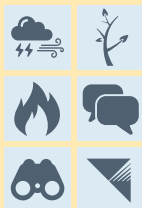


PUBLIC SAFETY OUTAGE MANAGEMENT



The safety of our customers and environment is NV Energy's priority. We filed our Natural Disaster Protection Plan with the Public Utilities Commission of Nevada to outline our plans to help protect the public from the impacts of natural disasters on our electric infrastructure. We've been hard at work, even during the COVID-19 pandemic, to make our system safer and reduce the risk of wildfires.

To help protect our customers and the environment against wildfires and extreme weather, we will proactively shut off power in the Lake Tahoe and Mt. Charleston areas when certain environmental conditions are met. This is called Public Safety Outage Management (PSOM) and will only be used as a last resort. Customers who are directly impacted will receive advance notice, and we will work closely with emergency agencies to minimize the impact of these outages if and when they happen. Visit [nvenergy.com/wildfiresafety](https://www.nvenergy.com/wildfiresafety) for more information, including what to expect and how to plan, as well as other, long-term ways we are working to reduce risk.

Limited time offer ends August 31

Equal Pay – COVID Relief is a brand new payment option for our residential and small and medium business customers that we hope will provide some peace of mind during these challenging times. Customers who enroll only have to pay half of their monthly bill amount through September 2020, and any remaining balance is spread out through a set monthly payment over the remainder of an 18-month period. Enrollment ends August 31.

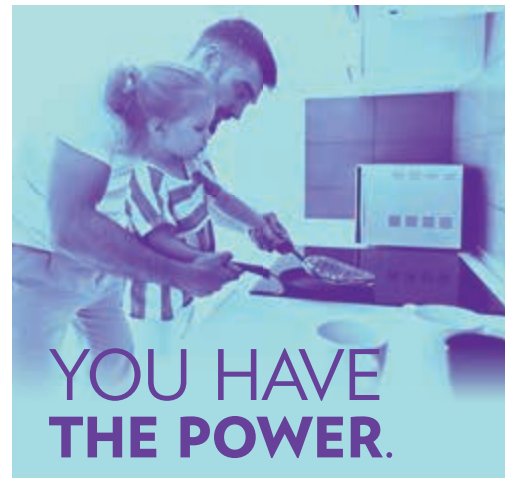
We've also made changes to our pre-pay program, FlexPay, that allows more of your payment to be applied to your current usage while still paying off any past-due balance over time. Please visit [nvenergy.com/covid19](https://www.nvenergy.com/covid19) for more information on these payment options and other ways to save.



Follow Us On



Summer 2020



Manage it from home with MyAccount.

At NV Energy, we're committed to helping Nevada through these trying times by bringing you the power you rely on and that you can manage from the comfort of your home with MyAccount, including setting up payment plans, Paperless Billing, monitoring energy use, and more. We have solutions that work for you, all online. Because you can count on more than just your power. You can count on the company that brings it to you. Set up your MyAccount at [nvenergy.com](https://www.nvenergy.com) or download the mobile app.

Notice of General Consumer Sessions

Customers of NV Energy are invited to a General Consumer Session conducted via telephone by the Public Utilities Commission of Nevada (PUCN). Customers are given an opportunity to be heard on any topic concerning a public utility regulated by the PUCN. Public comments may be limited to three (3) minutes per person at the discretion of the Commission.

If within 15 minutes after the start of the Consumer Session no member of the public has participated or commented, the Consumer Session may be adjourned at the discretion of the Commission.

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

The sessions will be held via live telephone conference at (775) 687-6014.

WASHOE COUNTY

Monday, Aug. 31, 2020, 6 p.m.
Written comments via email: BPA@puc.nv.gov
Written comments via U.S. mail:
PUCN, Attn: Docket 20-07001
1150 E. William St., Carson City, NV 89701

CLARK COUNTY

Wednesday, Sept. 23, 2020, 6 p.m.
Written comments via email: BPA@puc.nv.gov
Written comments via U.S. mail:
PUCN, Attn: Docket 20-07002
9075 W. Diablo Dr., Las Vegas, NV 89148

ELKO COUNTY

Monday, Oct. 26, 2020, 6 p.m.
Written comments via email: BPA@puc.nv.gov
Written comments via U.S. mail:
PUCN, Attn: Docket 20-07003
1150 E. William St., Carson City, NV 89701

Historic Rate Filing

NV Energy filed on June 1, 2020 a general rate review application with the Public Utilities Commission of Nevada (PUCN) requesting a \$120 million reduction in its revenue requirement for southern Nevada. This is one of the largest decreases the company has ever requested in its long history of serving southern Nevada.

The filing is part of NV Energy's four-part plan to help all Nevadans overcome the financial impacts of COVID-19 and also reflects the company's commitment to keep its rates flat or declining.

In addition, as a result of the Company's deferred energy filings, NV Energy customers across the state already experienced a \$105.7 million rate decrease on April 1. Another rate decrease of \$77.2 million benefitted customers starting July 1, and a rate decrease of \$30.6 million will take effect on October 1. Read more at [nvenergy.com/news](https://www.nvenergy.com/news).

Bringing the Power of Good to You

NV Energy is proud to unveil its new customer care vans. Should you find yourself in the rare event of an emergency or extended outage, our van and its crew will be there bringing you instant updates, personalized contact and care, and account assistance during your time of critical need.

And, when we're able to gather again, you'll find us at community outreach events, ready to present to you our variety of easy and convenient products and services, answer your questions, and assist you with your account needs. Learn more at [nvenergy.com/customer care](https://www.nvenergy.com/customer care).

