

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 775.834.4444.

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.



Sierra Pacific d/b/a NV Energy Power Content Label

Sources of Energy

Annually, Sierra Pacific Power, d/b/a NV Energy, generates approximately 54 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 September 30, 2013.

ENERGY SOURCE	MEGAWATT HOURS	% OF TOTAL
Coal	2,740,709	33.77%
Natural Gas	3,815,190	47.01%
Oil	1,331	0.02%
Hydroelectric	484,991	5.98%
Geothermal	725,388	8.94%
Solar	43,897	0.54%
Nuclear	147,393	1.82%
Wind	117,724	1.45%
Biofuel	15,405	0.19%
Biomass	24,153	0.30%
Other	0	0.00%
Total	8,116,182	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 and Nevada Division of Environmental Protection). 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	2.59
Carbon Dioxide	1,484.65
Carbon Monoxide	0.21
Particulate Matter	0.11
Volatile Organic Compounds	0.03
Oxides of Nitrogen	1.59
Heavy Metals	<0.01

*The above tables are calculated in compliance with Nevada Administrative Code, NAC704.2785. Company data is based on a 12-month period ending September 30, 2013.

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 energy 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.

Here are some ideas for safe disposal of CFLs and electronic waste. 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.

In addition, in northern Nevada, NV Energy is partnering with Waste Management Inc. to offer a "free to the customer" recycling program for CFLs. NV Energy residential customers can take their unbroken defunct bulbs to one of eight Waste Management facilities. Please call 775-329-8822, ext. 2339 for the location nearest you.

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:

electronicstakeback.com/how-to-recycle-electronics/

nevadarecycles.nv.gov/

Further information is also provided at epa.gov/wastes/conserves/materials/recycling/

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 the Energy Assistance Program call 775.684.0730 or visit dwss.nv.gov.

For Weatherization Assistance, call 775.687.2040.

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

Continued on back panel