

Programs for Seniors/Disabled

To help prevent disconnects due to misplaced or forgotten bills, NV Energy offers a third-party notification service. We notify the party you indicate (a friend, relative or agency) when your service may be turned off because of nonpayment of a bill. The third party is under no obligation to pay the bill, but can provide you with a friendly reminder to help you avoid any inconvenience. If you are interested in this service, please call our Customer Service department in southern Nevada at (702) 402-5555 or in northern Nevada at (775) 834-4444.

If there is a permanent resident living in your home who is seriously ill, disabled or 62 years of age or older, please contact us in southern Nevada at (702) 402-5555 or in northern Nevada at (775) 834-4444 to update your account information.



Call Before You Dig

If you plan to install a mailbox, build a deck or plant a tree or garden, don't forget to call 811 two days before beginning any digging project. Every six minutes in America, an underground utility line is damaged because someone dug without first calling 811 or Underground Services Alert at (800) 227-2600. Striking a single utility line can lead to injury, costly repairs, fines, and outages.



**Know what's below.
Call before you dig.**

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Summer 2016



Seasons change but your bill doesn't have to.

Nevada has extreme heat and many of us have higher utility bills during the summer months. The Equal Payment Plan evens out your energy costs over the course of a year so your monthly payment is easier to manage. Payment amounts are adjusted if an imbalance exceeds \$100 or rates change by five percent or more.

Sign up online today through MyAccount, or call (702) 402-5555 or (775) 834-4444. Our customer service representatives will be happy to help you.



Notice of General Consumer Sessions

Customers of Nevada Power Company and Sierra Pacific Power Company d/b/a NV Energy are invited to a General Consumer Session conducted by the Public Utilities Commission of Nevada (PUCN). Customers are given an opportunity to appear and be heard on any topic concerning a public utility regulated by the Commission. Public comments may be limited to three (3) minutes per speaker at the discretion of the Commission.

If within 15 minutes after the start of the Consumer Session no member of the public has appeared to participate or comment, the Consumer Session may be adjourned at the discretion of the Commission.

The sessions will be held:

Southern Nevada

Monday, Sept. 26, 2016
1 p.m. and 6 p.m.
Hearing Room A
Public Utilities Commission of Nevada
9075 W. Diablo, Suite 250
Las Vegas, NV 89148

Northern Nevada

Thursday, Sept. 29, 2016
1 p.m. and 6 p.m.
Washoe County Commission Chambers
1001 E. Ninth St., Building A
Reno, NV 89512

Representatives of the utilities and the PUCN will be available to answer questions. For details, in southern Nevada, call the PUCN at (702) 486-7210. In northern Nevada, call the PUCN at (775) 684-6101.

The Shift is On...

PowerShift by NV Energy offers free home energy assessments that help you see how much energy your home is using and what you can do to conserve. Call (702) 402-5555 in southern Nevada or (800) 962-0399 in northern Nevada, or email PowerShift@nvenergy.com, to schedule an appointment with one of our PowerShift energy advisors. They'll meet with you at your convenience to walk through your home and provide you with tips on how to reduce your energy use and save on your power bills.



Who's Up For Lower Rates?

As of July 1 you are paying a little less for energy. This is the sixth price decrease for northern Nevada electric customers, and the fifth price decrease for southern Nevada electric customers and northern Nevada gas customers since last year. As a matter of fact, residential customers' electric bills are even lower today than they were in the summer of 2007.

Did you know?

You can still install rooftop solar on your home or business. Our SolarGenerations program offers incentives to help offset the cost. Learn more at nvenergy.com/solargenerations.

