

IS-2 Customer Service Information

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IS-2 Customer Care

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2018

IS-2 Load Controller Customer Self-Inspection Guide



NOTE: IS-2 Administrator will follow up to discuss this premise if:

- Meter AND Load Controller cannot be found OR
- Meter found but no Load Controller can be found.

CONTINUE TO STEP 2 if:

- All information is correct.
- Information/device found and data updated or corrected.

STOP (and return Reply Card) if:

- Irrigation Pump is single-phase

Step 2 - Verify Pump Information

- Verify the number of pumps controlled is correct.
If there are any errors or changes, enter updated information.
- Specify whether pump is used for center pivot irrigation.
- Verify horsepower nameplate rating for each controlled irrigation pump.
- Enter the name of the company that services your irrigation pump.



Locate HP ratings.

STOP (and return Reply Card) if:

- Pumps formerly connected to this Load Controller are no longer there; describe where they were relocated OR
- Pumps connected to this controller are no longer used OR no longer operational. Explain in Step 6 when the pump is expected to be operational.

CONTINUE TO STEP 3 if:

- All information is correct, or has been updated.

Step 3 - Verify Physical Condition of Device Enclosure

Choose the most appropriate condition of the controller enclosure as described and shown in pictures below. **DO NOT** attempt to repair any visible damage.

- Appears to be in good working order.
- Appears to be damaged.
- Door found open (**DO NOT TOUCH!**)
- Appears to have potential water or other enclosure damage.
- Not mounted properly.

Mark the appropriate checkbox on the Reply Card and **CONTINUE TO STEP 4**.



Photo of device in good working order.



Photo of damaged device.



Photo of device with door open.



Photo of water damage.



Photo of poor mounting.

NOTE: Damaged Load Controllers reported via Customer Self-Inspection will be scheduled for repair by NV Energy as resources allow.

Step 4 - Verify Condition of External Antenna

Choose the most appropriate condition of the controller external antenna as described and shown in pictures below.

- Good
- Bent/Broken
- Missing

Mark the appropriate checkbox on the Reply Card and **CONTINUE TO STEP 5.**



Photo of device with good antenna.



Photo of device with bent antenna.



Photo of device with missing antenna.

Step 5 - Verify Status Of Front Door LED

Choose the most appropriate condition of the LED light on the front door of the controller as described and shown in pictures below.

- Green
- Red
- No Light

Mark the appropriate checkbox on the Reply Card and **CONTINUE TO STEP 6.**



Photo of device with green light.



Photo of device with red light.



Photo of device with no light.

NOTE: Pump system must be on for 30 minutes to get a reading on the front door LED. If you have trouble seeing the LED, shield LED window with hand or book to get better view.

Step 6 - Enter Comments

Please enter any additional comments you may have regarding this Load Controller location or state of the equipment on Step 6 of the Reply Card.

Step 7 - Return Self-Inspection Reply Card

Upon completing a Reply Card for each Load Controller, seal the card using the adhesive strip at the top of the card. Postage is pre-paid and cards should be returned to NV Energy via U.S. Mail. As an option, you may complete the Load Controller Self-Inspection via an online form at nvenergy.com/IS2Inspection.

2016 IS-2 Self-Inspection Reply Card(s) for each Load Controller registered to your account must be returned or completed online by **May 31, 2018**. Each IS-2 account for which the Reply Card or online form is **not received by May 31, 2018 will be transferred to the IS-1 rate** until Self-Inspection information is received by NV Energy.

Return by May 31, 2018.

