

Assistance is Available

Assistance programs are available to help customers who are having difficulty paying their utility bill. The Special Assistance Fund for Energy (SAFE) in northern Nevada and Project REACH in southern Nevada provide help to those who meet eligibility requirements. Help may also be available through Nevada 211, a free service that provides a variety of essential health and human services to Nevadans. Visit nvenergy.com/assistance for more information about these services.



Always On

Get an up close look at NV Energy and its employees with Always On. From in-depth project updates to videos, events and more, you'll see our story – how we work hard to provide you with exceptional service while supporting the communities where we live and work. Visit nvenergy.com/alwayson for more.



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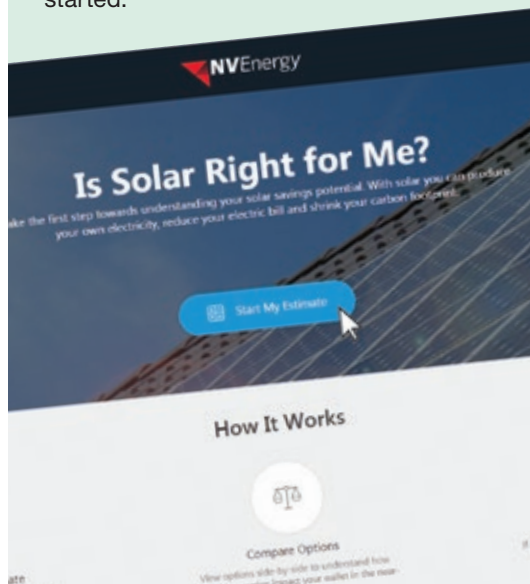
Report Scams

Unfortunately, utility scams are becoming more frequent and sophisticated all across the country. Please remember that we will never email, call or visit your home or business to demand immediate payment in any form (especially prepaid card or money transfer) and/or threaten immediate service disconnection.

If you have received a suspicious phone call or have fallen victim to a scammer claiming to be from NV Energy, please report it to us so we can take the necessary steps to help put an end to the scam. Visit nvenergy.com/scam for tips to protect yourself and information on how to report scam activity.

New Solar Tool

Adding solar to your home or business is a big decision, but one that will provide you with more renewable energy and reduce your carbon footprint. We offer resources and information to help if you're considering this investment. Check out our new rooftop solar calculator to understand your savings potential and the estimated total cost of ownership based on your energy usage and other variables like contract terms. Then compare options to make an informed decision. Visit nvenergy.com/cleanenergy to get started.



Ditch the Stamp

Paperless Billing is a safe, secure and free service that adds to the convenience of your NV Energy account. We notify you when your monthly NV Energy bill is available to view online. Then, you can view and pay it anytime, anywhere – whether from your mobile or desktop device, or at one of our 200 authorized payment locations. You can even view up to 24 months of past bills and payment history through your MyAccount dashboard. Sign up today at nvenergy.com/paperless.

Happy Holidays

Please be aware that our offices will be closed on the following days:

November 11:	Veterans Day
November 28-29:	Thanksgiving
December 25:	Christmas Day
January 1:	New Year's Day

Personnel will remain available for outage and emergency situations. From all of us at NV Energy, have a safe and happy holiday season.

Shift into Energy Savings with PowerShift



Contact one of our energy advisors who can tell you all about the latest technology, products and services we have to offer.



nvenergy.com/powershift