

**Schedule No. SC**  
**SERVICE CHARGES**

**APPLICABLE**

Applicable to all customers

**TERRITORY**

Entire Nevada Service Territory

**RATES**

Call out charge for customer-requested emergency and non-emergency visits by Utility personnel:

Visits to Utility-owned facilities or operation of a switch or other device to physically disconnect the Customer from the Utility's system for safety or tariff-related matters No charge

Visits to operate a switch or other device to physically reconnect the Customer to the Utility's system after Termination of Service \$40.00

All other visits involving dispatch of Utility personnel \$40.00

Same day service, or after hours charge \$60.00

Remote meter reads associated with establishing or re-establishing service \$6.00

Late charge for amounts deemed past due as set forth in Rule 5, percent of total unpaid amount that is past due on monthly bill 1.00%

Returned check charge for each check processed by the Utility and returned by a bank to the Utility \$10.00

Excess Flow Valve retrofit Customer contribution \$200.00

(N)

**Bill Payment Options**

Customers choosing to pay their utility bills through an authorized third party vendor may be charged a convenience fee. Customers will be notified of any such convenience fee prior to completing the transaction. The convenience fee goes directly to the third party vendor and does not go to the Utility. The third party vendor remits the exact amount of the Utility bill to NV Energy. The Utility does not accept credit card, ATM/debit card payments directly, all such payments are made through the third party vendor.

Residential Accounts:<sup>1</sup>

Credit/Debit ATM/ electronic check (ACH) Fee per transaction (\$1,000 limit) \$1.75

Small Commercial Accounts:<sup>1</sup> (Schedules: SCNG, and COMP)

Credit/Debit ATM/ electronic check (ACH) Fee per transaction (\$2,500 limit) \$1.75

(Continued)

<p>Issued: <b>12-12-16</b></p> <p>Effective: <b>04-11-17</b></p> <p>Advice No.: <b>320-G</b></p>	<p>Issued By:                  Shawn M. Elicegui                  Senior Vice President</p>	
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**(Continued)**

**Bill Payment Options** (Continued)

Large Commercial Accounts: <sup>1</sup> (Schedules: LCNG, INGR, TF, TI, and TOP)			(C)
Electric Check (ACH) only - Fee per transaction (\$25,000 limit)		\$1.75	(I)
Kiosk: <sup>1</sup>			(N)
All Customer Classes:			(N)
Credit/Debit ATM Fee per transaction (\$400limit)		\$3.00	(N)
<sup>1</sup> An additional transaction fee is assessed for each multiple of the payment limit.			(N)

**SPECIAL CONDITIONS**

1. **Applicable Service Charge.** The applicable service charge provided for herein is in addition to the charges calculated in accordance with the applicable schedule and will be made each time an account is opened, including a turn-on, meter set or reconnection of service or a change of account, and in instances where Customer requested service calls are not related to problems with Utility owned facilities.
2. **Outside Regular Hours.** The outside regular hours rate is to be applied whenever the Customer requests that service be turned-on or reconnected outside regular business hours or within four hours after his request.
3. **Combined Service Establishment Charge.** When the turn-on, meter set or change of account involves a combination of gas and electric services which is accomplished at the same time and the same manner, remote or physical, for all services, Utility shall apply a single service establishment charge for all services. (N)
4. **Emergency Actions and Minor Repairs.** Utility shall take only those emergency actions and make only those minor repairs involving non-Utility facilities, which would prevent serious hardship or property damage
5. **Problems with non-Utility Facilities.** Utility may apply the service charge for problems with non-Utility facilities whether or not actions and/or repairs involving such facilities are actually completed.

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**SERVICE CHARGES**  
**(Continued)**

**Bill Payment Options** (Continued)

6. **All Other Visits Charge.** The “All Other Visits” charge applies when a Customer requires the dispatch of Utility personnel to the Customer’s Premises. The charges also apply where requested call-outs are not related to problems with Utility-owned facilities whether or not actual repairs and/or actions are taken by the Utility. The Utility shall take only those emergency actions and make minor repairs involving non-Utility facilities which would prevent serious hardship or property damage. New Line Extensions or modifications to the Utility’s existing electric system shall be made under the provisions of Rule 9, Line Extensions.

The outside regular hours rate is to be applied whenever the Customer requests service outside of regular business hours or within four hours after Customer request.

7. **Returned Check Charge.** The returned check charge shall be applied to the Customer’s account at the time the check is received from the bank. Only one returned check charge at the highest tariffed rate will be applied to the Customer’s account for each returned check regardless of the number of utility services being received by the Customer.

8. **Excess Flow Valve Retrofit Customer Contribution.** Customers who do not currently possess an Excess Flow Valve on their existing gas service line may request that one be installed provided their load does not exceed 2,600 cubic feet per hour (CFH). The customer requesting such installation will be required to pay the Excess Flow Valve retrofit Customer contribution rate listed above to partially offset the construction costs of installing the Excess Flow Valve.

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 (N)

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