

## IS-2 Customer Service Information

### Phone

IS-2 Customer Care (775) 834-4842

Toll Free (866) 241-2178

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### Email

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### Web

[nvenergy.com/IS2customer](http://nvenergy.com/IS2customer)

### Mail

NV Energy

IS-2 Customer Care 5

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Las Vegas, NV 89146 5



# 2017

## IS-2 Load Controller Customer Self-Inspection Guide



## Introduction

This guide is designed to assist IS-2 participants in performing an annual visual inspection of their Irrigation Pump Load Controller equipment to help NV Energy verify it is in good working condition.

Please follow the illustrated guidelines in this booklet to complete the enclosed **2017 IS-2 Self-Inspection Reply Card(s)**. Each Load Controller registered to your account(s) requires a separate Self-Inspection Reply Card. Be sure to print clearly and legibly. Optionally, you may complete the Load Controller Self-Inspection via an online form at [nvenergy.com/IS2Inspection](http://nvenergy.com/IS2Inspection).

There is no need to open or touch the Load Controller equipment to complete the inspection. Only NV Energy trained and qualified electricians are authorized to service the equipment. Non-functional or damaged Load Controllers reported via the Customer Self-Inspection will be repaired by NV Energy at no cost to the customer.

Customers must conduct and certify the Load Controller Self-Inspection on an annual basis. Failure to complete the annual IS-2 Load Controller Self-Inspection by **May 31, 2017** will subject irrigation accounts to transfer to the IS-1 rate.

At any time, if NV Energy determines, after an investigation, that a Customer has disabled the Load Controller equipment, the Customer will be billed at the IS-1 rate for the entire irrigation season March 1 through October 31 in which the tampering occurred.

2017 IS-2 Self-Inspection Reply Card(s) for each Load Controller registered to your account(s) must be returned by **May 31, 2017**. NV Energy will provide customers confirmation of receipt for Reply Card(s) returned via mail or completed online.

If you have any questions, please do not hesitate to contact **IS-2 Customer Care (775) 834-4842**.

## 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](http://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, 2017**. Each IS-2 account for which the Reply Card or online form is **not received by May 31, 2017 will be transferred to the IS-1 rate** until Self-Inspection information is received by NV Energy.

**Return by May 31, 2017.**



**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 1 - Verify Information

- Verify the account data on the Reply Card is correct. If there are any errors or changes, enter updated information.
- Verify Primary Phone Number to receive notifications from NV Energy when a load interruption is required. Enter up to two additional phone numbers to receive notifications.
- Verify premise number. Refer to your NV Energy bill to confirm and match premise number. Premise number is located in the upper right corner of your monthly bill.
- Verify NV Energy meter number. The NV Energy meter should be located near the irrigation pump and the Load Controller.

ABB Meter



Serial number located ABOVE barcode.

Itron Meter



Serial number located UNDER barcode.

- Verify Serial Number of Load Controller attached to 3-phase pump system.
- Check appropriate box if serial number is faded or if pump system is single-phase.



Load Controller serial number located under barcode.

- **OPTIONAL:** Enter GPS Coordinates of Load Controller in Decimal Degree format.

GPS Coordinate Sample:

Latitude: N38.88029

Longitude: W119.35873