

a 12-month period. Call 702. 402.5200 or visit our website at nvenergy.com/assistance for guidelines.

If you have difficulty making a payment, contact us at the telephone number shown on your bill. We may be able to make payment arrangements with you depending upon a number of factors, including your past credit history.

Another payment option for residential customers is an equal payment plan. We'll take your average power usage and divide it into equal monthly payments. So you'll know in advance what your bill will be each month. Call Customer Service at 702.402.5555.

If anyone residing at this address is either disabled or 62 years of age or older, please contact the telephone number shown on your bill so we can update your account information.

Visit
nvenergy.com
for details about various
payment options,
energy conservation and
energy assistance programs.



Nevada Power d/b/a NV Energy Power Content Label

Sources of Energy

Annually, Nevada Power, d/b/a NV Energy, generates approximately 72 percent of the electricity needed to supply our customers. The balance of power used to serve our customers is purchased from the "grid," a transmission network connected to various generating facilities in the Western United States. Electricity, when purchased in this way cannot be labeled as coming from any one particular source. The following table represents our average fuel mix from both our own generation and the power purchased to serve you for the 12-month period ending March 31, 2012.

ENERGY SOURCE	MEGAWATT HOURS	% OF TOTAL
Coal	4,450,274	21.44%
Natural Gas	12,967,873	62.47%
Oil	4,964	0.02%
Hydroelectric	1,360,635	6.55%
Geothermal	911,552	4.39%
Solar	76,480	0.37%
Nuclear	289,356	1.39%
Wind	653,722	3.15%
Biofuel	32,478	0.16%
Biomass	9,051	0.04%
Other	2,920	0.01%
Total	20,759,305	100.00%

Emissions of Energy Sources

At NV Energy we care about the environment, just like you. Therefore, we continuously strive to operate all our facilities at less than permitted emission limits approved by the regulatory authorities (U.S. Environmental Protection Agency, Nevada Division of Environmental Protection and Clark County Department of Air Quality Management.) The provided emissions data is derived from actual NV Energy reported emissions and regional averages to account for purchased power.

SPECIFIC EMISSION TYPE	POUNDS PER MEGAWATT-HOUR
High-level Radioactive Waste	n/a
Sulfur Dioxide	1.52
Carbon Dioxide	1,250.22
Carbon Monoxide	0.03
Particulate Matter	0.04
Volatile Organic Compounds	0.01
Oxides of Nitrogen	0.88
Heavy Metals	<0.01

*The above tables are calculated in compliance with Nevada Administrative Code, NAC 704.2785. Company data is based on a 12-month period ending March 31, 2012.

Energy Conservation

Making your home more energy efficient can help reduce high energy bills while improving your level of comfort. NV Energy offers a number of programs and services designed to help our customers save electricity and money. Learn more at nvenergy.com.

Tips for Recycling and Disposing Electronic Waste

Did you know that your energy efficient Compact Fluorescent Lamps (CFLs) and electronic waste such as computers, televisions, VCRs, DVD players could contain materials potentially hazardous to the environment? Electronic waste is one of the fastest growing segments of our nation's waste stream; however, the good news is that many of these products can be reused, refurbished, or recycled.

CFLs can be recycled for free at any Home Depot and most Lowe's stores throughout the United States. The stores maintain drop off bins at the customer service desk at each location.

Since many electronic wastes can be reused or refurbished, they can be donated to select organizations or can be given to stores that refurbish electronics. If your electronics cannot be refurbished or reused, then they should be recycled and your local waste service company can provide further information regarding the safe handling of these materials.

The following website links also provide information about electronic recycling and offer some options right here in our state:

www.electronicstakeback.com/recycling/recyclers_chart.htm#NVsources

<http://nevadarecycles.gov/>

Further information is also provided at epa.gov/ecycling.

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 for more information about 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

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