a network of sub-grantees to conduct onsite audits to assess the need for the installation of energy saving measures in low-income households. For more information about the Weatherization Assistance Program and/ or to determine if you may qualify, visit their website at housing.nv.gov or call (775) 687-2227.

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.

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 **Equal Pay**. 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 or visit nvenergy.com/equalpay.

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/powershift

for energy efficiency tips and ways to save.

power*shift*
*by **NV**Energy*

Visit

nvenergy.com/paymyway

for details about various payment options.

NVEnergy

nvenergy.com

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

Sources of Energy

Annually, Sierra Pacific Power Company d/b/a NV Energy generates approximately 59 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 March 31, 2020.

ENERGY SOURCE	MEGAWATT HOURS	% OF TOTAL
Coal	2,517,588	22.98%
Natural Gas	5,857,400	53.47%
Oil	1,392	0.01%
Hydroelectric	562,747	5.14%
Geothermal	717,696	6.55%
Solar	876,804	8.00%
Nuclear	175,367	1.60%
Wind	188,125	1.72%
Biofuel	18,557	0.17%
Biomass	29,228	0.27%
Other	10,207	0.09%
Total	**10,955,111**	**100.00%**

Emissions of Energy Sources

Emissions of Energy Sources Like you, we care about the environment and continuously strive to operate all our facilities at less than permitted emission limits approved by the regulatory authorities (U.S. Environmental Protection Agency, 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	0.68
Carbon Dioxide	803.71
Carbon Monoxide	0.30
Particulate Matter	0.05
Volatile Organic Compounds	0.00
Oxides of Nitrogen	0.73
Heavy Metals	<0.01

*The above tables are calculated in compliance with Nevada Administrative Code, NAC 704.2785. Company data is based on a 12-month period ending March 31, 2020.

Energy Efficiency & Conservation

PowerShift by NV Energy provides customers with products and services to help you manage your energy use and save money. This includes offering PowerShift discounts, as well as partnering with you to find ways to make your home more energy efficient while improving your level of comfort. Also, when you use energy wisely you're doing your part to help the environment, and that benefits us all. Learn more at nvenergy.com/powershift.

Take Your Free Online Home Energy Assessment

It's easy and convenient to see how you use energy and what you can do to save money on monthly bills. Just log in to your NV Energy MyAccount at nvenergy.com, expand the My Energy Use by Appliance tile and click on Ways to Save. Select the Edit Home Profile button and fill out the short energy assessment. You'll get personalized, timely information about your energy use and money-saving tips.

Tips for Recycling and Disposing Electronic Waste

Did you know that your energy-efficient Compact Fluorescent Lamps (CFLs) and electronic waste, like computers, televisions, DVD players and cell phones, 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 partners 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 two Waste Management locations. Please call (775) 326-2382 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. Your local waste service company can provide further information regarding the safe handling of these materials.

The website nevadarecycles.nv.gov also provides information about electronic recycling and offers some options right here in our state. Further information is also provided at epa.gov/ recycle.

Energy Assistance Sources

The State of Nevada **Energy Assistance Program (EAP)** can help low-income customers pay their energy bills. To qualify, you must be a residential customer and meet certain income guidelines.

To find out if you qualify or for more information about EAP, call (775) 684-0730 or visit dwss.nv.gov.

The Nevada Housing Division has available a **Weatherization Assistance Program** that uses