

Questions about your bill: (775) 834-4444 or (800) 962-0399 www.nvenergy.com

BILLING DATE: Feb 17, 2016

ACCOUNT NUMBER: 1000011111101111111

DATE DUE: Mar 4, 2016

AMOUNT DUE: \$155.95

Understanding Your Bill: Your bill has a lot of information and terms you may not have heard before. If you would like more clarification, please visit www.nvenergy.com/home/customer-care.

Payment Due Date: Bills for service are rendered monthly and are DUE AND PAYABLE UPON RECEIPT. If payment is not received within four working days after the date due stated on the front of this bill, NV Energy may assess a 1 percent late charge and may issue a termination of service notice. NV Energy may require a customer to pay a security deposit. Definitions of all charges and taxes are found at nvenergy.com.

Payment Arrangements: 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.

Customer Assistance Program:

The **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. For more information about the Energy Assistance Program, call (755) 684-0730 or visit dwss.nv.gov. For the **Weatherization Assistance Program**, call (775) 687-2054.

The **Special Assistance Fund for Energy (SAFE)** is NV Energy's assistance program in northern Nevada. Based on a number of criteria, partner agencies determine eligibility for SAFE. For more information, please contact our office to find out if you qualify and where to apply for funds in your community.

Green Cross (life support equipment) If you or a permanent member of your household depends on electrically operated medical equipment that is in use 24 hours a day, please let us know at (775) 834-4444 so we are aware of the situation in the event of a power outage.

When You Pay by Check: When you send in a check to make your payment, you authorize NV Energy to initiate an electronic debit from your bank account. Your check will not be refunded and funds may be withdrawn the same day NV Energy receives payment. Make checks payable to NV Energy.

Bill Dispute: If you wish to dispute any bill, charge or service, NV Energy will promptly investigate the matter. However, to avoid termination of service, all charges must be paid during the investigation period. If you are not satisfied with our final decision, you may contact the Public Utilities Commission at (775) 684-6101; online at puc.nv.gov; or, you may visit their offices at 1150 E. William St., Carson City, Nevada 89701.

Bill Estimation: If NV Energy is unable to read a customer's meter because of circumstances beyond our control, the company may bill the customer based on estimated usage for that billing period.

Rules and Regulations: Rules, regulations, and rate schedules are available for public inspection at nvenergy.com/rates or in NV Energy's office at 6100 Neil Road, Reno, Nevada 89511.

Customer Service: (775) 834-4444 or (800) 962-0399 (call may be monitored or recorded); para servicio en español (775) 834-4700. TDD/TYY: (hearing impaired service available 24 hours / 7 days a week): 711; credit card, debit card or check-by-phone: (800) 809-1013 (processing fee charged).

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