



Green Cross

If a permanent member of your household depends on electrically operated medical equipment 24/7, call Customer Service at 702.402.5555 or 775.834.4444 so we are aware of your situation in the event of a power outage.

Energy Savers

- Locate the heating thermostat in a confined or enclosed space and away from windows and doors. Cold drafts will cause the thermostat to keep the system running even when the rest of the house is warm enough.
- Set the heating thermostat as low as comfort permits. Each degree above 68 F can add three percent to the amount of energy needed for heating.
- When entertaining a large group of people during the winter or fall season, lower the thermostat a degree or two before the guests arrive. Otherwise, since people generate heat, the space may become wastefully overheated.
- In the heating season, water vapors from bathing and cooking are beneficial because they help humidify the home. So, use kitchen and bath exhaust fans sparingly in the winter to keep as much heat as possible inside your home.

Visit nvenergy.com/save for more energy saving tips.

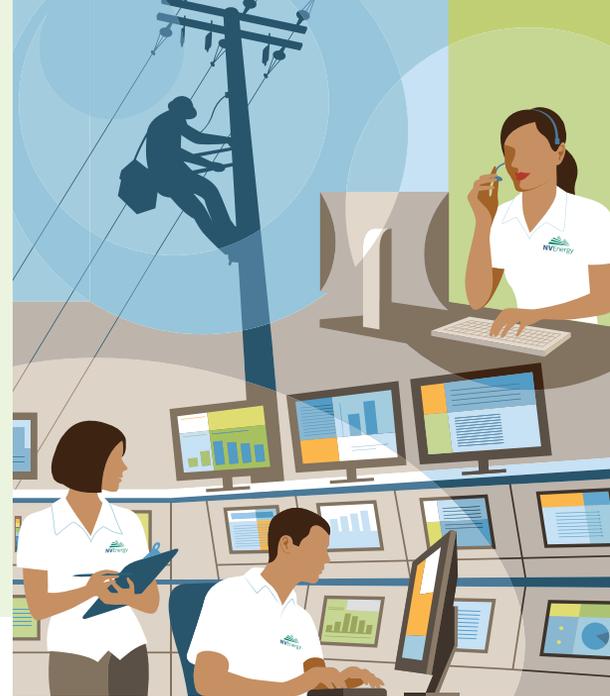
To Report an Outage

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**

Follow Us On   



We've discovered an unlimited source of energy.

Our employees.

In Our Communities

NV Energy takes great pride in giving back to the community and it's due in large part to the dedication of our employees.

Last year, we volunteered more than 39,500 hours helping to build strong communities and neighborhoods. More than an energy company; we are committed to making Nevada a better place to live.

To learn more about how we give back and make a difference in the lives of Nevadans, see our community impact report at nvenergy.com/community.



NV Energy employees partner with Rebuilding Together SNV to restore a veteran's home.

A New Scam Alert

Earlier this year, we advised our customers about scam artists posing as NV Energy employees and threatening to disconnect power over the phone if a payment was not made immediately. A new twist to this swindle has come to our attention. If a caller urges you to purchase a Green Dot money card to make a payment, don't do it. Green Dot money cards can be handled like cash. Please refuse, hang up and call local law enforcement or NV Energy Security at 702.402.5007 or 775.834.3586. You may also contact Customer Service at 702.402.5555 or 775.834.4444.



Please remember that NV Energy will never call you to ask for a payment. If you are at risk of having your power disconnected for nonpayment, you will receive a 10-day and 48-hour notice by U.S. mail.



We Pick Up Your Old Fridge... and You Pick Up \$50

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 energy bill. We'll even haul it away free of charge and give you \$50.

To participate, your refrigerator must be in working condition.

Call 1.877.289.8260 to schedule a pick up.

We wish you a safe and happy holiday season.

Our offices will be closed on Tuesday and Wednesday, December 24 (southern office only) and 25 in observance of Christmas. January 2014 holiday closures include Wednesday, January 1, New Year's Day and Monday, January 20, Dr. Martin Luther King, Jr. Day.