



SUMMER 2023



Power Safe NV

We are working now to reduce tomorrow's natural disasters. As part of our Natural Disaster Protection Plan (NDPP), we continue to implement several measures to help protect our customers, equipment and environment from wildfires and extreme weather. This includes:

- Partnering with the Nevada Division of Forestry to reduce the risk of wildfire through goat grazing
- Installing wildfire cameras and weather stations in natural disaster risk zones across our service territory
- Inspecting more than 85,000 wooden poles in high-risk areas and making any critical repairs and corrections

Visit [nvenergy.com/powersafenv](https://www.nvenergy.com/powersafenv) to learn more.

Save a Bundle

At PowerShift by NV Energy, helping our customers save energy and money is important to us. With our Qualified Appliance Replacement, you can make upgrades to your home with energy-efficient appliances and products, at no cost to you, when you meet eligibility requirements. The free Qualified Appliance Replacement program is currently accepting applications from residential customers. Visit [nvenergy.com/qar](https://www.nvenergy.com/qar) for details.



Here to Help

We understand that some of our customers are struggling with their energy bills, and we are here to help. We offer bill assistance programs and ways to decrease energy usage that can help you reduce energy bills 10 to 20 percent. From our PowerShift products and services including free smart thermostats and home energy assessments, to FlexPay, Equal Pay and other convenient payment programs, there are many options to fit your needs. Visit [nvenergy.com/heretohelp](https://www.nvenergy.com/heretohelp) to learn more.

Notice of General Consumer Sessions

Customers of 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 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 appeared to participate or comment, 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:

WASHOE COUNTY

Wednesday, August 23, 2023 at 1 p.m. and 6 p.m.
Washoe County Commission Chambers
1001 E. Ninth St., Building A • Reno, NV 89512

CLARK COUNTY

Wednesday, August 30, 2023 at 1 p.m. and 6 p.m.
Public Utilities Commission of Nevada
9075 W. Diablo Dr., Suite 250 (Hearing Room A)
Las Vegas, NV 89148

ELKO COUNTY

Tuesday, September 19 at 6 p.m.
Elko County Commission Chambers
Nannini Administration Building
540 Court St., Suite 102 • Elko, NV 89801



Stay Informed

With our alerts and notifications, you can always be in the loop about what's going on with your account and any outages in your area. Plus, you can customize the alerts you receive and how you receive them. Log on to MyAccount and visit the Profile & Preferences section to update your contact information and alert preferences. We'll text, call or email you with updates on your account balance, outage information, payment confirmation, and more. Other customers love staying informed... give it a try!

"Keep up the good work. Communication is very important and that is what you do best!" – Maria

"Loved the feedback during the outage, very informative and I am so impressed." – Valerie



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