

Qualified Appliance Replacement

Helping our customers save energy and money is important to us. With our PowerShift Qualified Appliance Replacement, you can make upgrades to your home with energy-efficient appliances, at no cost to you, when you meet eligibility requirements. It also includes installation of several energy-saving products. Together, these appliances and products help households better manage their energy use and save on monthly utility bills. Learn more at nvenergy.com/qar or call 1-833-513-0960.



Green Cross Program

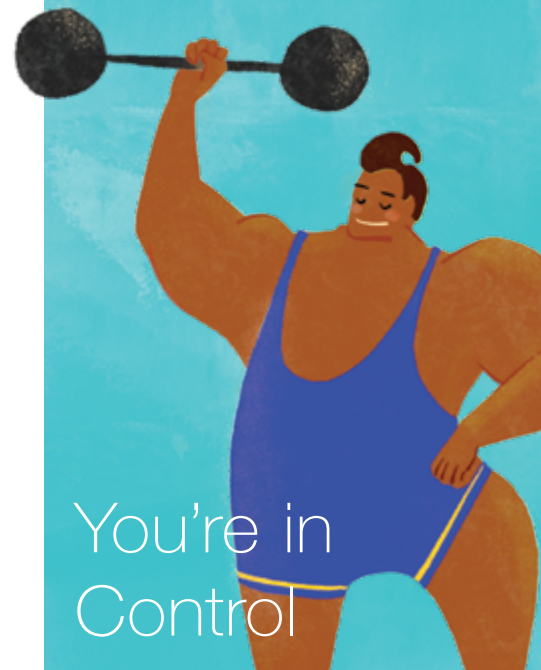
Please let us know if you or a permanent member of your household is dependent on electrically-operated medical equipment. Enrolling in the Green Cross program will ensure you receive advance notification of a planned service outage. And, in the event of an unexpected outage, we can take the necessary steps to better prioritize restoration for known vulnerable customers. Learn more at nvenergy.com/greencross.



Follow Us On



Winter 2021



Keep your energy going strong and flex your budgeting muscles with FlexPay. This convenient payment option gives you the choice to pay in advance or pay as you go. You can also pay down past-due balances, and choose the amounts and dates that work best for you – all without any deposits, credit checks or fees. FlexPay gives you more control over your account. Learn more and sign up at nvenergy.com/flexpay.

New Ways to Help

We're proud to introduce our new chat feature at **nvenergy.com**. Evie, our virtual chat assistant, is available 24/7 to answer your questions and help you navigate our products and services. Should you find you need further assistance, you can request to chat with one of our live representatives. So, next time you need help, skip the phone lines and click the chat tab on the right-hand side of our website at **nvenergy.com**.



Outage Alerts

While we provide some of the most reliable service in the nation, outages do occur because of events beyond our control like extreme weather and vehicle accidents. Should you experience an outage, know that we'll do everything we can to restore your power as quickly as possible while ensuring the safety of the public and our employees. Sign up for outage alerts and notifications through MyAccount, and prepare for and report any outages at **nvenergy.com/outage**.

Clean Energy Future

NV Energy is proud to continue bringing the benefits of solar energy to its customers. The Public Utilities Commission of Nevada (PUCN) recently approved three new large-scale solar plus energy storage projects. These projects will have the energy capacity to power more than 107,000 homes, and are among 12 solar plus storage projects in development. All three projects will be built in southern Nevada and are expected to be serving customers by the end of 2023. Learn more at **nvenergy.com/news**.

