

Welcome to **NV Energy**



Customer Information Guide





WELCOME TO OUR COMMUNITY

On behalf of our employees, we'd like to welcome you to Nevada and to NV Energy. As you settle into your new address, we wanted to help familiarize you with your new energy service provider and the products and services we offer to make doing business with us convenient and easy.

NV Energy has been providing electricity to Nevada for more than 150 years, serving a 46,000-square-mile service territory that stretches north to south from Reno to Las Vegas and Elko to Laughlin. We also provide natural gas service to approximately 162,000 customers in northern Nevada. Our core principles include a commitment to you, our customers, to deliver sustainable energy solutions at stable prices, all while maintaining best-in-class reliability and safety.

The following pages describe a variety of customer options designed to support your lifestyle and budget. We highly recommend that you sign up for MyAccount at nvenergy.com if you haven't done so already. Online tools like alerts, outage notifications and weekly summaries help you manage your energy use and monitor your costs, all conveniently from your laptop, tablet or phone. Or take savings to the next level by taking advantage of our energy efficiency and conservation products and services. The benefits of these programs include bill savings, but also keep overall costs lower for everyone and contribute to a cleaner environment.

To report outages or emergencies, we are available 24 hours a day, seven days a week. If you ever need more information, call us anytime (excluding holidays) in southern Nevada at (702) 402-5555 and in northern Nevada at (775) 834-4444, and online at nvenergy.com. You may also want to follow us on Facebook and Twitter or visit us at YouTube for the latest information on your energy service as well as what we're doing to improve the communities in which we live and work.

Again, welcome to your new home. We appreciate the opportunity to serve you.

Sincerely,



Doug Cannon
President & CEO
NV Energy, Inc.



BILLING AND PAYMENT OPTIONS

We offer several convenient options for how, when and where you pay your energy bill. Additionally, we make it easy to manage your energy usage and save money.

MyAccount

MyAccount provides easy-to-use tools that will assist you in evaluating and managing your energy use and determining which energy conservation programs are right for you.



Some of the features include:

- Secure and convenient access to information and tools to manage customer accounts. With MyAccount you can pay bills online immediately, see 24 months of previous energy usage and check account status and recent payments.
- Conservation tips from the Energy Efficiency team at NV Energy. Learn the most appropriate settings for thermostats and water heaters, when to change air filters and other tips to make your home more energy efficient.
- Weekly summaries, alerts and outage notifications. Sign up so you'll know everything we know about your energy before you receive your monthly bill.

Additionally, if you call Customer Service, our representatives can bring up the same web-based information that you're seeing, so we can help you understand details or trends and provide even more ways to save.

It's all available at nvenergy.com.



Paperless Billing with Online Pay

Faster than standing in line or using the U.S. Postal Service, less expensive than writing a check and using a stamp – paying your bill online is even better with our new and improved service. Whether you need to make a payment immediately or are looking to schedule a payment for a time that is easier on your bank account, paying your bill online is a snap at nvenergy.com.

With Online Pay, you choose whether your funds are drawn from your checking or savings account. And while you're online, take some time to see our additional features. At nvenergy.com you can view your payment history and check your account balance. Not only is paying online easy and convenient, it is the fastest way to pay...and if you go paperless, it saves a tree or two.

Automatic Monthly Payments

You never have to worry about paying your bill on time with this convenient service. With Automatic Monthly Payments, the amount of your bill is automatically deducted from your checking or savings account on the day the bill is due. Sign up online at nvenergy.com/autopay.

Payment Locations

With our authorized Shop & Pay and kiosk locations, pay your NV Energy bill while you take care of your other daily chores like shopping. Shop & Pay and convenient payment kiosks are offered at more than 200 locations statewide. You can pay with cash, check, money order, or debit or credit card for a small fee. Your payment will be posted the same day. ***For an up-to-date listing of all our authorized Shop & Pay and kiosk locations and other options, visit our website at nvenergy.com/paymyway.***

Equal Payment

Nevada has extreme heat and cold, and many of us have higher utility bills during the summer and/or winter months and lower bills in the spring and fall. The Equal Payment Plan evens out your energy costs over the course of a year so your monthly payment is easier to manage. Payment amounts are adjusted if an imbalance exceeds \$100 or rates change by five percent or more. Sign up today at nvenergy.com/equalpay.



Select Your Due Date

Select which day of the month (excluding holidays) you'd like your bill to be due. For more details, call Customer Service in southern Nevada at (702) 402-5555 or northern Nevada at (775) 834-4444 or, visit nvenergy.com/paymyway.

Credit or Debit Cards

To pay by credit or debit card or check-by-phone, call (800) 253-8084 in southern Nevada or (800) 809-1013 in northern Nevada. All you need is a touch-tone phone, your NV Energy account number, and your credit/debit card (with the Star symbol on the back) or checkbook. You can also pay online by logging on to MyAccount at nvenergy.com and following the on-screen instructions. A processing fee will be charged.

Time-of-Use Rates

NV Energy wants to make it simple for you to save money on your bill through a Time-of-Use rate. Residential or business customers who are willing to reduce their consumption during periods when the total demand for electricity is at its highest (the peak) may save money. If your schedule allows you to use most of your energy during off-peak hours during the summer, you may want to choose a Time-of-Use rate. Learn more at nvenergy.com/tou.

For more information or to enroll in any of these services, call (702) 402-5555 in southern Nevada or (775) 834-4444 in northern Nevada, or visit nvenergy.com.

Mail-in Payment

If you prefer a hard copy bill, NV Energy includes a self-addressed envelope with each month's bill for your convenience. If you pay by mail, please send a check or money order, along with your bill stub and the appropriate postage. For your own protection, **PLEASE DO NOT SEND CASH.**

When you send in a check to make your payment, you authorize the utility to initiate an electronic debit from your bank account. Your check will not be returned and funds may be withdrawn the same day the utility receives payment.



PAYMENT POLICIES

Deposits

Any security deposit you make, plus accrued interest, is refunded to you after one year of service, less the amount of unpaid bills, as long as you have no more than one returned check, no more than three late payments and no service disconnections. Deposits are based on the historic average monthly bill at your address. If your residence does not have previous billing history, NV Energy will charge \$100 per service. We waive the deposit requirement if you provide us with a recent letter of good credit from your previous utility.

A deposit may be assessed after three late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For more information, visit our website at nvenergy.com/rates and view the electric rules for your region.

To avoid disconnection, deposits are due with your first utility bill after your service is connected. We understand this may be an unexpected expense, so we're happy to arrange for you to pay your deposit, as well as current charges, in three equal installments once you receive your first bill.

Late Payment/Returned Check Charges

NV Energy bills are payable on or before the due date shown on your bill. A late charge on the past due amount will be applied to your bill if the amount owed is not paid by the due date. For returned checks, NV Energy charges a fee and requires cash payment of the total unpaid bill.

Non-Payment/Service Disconnection

NV Energy makes every effort to avoid canceling your service; however, if you do not pay your bill (including deposit), your service will be disconnected. A reconnection fee and deposit will be assessed to reconnect power or gas after the overdue bill is paid. If you are having difficulties paying a bill, please contact us immediately (before your bill becomes past due) to see if payment arrangements can be made or if we can identify resources to help pay your bill.

NV Energy **does not** call customers to solicit payments for any reason. Customers who are at risk of having their power disconnected because of nonpayment will receive a 10-day and 48-hour notice via U.S. Mail.

And, some customers who have high, past-due balances may receive an automated courtesy call from NV Energy asking them to call Customer Service regarding their account.

If you are contacted for immediate payment, please refuse and report the incident to local law enforcement. You may also call Customer Service in southern Nevada at (702) 402-5555 or in northern Nevada at (775) 834-4444. If there is ever a doubt, please call us first.

CHANGING YOUR SERVICE

You may start, stop, or transfer your service online at nvenergy.com. Our customer service representatives will be happy to assist you as well. Call (702) 402-5555 in southern Nevada or (775) 834-4444 in northern Nevada.

Transferring Service

Transfer your service online at nvenergy.com. Your electric service can be ready and waiting for you at your new address if you move within our service territory. If you need assistance, please call us to make the change at least one week before you would like electric service to start. Your new service can usually be connected within 24 hours. If you are a gas customer, we'll do our best to complete your service request as soon as possible.

If you are building a new home, call us when you start your building plans to ensure your service is ready by the time you move in. Please remember that NV Energy connects service only on weekdays, excluding holidays.

Canceling Service

Discontinue your service online at nvenergy.com or call Customer Service at least one week before you plan to move. Currently, some meters may be disconnected remotely or by our specially trained meter readers who will take a final meter reading. You won't be charged for energy used at that address after your service is disconnected. However, if you do not contact us to cancel service, you may be responsible for any further usage. Please note that service is only disconnected on weekdays, excluding holidays.

If you plan to have your meter disconnected, please ensure your property is free from potential fire danger, such as items placed on your stove, electronic devices or other appliances.

HOW TO READ YOUR BILL

NV Energy
 C A15 B15
 Service Address: **JOHN DOE**
1234 ANY ST
RENO, NV 89519

Automatic Monthly Payments
 Sign up at nvenergy.com/paymyway

Electric Historical Usage Data

Usage History	No. Days	kWh	Avg kWh Per Day
This Month	29	500	17.2
Last Month	33	668	20.2
Last Year	29	472	16.3

Avg Cost Per Day This Month: \$2.15

Avg kWh Per Day By Month

Month	Avg kWh Per Day
F	15.5
M	15.5
A	15.5
M	15.5
J	15.5
J	15.5
A	15.5
S	15.5
O	15.5
N	15.5
D	15.5
J	15.5
F	15.5

Electric: Domestic Service

Meter Number	Service Type	Service Period From	To	Bill Days	Previous Meter Readings	Current Meter Readings	Meter Mult.	Usage
CC030111111	kWh	Jan 13, 2016	Feb 11, 2016	29	49,679	50,179	1	500

Charges Breakdown:

- Electric Consumption: 500.000 kWh x 0.09409 = 47.05
- Deferred Energy Adjustment: 500.000 kWh x 0.00500 CR = 2.50 CR
- Temp. Green Power Financing (TRED): 500.000 kWh x 0.00105 = 0.53
- Renewable Energy Program (REPR): 500.000 kWh x 0.00422 CR = 2.11 CR
- Energy Efficiency (EE) Charge: 500.000 kWh x 0.00198 = 0.99
- Basic Service Charge: 15.25
- Local Government Fee: 2.96
- Universal Energy Charge: 500.000 kWh x 0.00039 = 0.20

Total Electric Service Amount: \$62.37

Account Summary:

- DATE DUE: Mar 4, 2016
- AMOUNT DUE: \$155.95
- Account Number: 1000011111101111111
- Customer Number: 0001111111
- Premises Number: 011111111
- Billing Date: Feb 17, 2016
- Next Read Date: Mar 14, 2016
- Previous Account Balance: 213.20
- Payment - Feb 9, 2016: 213.20 CR
- Electric Charges: 62.37
- Gas Charges: 93.58
- Current Amount Due: \$155.95

Thank you for maintaining an excellent payment record. We look forward to serving you in the years to come.

Customer Service: (775) 834-4444 or (800) 962-0399 Toll Free 24/7, excluding holidays. Office: 6100 Nell Rd, Reno, NV 89511. Emergencies: (775) 834-4100

ACCOUNT NUMBER: 1000011111101111111

Service Address: **1234 ANY ST**
RENO, NV 89519

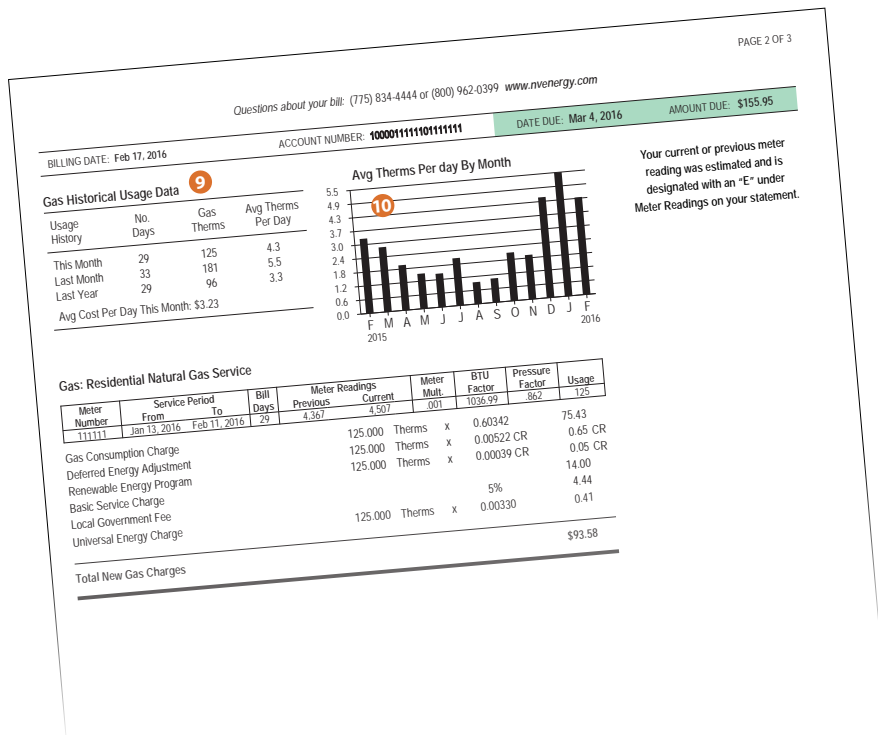
DATE DUE: Mar 4, 2016
 AMOUNT DUE: \$155.95

Enter Amount Enclosed: \$

Payment Options:
 Online at nvenergy.com or call (844) 343-3718
 At any of our authorized Shop&Pay locations
 By Phone: (800) 809-1013 (debit/credit card)
 By mail: PO Box 30073, Reno, NV 89520-3073

JOHN DOE
 1234 ANY ST
 RENO, NV 89519

1000011111101111111 0000015595 0000015595 0 008 89520



- 1 Your account number
- 2 Customer information
- 3 The next date your meter will be read
- 4 Account balance information
- 5 Message area for your account
- 6 Meter information – (information specific to your meter including reads, read dates and usage)
- 7 Electric graph displaying historical usage
- 8 Return stub
- 9 Gas meter information (northern Nevada only)
- 10 Gas graph displaying historical usage (northern Nevada only)

Please visit nvenergy.com/rates for the most current rate information.

OUR METERS

Digital Smart Meters and Technology

We take great care to ensure your bill is accurate, and it all starts with a reliable meter. NV Energy's meters are precision instruments that measure how much energy you use. Our meters are tested and meet ANSI (American National Standards Institute) and Nevada's regulatory standards for accuracy.

NV Energy's standard meter for electric service is a digital smart meter. Smart meters collect whole household energy use information. This data can be accessed by customers via a secure network by signing up for MyAccount at nvenergy.com. Residential customers may view energy use by day, in 15-minute intervals and by outside temperature, as well as compare usage to previous months and see a projected bill. All of these tools are designed to help you take control of your energy use and monitor your costs. A non-standard metering arrangement for residential electric service is available by calling Customer Service.

Gas customers have gas meters that are equipped with a module to allow access to energy use information via MyAccount.

NV Energy's standard meter for electric service is a digital smart meter.





Non-Standard Meter Option

The Public Utilities Commission of Nevada approved NV Energy's request to offer a non-standard metering option for residential customers. Customers who prefer a non-standard meter instead of the standard digital smart meter may select that option, but will be responsible for additional fees.

Should you choose the non-standard metering option, you will not be eligible for optional residential time-of-use rates (ORS-TOU), net metering (NMR) and Small Standby Service (SSR) offered by NV Energy.

To obtain additional information about this optional service, please call (702) 402-4273 in southern Nevada or (888) 559-9744 in northern Nevada.

Access to Our Meter

Your cooperation in providing safe access to our meter is truly appreciated. The operations and maintenance of this equipment is NV Energy's responsibility. While we may not visit your home every month to read the meter, ongoing access is necessary by our Trouble Response and Gas Operations personnel. While we access the meter, pets should be restrained or kept inside. Trees and shrubs that obscure the meter should be routinely trimmed. Also, locks should be removed from gates to allow access. We'll be sure to contact you if we have any problems with access.

Call (775) 864-7309 in northern Nevada or (702) 402-6165 in southern Nevada to let us know about unusual or potentially hazardous conditions, or to make access arrangements.

Meter Reading

NV Energy's meters provide information to create your monthly bill and are read on or about the same date every month. Currently, most meters are read remotely, while some are read by our specially trained meter readers. In the event a meter reader visits your home, they are easily identified by their official company uniforms and identification badges, which they will be happy to show you upon request. If you have any doubts about someone who claims to be an employee, call us for verification in southern Nevada at (702) 402-5007 or in northern Nevada at (775) 834-3586.



WHY YOUR BILLS MAY VARY

Some of the factors that can cause your energy usage to fluctuate include:

Change of season. During the summer, hot weather can make your air conditioner, fans and refrigerator run longer and more often, using more energy. You may also run your pool or spa pump for longer hours during the summer. In the winter, your lights and heating appliances will be on longer as the days grow shorter and cooler.

Change in living habits. A new home, a new baby, new hobbies, visitors—all these changes can cause an increase in your energy usage and your bill.

Additional or older appliances. A new computer, large-screen television, pool or spa, can make life more entertaining but can also increase your bill. Older appliances, which may become less efficient, can also add to your consumption.

ENERGY EFFICIENCY AND CONSERVATION

NV Energy wants to help you stretch your energy dollar further than you ever thought possible. We offer energy conservation tips, money saving products and services, and energy audit tools to learn more about how you use energy. In the process, we can all work together to protect the environment. Cutting energy usage does not have to be difficult or expensive. If you follow these conservation tips around your home, you can potentially save 10–25 percent on your monthly energy bill:

- Turn off lights and appliances when not in use. Don't forget your computer—a computer can use as much energy as a refrigerator.
- Set your thermostat to a comfortable level. In the colder months, set the thermostat to 68 degrees or lower when home, or back to 58 degrees when sleeping or when the house is unoccupied for more than four hours. In warmer months, set the thermostat to 78 degrees or higher when at home. Increase the setting to 82–86 degrees when sleeping or not at home.
- Set your water heater temperature controls to 120 degrees.
- Use the energy saver option on your dishwasher, allowing dishes to air dry.

- Vacuum your refrigerator coils (underneath and back).
- Install insulation up to level R-38 in your attic space for an average cost of 50 cents per square foot.

For more energy efficiency and conservation information, visit nvenergy.com/savemyway.

SPECIALIZED CUSTOMER SERVICES

Assistance for Hearing/Speech Impaired

You can communicate directly with our Customer Service department by phone if you have teletype transmitting equipment (TTY). Call 711, 24 hours a day, seven days a week.

Gatekeeper Program

NV Energy's employees, such as meter readers, field service representatives and customer service representatives, are trained to recognize when residents may need help. We inform the appropriate agencies who can investigate and provide any assistance necessary.

Language Interpreters

Our representatives are able to communicate in more than 15 different languages and dialects to assist non-English speaking customers with their electric and gas service needs. Spanish-speaking customers in southern Nevada may call (702) 402-5554 and in northern Nevada, call (775) 834-4700. An interpreter for other languages may be arranged by calling (702) 402-5555 in southern Nevada or (775) 834-4444 in northern Nevada.

Energy Assistance Programs

In southern Nevada, Project REACH (Relief Through Energy Assistance to Prevent Customer Hardships) is a program designed to help vulnerable adults age 62 and older, medically fragile persons, and deployed Reserve and National Guard members in need of emergency energy assistance. Project REACH is available year-round and administered until funds are exhausted. Call our Energy Assistance Line at (702) 402-5200 for more information.

In northern Nevada, the Special Assistance Fund for Energy (SAFE) program helps individuals and families facing a short-term financial crisis with their bills. Applicants must meet program guidelines and demonstrate a need for energy assistance. If an applicant qualifies for SAFE, assistance is only available one time annually. Independent social service agencies administer the SAFE program throughout NV Energy's service area in northern Nevada. For details on this program visit nvenergy.com/assistance or call us at (775) 834-4444.

The State of Nevada offers programs designed to provide energy and weatherization assistance to qualified households. For information about the Energy Assistance Program, call (702) 486-1404 or (775) 684-0730 or visit dwss.nv.gov. For the Weatherization Assistance Program, visit housing.nv.gov/programs/Weatherization to find the agency for your service area.

Green Cross Program (Life Support Equipment)

If you or a permanent member of your household depends on electrically operated medical equipment that is in use 24 hours a day, please let us know by calling (702) 402-5555 in southern Nevada or (775) 834-4444 in northern Nevada so we are aware of the situation in the event of a power outage.

Programs for Seniors/Disabled

To help prevent disconnects due to misplaced or forgotten bills, NV Energy offers a third-party notification service. We notify the party you indicate (a friend, relative or agency) when your service may be turned off because of nonpayment of a bill. The third party is under no obligation to pay the bill but can provide you with a friendly reminder to help you avoid any inconvenience. If you are interested in this service, please call Customer Service in southern Nevada at (702) 402-5555 or (775) 834-4444 in northern Nevada.

If there is a permanent resident living in your home who is seriously ill, disabled, or 62 years of age or older, please contact us in southern Nevada at (702) 402-5555 or in northern Nevada at (775) 834-4444 to update your account information.



ELECTRIC AND GAS SAFETY

We are always concerned for our customers' safety. NV Energy equipment, meters and power lines as well as gas equipment can be dangerous and should only be handled by qualified company employees. Call us immediately in southern Nevada at (702) 402-5555 or northern Nevada at (775) 834-4444 and we will promptly investigate and correct any problem. If you see a fallen power line, this is a life-threatening situation. Warn people to stay away and call 911. Emergency personnel are trained to handle the situation until NV Energy personnel can make the scene safe. It's best to stay off of and away from NV Energy's electrical and gas equipment.

Working Near Overhead Power Lines

Arrangements will be made to assist you in doing work near overhead power lines safely and in compliance with Nevada law. In southern Nevada, call (702) 402-2929 or (775) 834-7703 in northern Nevada at least five days before beginning work.

Power Outages

Storms, vehicle/power pole accidents and other emergencies can sometimes cause temporary power interruptions. It helps to prepare a "Lights Out" kit and keep it ready to use in case the power does go out. If you lose your power, we want to know; we'll work to get it back on as promptly as possible. To prevent delays in restoring your power, please check the following: Does your neighbor still have lights? Is the power off in just part of your house? Either can be a sign that the problem may be inside your house. Before you report an outage on nvenergy.com or by phone, please make a quick check to see if there's a blown fuse or tripped circuit breaker. It could save you time, inconvenience, and a fee if we determine that the problem is not related to our equipment.

"Lights Out" Kit

- Matches and candles
- A battery-operated radio
- A flashlight
- A wind-up clock
- A manual can opener

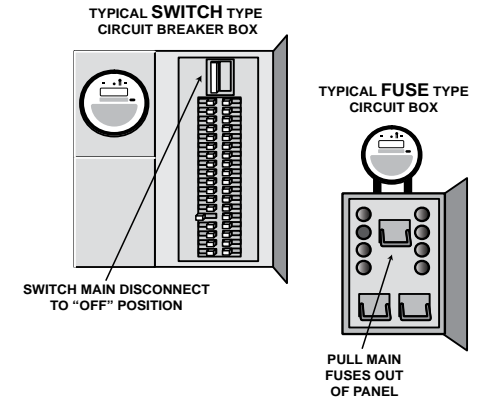


Important Outage Tips:

- Turn off all major appliances, such as electric ranges, washers and dryers.
- Unplug sensitive electronic equipment like television sets, VCRs, DVD players and computers. This reduces electrical demand when the power is restored.
- Try to keep your refrigerator and freezer doors closed to help keep the cold inside.
- Visit nvenergy.com/outage to report an outage, or call (702) 402-2900 in southern Nevada, (775) 834-4100 in Reno/Carson City, or (800) 962-0399 in other areas.

HOW TO SHUT OFF ELECTRICITY

1. Normally, most electric main disconnects (breaker/fuses) are located with the meter on an exterior wall.
2. Look closely at your circuit breaker box or fuse-type box.
3. Be certain that you can turn off the electricity in an emergency.





The purpose of this section is to provide you with important safety information to recognize and respond to gas emergencies and to make you aware of natural gas and propane pipelines in the areas where you live and work. The locations of these pipelines are found by using the Call Before You Dig program, described on page 22 of this guide. By following the simple instructions and tips found here, we can enjoy all the benefits of natural gas/propane secure in the knowledge that it's perfectly safe. Save this pamphlet in a handy place in case it's ever needed. If you're a landlord or property owner with tenants, please share this information.

Pipelines are designed, constructed and tested under rigid specifications set by the U.S. Department of Transportation. A high safety margin is built into the pipe, which is made of flexible, corrosion-resistant polyethylene or high-strength coated steel that allows it to withstand the stress caused by floods, earthquakes or landslides. NV Energy personnel constantly monitor the company's transmission pipelines, service lines and distribution mains to ensure reliable and safe operation.

NATURAL GAS SAFETY (Northern Nevada Service Territory)

How to Handle a Gas Leak Indoors

Natural gas/propane is colorless and odorless. Before gas goes into the distribution system, a substance called mercaptan is added, which provides a strong sulfur-like odor and warns us of gas leaks. If you experience a gas leak indoors, remember the following safety tips:

- Evacuate everyone from the area.
- Call 911 and NV Energy at (775) 834-4100.
- Do not use a phone of any kind or any electronic device at the site that operates on batteries.
- Do not light matches, candles or smoking materials.
- Do not turn on or turn off any electrical switch or appliance.
- Do not start a vehicle in a garage or near a gas leak; nor should you operate a garage door opener.

If you know where your gas appliance valve or your gas meter valve is located, you might consider turning it off by hand, with a pipe wrench or other appropriate tool. Once you turn it off, don't attempt to turn it back on. Call NV Energy. If the leaking gas ignites, don't try to put out the flames. Call 911 and then call NV Energy.



How to Handle a Gas Leak Outdoors

You may someday encounter a leak from a gas pipeline outdoors. You would recognize the "rotten eggs" odor, or you may hear a blowing or hissing sound near the pipeline. Despite all these safeguards, pipeline leaks sometimes do occur. Should you detect an outdoor leak, leave the area immediately and call NV Energy at (775) 834-4100.

Buried Natural Gas Piping

In our northern Nevada service territory, NV Energy is responsible for maintaining natural gas equipment to the point of and including our meters. You should be aware that the natural gas piping between the meter and gas equipment in the home is the responsibility of the property owner.

Periodically have the piping inspected, since underground natural gas piping is often metallic and may corrode or leak if not properly installed or maintained. Don't forget to inspect the underground natural gas piping to a shop, pool heater or other living quarters. If you notice that your shrubs and grass near your underground natural gas piping turn brown and die and/or the soil turns dark brown or black — you may have an underground natural gas leak. You may not be able to smell an outdoor natural gas leak because the odorant added to natural gas will be filtered out as it passes through the soil.

Local plumbing or heating contractors are available to help in determining where these lines are located and to perform inspections or repairs. Any unsafe condition discovered in buried customer piping should be repaired or corrected immediately.

Stay safe. If you are considering installing buried piping between NV Energy's meter and other natural gas equipment, hire a licensed contractor to ensure all work will be completed in accordance with all state and local codes governing gas piping systems.

NV Energy Gas Facilities

For your safety, NV Energy inspects and monitors its gas facilities on a regular basis and requires access to those facilities on your property at all times. As part of that access, NV Energy prohibits the installation of permanent structures and buildings over our underground facilities. Also,



please note that the NV Energy service line may have an underground valve installed near your property line. Please take care to ensure that this valve is made accessible and not disturbed during landscaping activities.

Customer Appliance Safety

Gas space heaters are a safe way to heat if they are installed by a qualified professional, used properly, and maintained correctly. Always have your gas heater and venting system professionally installed and inspected according to local codes. Do not re-install used space heaters.

Setting a water heater too high can be dangerous for children and unsuspecting visitors. Make sure your water heater is set to a safe temperature. Check the water temperature before placing a child in the bathtub and never leave a child alone or with other young children in the bathtub. The U.S. Consumer Product Safety Commission (CPSC) urges all users to lower their water heaters to 120 degrees Fahrenheit. In addition to preventing accidents, this decrease in temperature will conserve energy and save money. To obtain additional information on tap water scalds, visit the U.S. CPSC website at cpsc.gov.

Gas connectors need to be inspected regularly, and replaced as needed. Certain kinds of flexible connectors manufactured between 1970 and 1980 may fail over time and need to be replaced. Only a qualified professional should check your connector and replace it if needed. Don't try to do this yourself. After disconnecting gas appliances, gas connectors should always be removed and the fuel line should be plugged and capped. Gas pipes should be properly maintained and never used for unintended purposes such as hanging clothes. If your home or business was built after 1990 or you've had work done to your natural gas system, it's likely that Corrugated Stainless Steel Tubing (CSST) was installed. CSST is a flexible, stainless steel pipe and often has a yellow, or sometimes black, plastic coating. CSST does not connect directly to appliances, but instead runs through a home or business - sometimes under floors, along sidewalls, and in the attic. If lightning strikes a structure containing CSST, there is a risk it can travel along the structure's natural gas piping system and cause a leak or, in some cases, a fire. CSST gas piping systems shall be bonded to the electrical service grounding electrode system at the point where gas service enters the building. The bonding jumper shall not be smaller than 6 AWG copper wire or equivalent.



NV Energy does not provide inspection service for CSST installations. If you find CSST after inspecting your home or business, NV Energy recommends that you contact a licensed electrician to make sure it's bonded and grounded properly. If you are unsure whether your building contains CSST, contact a building inspector to obtain a professional inspection.

Carbon Monoxide Awareness

Carbon monoxide (CO) is a silent killer. Assure that fuel-burning appliances are installed, maintained and used properly and safely. This includes having an annual inspection of heating and venting equipment by a qualified contractor prior to the heating season and the use of a carbon monoxide alarm that meets current standards. To prevent carbon monoxide from forming, make sure your furnace has adequate ventilation and do not use the furnace closet for storage. Ensure that any space heaters are used properly, installed by a qualified professional and maintained correctly. This includes keeping gasoline, flammable liquids and other combustible materials away from appliances and other sources of ignition.

It is important to be aware of the symptoms of CO poisoning. Symptoms can occur immediately or more gradually after long-term exposure. Common symptoms include:

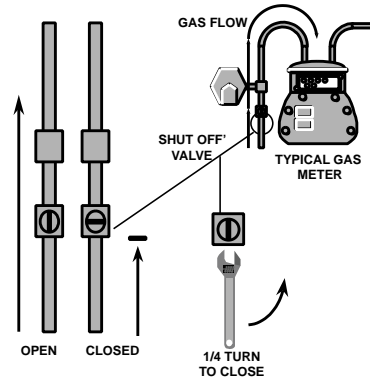
- Dizziness
- Confusion
- Shortness of breath
- Nausea
- Headaches
- Fainting

If you have these symptoms after being in an enclosed area, get fresh air immediately and call 911.

HOW TO SHUT OFF GAS SUPPLY

Do so **ONLY** if you notice structural damage to your house or if you smell or hear leaking gas.

1. The meter shut-off valve is located next to your meter on the inlet pipe.
2. Use a crescent or pipe wrench and give the valve a quarter turn in either direction. The pipe valve will now run crosswise on the pipe. The line is closed.



DO NOT turn on the gas again, let the gas company do this.

Call Before You Dig

For your safety, and to avoid damage and expensive problems, find out whether any underground gas or electric lines—or any other utilities—are located where you intend to dig. NV Energy and most other owners of underground services are members of a Call Before You Dig association. This one-call, toll-free system can locate all member underground utilities on your property. When you call 811 from anywhere in the country, your call will be routed to your local One-Call Center. To learn more about Call Before You Dig you may also visit www.call811.com.



Caution: Nevada laws require you to Call Before You Dig at least two business days before the dig is scheduled whether on residential or commercial property. Even if you are planning to dig holes in your backyard for planting trees or shrubs, or installing a fence or deck, etc., dig safely and Call Before You Dig.

Call Underground Service Alert at 811 for this free service.

In northern Nevada, a homeowner or contractor digging into a pipe is the most common cause of a gas pipeline rupture. The homeowner or contractor causing the damage is responsible for all repair costs, which average over \$1,500.

You are required to outline or mark, in white, in advance, the intended area of excavation. An NV Energy representative will come out to the site of your dig and field mark the path of the utility's underground facilities on your property.

Where are these pipelines and utility underground facilities located? Transmission pipeline location is oftentimes indicated by pipeline markers. This information is also available online, please see the website list at the end of this section.

Should an excavator or contractor damage an NV Energy gas or electric line in the Reno/Sparks area, they must immediately report the situation to NV Energy by calling (775) 834-4100. If an electric line is damaged outside of the Reno/Sparks area, call (800) 962-0399 or in southern Nevada, call (702) 402-2900.

In the event the damage results in a gas leak, which may endanger life or cause serious bodily harm or damage to property, they must immediately report the situation to emergency service personnel. Call 911 and NV Energy at (775) 834-4100.

For the sake of safety (and by law) certain land uses are generally prohibited concerning the pipeline. Among them:

- Construction of fence posts, poles, structures, overhanging roofs and balconies, garden sheds and concrete slabs over (or in close proximity to) a gas pipeline.
- Wells or other boreholes.
- Pile driving or blasting.
- Storage of flammable materials, equipment, bulk goods and vehicles.
- Dumping or burning waste or scrap lumber.
- Unauthorized roadways.
- Pulling loads across or along the right-of-way (ROW).
- Cutting down trees.

Excess Flow Valve

An Excess Flow Valve (EFV) is designed to shut off the flow of gas automatically on gas service lines. this safety device protects the gas service line to the gas meter set if a damage or a leak causes the flow of gas to exceed the EFV setting. Existing gas customers without an EFV and with a peak load of 2,600 standard cubic feet per hour or less have the right to request a retrofit installation from NV Energy on a mutually agreeable date. Please contact NV Energy Distribution Design at (775) 834-4002 for more information.

Right-Of-Way (ROW)

Residents, excavators and land developers must contact NV Energy if there are any questions about the ROW, especially if property improvements or excavations are planned that might impact the ROW.

Websites

Visit these websites for more information on gas safety:

- Call Before You Dig: call811.com/
- NV Energy Safety: nvenergy.com/safety/
- Pipeline Information: phmsa.dot.gov/
- Transmission Pipeline Location: npms.phmsa.dot.gov
- Underground Utilities: usanorth.org
- Public Utilities Commission of Nevada puc.nv.gov/safety/safety

Excavator Training: The Nevada Regional Common Ground Alliance (NRCGA) provides free excavator training which encompasses the state one call laws. Visit Nevada811.org to request training. Several useful tools can be found on this site.

Questions

Direct any questions or requests for gas safety training to NV Energy’s gas safety advisor or visit our website. Please see the information listed on the back page.

This booklet is in compliance with the Customer Bill of Rights. For detailed information visit nvenergy.com.

NOTES

Quick Reference Guide

Northern Service Area *(Your call may be monitored or recorded)*

Customer Service	(775) 834-4444
Toll Free	(800) 962-0399
Información en Español	(775) 834-4700
Gas Emergency	(775) 834-4100
Gas Safety Training/Questions	(775) 834-7709
Hearing Impaired (TDD/TTY).....	711
To Report an Outage/Emergency - Reno/Carson City ..	(775) 834-4100
Outside of Reno/Carson City.....	(800) 962-0399
Final Bill Collections.....	(800) 607-6362
Call Before You Dig.....	811
Overhead Line Safety	(775) 834-7705
Public Utilities Commission of Nevada:	(800) 992-0900 or (775) 684-6101
Tree Trimming.....	(775) 834-4444

Southern Service Area *(Your call may be monitored or recorded)*

Customer Service	(702) 402-5555
Toll Free	(800) 331-3103
Información en Español.....	(702) 402-5554
Hearing Impaired (TDD/TTY).....	711
24 hours a day, seven days a week	
To Report an Outage/Emergency	(702) 402-2900
To Report Excavator Damage to NV Energy Facilities ..	(702) 402-2900
Call Before You Dig.....	811
Final Bill Collections.....	(800) 607-6362
Overhead Line Safety	(702) 402-2929
Public Utilities Commission of Nevada:	(702) 486-2600
Tree Trimming.....	(702) 402-4102