



Update Your Preferences & Stay Informed

During any power outage, our goal is to provide you with timely updates about the outage and restoration. It is important to make sure your contact information and preferences are properly updated in MyAccount so you can stay informed. You have the option to receive alerts via phone, email, or text message, and you can choose to receive other account and billing alerts, too. Visit the Profile & Preferences section at nvenergy.com/myaccount today.



Third Party Notification

To help prevent disconnects, we'll notify the friend, relative, or agency of your choice when your service is in jeopardy because of an unpaid bill, so they can help provide you with a friendly reminder or other assistance. Your designated third party is not responsible for the payment of the bill but will receive a copy of the disconnect notice and can help you take the needed action. Visit nvenergy.com/assistance for more information.

Better Budgeting with Equal Pay

Our Equal Pay budget billing service is not a discount on your energy bill, rather a valuable tool to help you keep control of your energy costs. To start, we calculate your average annual bill to determine your monthly payment amount. After six months, we review your account to make sure you're on track and adjust your payment amount as needed. Monitoring your energy usage and conserving energy where possible is critical to avoiding drastic increases in your monthly payment amount. Visit nvenergy.com/equalpay to get started by seeing your estimated monthly payment amount.





Don't Let Scammers Take Advantage

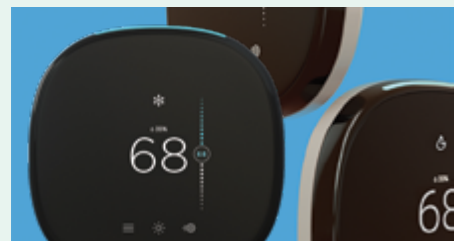
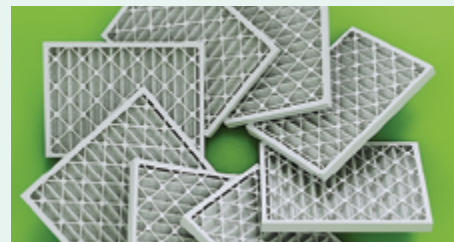
We care about your safety and urge you to learn the warning signs of a utility scam, including NV Energy's practices for contacting customers and collecting payments. Scammers often use "spoofing" tactics to replicate our phone number and recordings. You should know we will never contact you in any manner to demand immediate payment and threaten immediate disconnection. Never give your personal information to anyone. Instead, call us directly to discuss your account and report a scam. Visit [nvenergy.com/scam](https://www.nvenergy.com/scam) for more information.

Winter Savings

Consider these practical tips to help you save energy and stay warm during the colder months:

1. **Use natural sunlight:** Open curtains on south-facing windows during the day to let in the sun's warmth and close them at night to reduce heat loss.
2. **Seal drafts:** Use weatherstripping around doors and windows to prevent cold air from entering and warm air from escaping.
3. **Adjust your thermostat:** Lower your thermostat when you're not home or while you're sleeping.
4. **Maintain heating systems:** Schedule regular maintenance for your heating system to ensure it runs efficiently. Replace filters as needed.
5. **Insulate your home:** Ensure your home is well-insulated, especially in the attic and around pipes. This helps retain heat in the winter and keep the heat out in the summer.
6. **Use energy-efficient lighting:** Switch to LED bulbs, which use less energy and last longer.
7. **Lower water heating costs:** Set your water heater to 120°F and insulate hot water pipes to reduce heat loss.
8. **Unplug unused electronics:** Many devices draw power even when turned off. Unplugging them can save energy.

See more savings tips and get free products and services at [nvenergy.com/powershift](https://www.nvenergy.com/powershift).



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