



NV Energy has issued credits to customers whose multi-family accounts were misclassified as single-family. Use this guide to help determine whether you have received a refund and the amount.

IN MYACCOUNT:

If you have received a refund, a message has been placed in your MyAccount dashboard. This message will show in your account through September 12, 2026.

The screenshot shows the NV Energy MyAccount dashboard. At the top, there is a navigation bar with links: My Account, Account Services, Save Energy, Outages & Emergencies, Business, About NV Energy, Safety, and Clean Energy. Below the navigation bar, an orange banner contains an important message: "Important Message: During our review of multi-family customer accounts, we identified an issue with your account classification. As a result, a credit, including applicable interest, has been applied to your account. The balance shown in MyAccount reflects your current amount due after this credit has been applied." Below the banner, the dashboard is divided into three main sections. The left section, titled "- CURRENT BILL", shows the "Total Amount Due" as "\$0.00" (highlighted with a red box). It also lists "No Payment Necessary" and "You are enrolled in Automatic Monthly Payments". Below this, a table shows the following data: This Month: \$68.93, Last Month: \$63.41, Last Year: \$59.24. A "DO NOT PAY" button is at the bottom. The middle section, titled "- MY ELECTRICITY USAGE", shows a line graph of usage over time with a "VIEW USAGE" button. The right section, titled "- PROJECTED BILL", shows the "BILL TO DATE" as \$2 and the "PROJECTED BILL" as \$12, with a "BILL FORECAST" button and a note that "28 days remain in bill cycle".

Your account balance will be reduced by the credit amount. If your credit amount exceeds the total amount due, you'll see a \$0 balance.

ON YOUR BILLING STATEMENTS:

From your MyAccount dashboard, click **View Current Bill** in the Current Bill tile.

This is a close-up screenshot of the "- CURRENT BILL" section from the dashboard. It features a "View Current Bill" button (highlighted with a red box) and a "View Account Summary" link. The "Total Amount Due" is displayed as "\$0.00" with a "No Payment Necessary" icon. Below this, it states "You are enrolled in Automatic Monthly Payments". A table shows the following data: This Month: \$68.93, Last Month: \$63.41, Last Year: \$59.24. A "DO NOT PAY" button is at the bottom.

Your first billing statement after refunds are issued will look like the sample below, with line items for the time period(s) of your refund as well as associated interest and taxes. Visit nvenergy.com/refunds for details on “seven-year” and “historical” refunds.

Miscellaneous Charges & Adjustments	
Historical Refund Credit	\$139.04 CR
7-year Refund Credit	\$36.99 CR
Refund Total Interest Credit	\$84.49 CR
Historical Refund Tax Credit	\$6.88 CR
7-year Refund Tax Credit	\$1.85 CR
Total Miscellaneous Charges & Adjustments	\$269.25 CR

Subsequent statements will show your remaining credit balance until it has been fully applied and will indicate whether a payment is due.

Account:
No Payment Required
\$236.80 CR

Customer Number:
Premises Number:
Billing Date: Jul 23, 2026
Next Read Date: Aug 18, 2026

Account Summary

Previous Account Balance	\$20.19
Payment - Jul 17, 2026	\$20.19 CR
Adjustment	\$269.25 CR
Electric Charges	\$14.49
Gas Charges	\$17.96
Current Amount Due	\$236.80 CR

Important Messages
Your account shows a credit balance.
No payment is required.

ADDITIONAL INFORMATION

Visit nvenergy.com/refunds for more information, including how refunds are calculated and other frequently asked questions.