

Billing Misclassification



WHAT HAPPENED?

During account reviews, NV Energy identified that some customers were billed under an incorrect residential rate based on property type.

This resulted in both overcharges and undercharges for some customers. NV Energy regrets the error, has taken steps to ensure these errors will not happen again and is working to fully refund affected customers, with interest.

WHO WAS IMPACTED?

Some customers were assigned the wrong rate classification when their service was established. Most impacted customers lived in multi-family homes but were classified as single-family. There were also many customers who were undercharged, as they live in single-family homes but were classified as multi-family.

The vast majority of NV Energy residential customers were correctly classified and were not impacted. Customers can review current rate information at: [nvenergy.com/rates](https://www.nvenergy.com/rates).

WHAT IS THE SOLUTION?

NV Energy reached a formal resolution with the Public Utilities Commission of Nevada (PUCN) and the Nevada Attorney General's Bureau of Consumer Protection (BCP) earlier this year.

As part of that resolution:

- More than \$63 million in refunds, including interest, will be issued to impacted customers.
- Current customers will receive bill credits, while former customers will receive mailed checks.

To prevent future issues, NV Energy has:

- Implemented enhanced internal processes and procedures.
- Engaged an independent third-party firm (CBIZ) to validate ongoing work. Once finalized this report will be available on our website.

NV Energy remains focused on transparency, accountability, and rebuilding customer trust.