

We're here to help.



NV Energy is suspending disconnects for non-payment and waiving late penalties for those experiencing financial hardships due to COVID-19 or for those whose health is impacted by COVID-19. If this applies to you, please contact us so we can help: **702-402-5555** or <https://www.nvenergy.com/contact-us/>

GET HELP PAYING YOUR BILL

We have expanded our Project REACH energy bill assistance program to help customers of any age who meet income guidelines. Please visit [nvenergy.com/assistance](https://www.nvenergy.com/assistance) to see if you qualify or contact any of the agencies below to apply.

Asian Community Resource Center	702-984-0015
Boys and Girls Club Family Resource Center	702-932-1880
Clark County Social Service	702-455-8860
East Valley Family Service	702-631-7098
Henderson Senior Center	702-267-2956
HopeLink	702-566-0576 ext. 305 or 315
Lutheran Social Services of Nevada	702-639-1730
Three Square	702-765-4030
Salvation Army	702-649-8240
United Labor Agency of Nevada (ULAN)	702-648-3500

OPTIONS TO MAKE IT EASIER TO PAY YOUR BILL

We offer a variety of payment options that give you the flexibility to pay back any past due balance over an extended period of time to make it easier to pay your NV Energy bill.

Equal Pay averages your past year's energy usage into 12 equal monthly payments, so you know in advance what your bill will be each month.

FlexPay is our new pre-pay option that lets you pay what you want, in advance, while applying an existing deposit to your bill.

Please visit [nvenergy.com/payment](https://www.nvenergy.com/payment) to learn more about these programs and to enroll in the one that is right for you.

NV Energy Customer Service: 702-402-5555

TIPS FOR SAVING ENERGY AND MONEY

PowerShift by NV Energy recommends several no-cost tips for reducing energy use, while staying comfortable, that can make a big difference in your monthly utility bill:

- Conduct an [online energy audit](https://www.nvenergy.com/save-with-powershift/energy-assessment/online-assessment) to learn how your home uses energy, and get customized suggestions for reducing your energy use.
(<https://www.nvenergy.com/save-with-powershift/energy-assessment/online-assessment>)
- Set your thermostat at 68 degrees during cooler months.
- Run full loads in your clothes washer and dryer, and dishwasher.
- Shut off lights, ceiling fans, appliances and electronics when not in use.

STAY SAFE

The safety of NV Energy's customers and employees is our top priority. Reliable electric service is essential to the well-being of our community, and our crews continue to work on reliability improvement projects, respond to emergencies and restore outages during this statewide shutdown period. For your safety, please remember the following:

- NV Energy employees prominently wear on their uniforms identification that includes their photograph.
- Our employees will only need access to the inside of your home if you have scheduled an appointment for a PowerShift Smart Thermostat or Home Energy Assessment (*Note that PowerShift appointments have been postponed due to COVID-19*).
- We will never come to your home or business offering an unscheduled service, requesting/demanding payment or threatening disconnection. For maintenance and repair work on NV Energy equipment, including meter exchanges, a technician may knock on your door to alert you of his/her presence, but will not need entry.
- Additional safety and scam protection reminders are available at [nvenergy.com/scam](https://www.nvenergy.com/scam).

