistance program. Based on a number of criteria, partner agencies determine eligibility for SAFE. For more information, call the number listed on your bill.



Special Assistance Fund for Energy

*Our offices will be closed on
Monday, November 12, and
Thursday and Friday,
November 22 and 23 in
observance of the
Veterans Day and
Thanksgiving holidays.*

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

