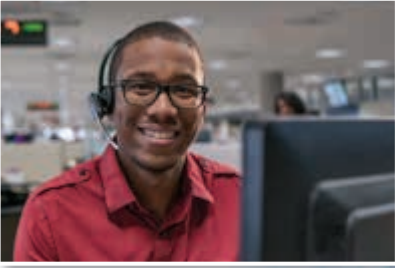


Welcome to **NV Energy**



Residential Customer Information Guide





On behalf of our employees, we'd like to welcome you to NV Energy. We're pleased to help familiarize you with our range of products and services tailored to meet your needs.

It's important to note that some customers with a different meter type will not have immediate access to all of our products and services. Due to current global supply chain issues, NV Energy has temporarily installed at some new construction properties a digital electric meter that does not include the smart meter technology and communication functionality of our standard digital meters. These temporary meters are similar to our standard meter, but do not provide access to the same data and features during this time. If your property is equipped with one of these meters, rest assured that our standards for providing you with excellent service will not change in the interim, and a standard digital smart meter will be installed when one becomes available. Learn more about these temporary meters on page 14 of this guide.

To ensure you receive important updates about your account and outages affecting your area, please take the first step to manage your SMS, voice and email alerts through the MyAccount Profile & Preferences section at [nvenergy.com/myaccount](https://www.nvenergy.com/myaccount). You'll want to ensure your contact information is always up to date in MyAccount so these important updates will reach you.

We appreciate your business and the opportunity to serve you.

Sincerely,



Doug Cannon
President & Chief Executive Officer
NV Energy



Antoine Tilmon
Vice President, Customer Operations
NV Energy



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MYACCOUNT

Personalized Dashboard

MyAccount is your one-stop shop for all of your NV Energy information. Your customizable MyAccount dashboard makes managing your account and monitoring your energy usage easy and convenient. It's designed with you in mind, offering personalized tips, self-service tools and tailored recommendations that ensure you're benefiting from the products and services that best suit your lifestyle and energy needs. Plus it's completely free and available from any desktop and mobile device 24/7. Register your account today at [nvenergy.com](https://www.nvenergy.com).

Some of the features include:

- Secure access to your NV Energy account, where you can pay your bill online, see 24 months of billing and payment history, and view projected bill cost for the current month.
- PowerShift products and services that could help you save energy and money. Plus, take our online energy assessment for a more in-depth look at energy usage within your home and personalized energy efficiency tips.
- Easy enrollment in flexible payment and billing options that are most beneficial to you, like FlexPay and Paperless Billing.

Alerts & Notifications

When you register for MyAccount, you are automatically enrolled in the following:

- My Energy Snapshot: This weekly update provides you with valuable information relating to your energy usage, cost to date, projected bill, helpful products and services, and more.
- Outage alerts: We'll notify you via your preferred channel (email, SMS message or voice message) of any outages in your area, including cause and estimated restoration time, as well as provide you with continued updates until your power is restored.
- Bill reminders: You'll receive a notification when your current bill is available to view and pay, as well as reminders about upcoming due dates and payment locations.



Other alerts and notifications are available for voluntary enrollment through your MyAccount settings and preferences including the ability to set custom usage and cost thresholds and be notified when those are met. Log on today at [nvenergy.com/myaccount](https://www.nvenergy.com/myaccount) to get started.

PLEASE NOTE: When enrolling in and updating alerts, be sure to use the most current contact information to receive updates about your account.

Protect Yourself from Scams

Sometimes deceitful people attempt to imitate NV Energy employees, both over the phone and in person, in an attempt to gain access to your property and personal information. NV Energy will never contact you to demand immediate payment (especially by prepaid card, Bitcoin, text or QR code, or digital payment like Zelle or Venmo) and/or threaten immediate service disconnection.

NV Energy may call you to discuss a bill that is higher than usual, or to let you know about any potential issues with your account and service. In this case, the call is usually a recording from NV Energy, does not provide any personal or identifying information, and directs you to call us back for details. Again, these calls will never demand payment or threaten immediate disconnection.

Please visit [nvenergy.com/scam](https://www.nvenergy.com/scam) to learn about our policies so that you don't fall victim to a scam. If there is ever a doubt, please call us directly first.

BILLING OPTIONS

It's your bill – get it your way. Sign up for a billing service that works with your lifestyle. Log on to [nvenergy.com/paymyway](https://www.nvenergy.com/paymyway) to learn more about our convenient billing options.

Paperless Billing

We'll email you when your bill is ready, and you can securely view and pay it online from your computer or mobile device. All bills are available for viewing on MyAccount for 24 months. Visit [nvenergy.com/paperless](https://www.nvenergy.com/paperless) to learn more and sign up.

Select Your Due Date

Choose the payment date that works best for you. Just give us a call or enroll through MyAccount, and we'll handle the rest.

PAYMENT OPTIONS

We offer the following services to make paying your energy bill as easy as possible. Visit [nvenergy.com/paymyway](https://www.nvenergy.com/paymyway) to learn more.

Pay Online

Pay your bill online for free with NV Energy using your bank account and routing number, or pay with your debit/credit card for a small fee through Speedpay, an ACI Worldwide company.

Pay by Phone

Make a payment for free using our automated phone system and your bank account information, or pay with your debit/credit card for a small fee through Speedpay.

Pay in Person

Visit one of our 200 kiosk and Shop & Pay locations across the state to pay by cash, check, money order, or credit/debit card at an authorized retailer. Fees apply for debit/credit card transactions. Visit [nvenergy.com/payment-locations](https://www.nvenergy.com/payment-locations) to find one nearest you.

Pay by Mail

Send a check or money order with your bill stub in the provided return envelope. Payments are usually processed within three to five business days. If you are a Paperless Billing customer paying by check, please send to the following address depending on your location:

Northern Nevada (Reno)
P.O. Box 30073
Reno, NV 89520

Southern Nevada (Las Vegas)
P.O. Box 30150
Reno, NV 89520

Bank Bill Pay (CheckFree)

Pay your bill online through your bank using the CheckFree system. Visit the bill pay section of your bank's website.

PAYMENT PROGRAMS

Our payment programs give you options for when and how you pay your energy bill. View them all at [nvenergy.com/paymyway](https://www.nvenergy.com/paymyway).

Equal Pay

If convenience and predictability are what you're after, look no further than Equal Pay, which allows you to know your monthly payment amount in advance. Not only does this help with managing your budget, but also takes a load off during times of extreme seasonal temperatures – like hot summers in southern Nevada and cold winters in northern Nevada – when bills can increase greatly due to higher energy consumption. Options vary by region and include:

- **Flat Rate** (*available statewide*): We'll average the amount of energy used at your address over the past 12 months to determine one flat amount due each month.
- **Summer Saver** (*available in southern Nevada*): Energy usage is averaged into two payment amounts – one for the summer and one for the rest of the year. This keeps your highest summer bills affordable while keeping remaining bills even more manageable.

No matter which version of Equal Pay you participate in, your monthly bill will continue to show the actual amount of energy used and the cost associated with that usage. Remember to compare your actual amounts with your Equal Pay amounts, so you can continue your regular energy and money saving efforts. It's also important to know that this is not a discount program, rather one to help manage a customer's budget. Accounts undergo regular review, and dramatic shifts in usage could result in a higher monthly payment to compensate for greater energy usage. Visit [nvenergy.com/equalpay](https://www.nvenergy.com/equalpay) to see your estimated monthly payment.

FlexPay

This payment option provides financial freedom by allowing you to decide how much and when to pay for energy service so you can better plan around your lifestyle, schedule and budget. Because you pay for



your service in advance, there are no credit checks, deposits, late fees or reconnect fees. Learn more and enroll at [nvenergy.com/flexpay](https://www.nvenergy.com/flexpay).

Automatic Monthly Payments

Pay your energy bill with an automatic withdrawal from your checking or savings account, or by credit card, on the date your bill is due. No checks, stamps, fees or hassle – just set it and forget it, and it's done for you safely and securely every month. Enroll at [nvenergy.com/autopay](https://www.nvenergy.com/autopay).

Payment Arrangements

If you need additional assistance paying your bill, you may be eligible for a payment arrangement. Payment arrangements provide the ability to pay your balance with weekly, bi-weekly or monthly installments. Visit [nvenergy.com/arrange](https://www.nvenergy.com/arrange) for more information regarding your account.

PAYMENT POLICIES

Deposits

A security deposit is due with your first bill after your service is connected. The deposit amount is based on the historic average monthly bill at your address. If the address does not have previous billing history, we charge a flat \$100 deposit. The deposit requirement is waived if you provide us with a recent letter of good credit from your previous utility. 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.

A deposit may also be assessed after three late charges within 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. In this case, the deposit amount is based on the actual usage of the account. Your deposit will be returned in full, plus interest, once you've established satisfactory credit with us. For more information, view the electric rules for your region (reference Rule 1: Definitions and Rule 13: Deposits) at [nvenergy.com/rates](https://www.nvenergy.com/rates).

Late Payment/Returned Check Charges

Your bill is payable on or before the due date shown. A late charge on the past due amount will be applied to your account if the amount owed



is not paid by the due date. Additionally, NV Energy charges a fee for returned checks, and requires cash payment of the total unpaid bill. *Depending on your meter type, you may be ineligible to participate in this service. For assistance, please contact customer service.*

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 electricity or gas after the overdue bill is paid. If you are having difficulties paying your bill, please contact us immediately – before your bill becomes past due – to see if payment arrangements can be made, or if we can identify other resources to help pay your bill.

Customers who are at risk of having their service disconnected because of nonpayment will receive a 10-day and 48-hour notice on their bill. Some customers who have high, past-due balances may also receive an automated courtesy call asking them to call Customer Service regarding their account.

PLEASE NOTE: Sometimes deceitful people attempt to imitate NV Energy employees, both over the phone and in person, in an attempt to gain access to your property and personal information. NV Energy will never contact you to demand immediate payment (especially by prepaid card, Bitcoin, text or QR code, or digital payment like Zelle or Venmo) and/or threaten immediate service disconnection.

NV Energy may call you to discuss a bill that is higher than usual, or to let you know about any potential issues with your account and service. In this case, the call is usually a recording from NV Energy, does not provide any personal or identifying information, and directs you to call us back for details. Again, these calls will never demand payment or threaten immediate disconnection.

Please visit [nvenergy.com/scam](https://www.nvenergy.com/scam) to learn about our policies so that you don't fall victim to a scam. If there is ever a doubt, please call us directly first.

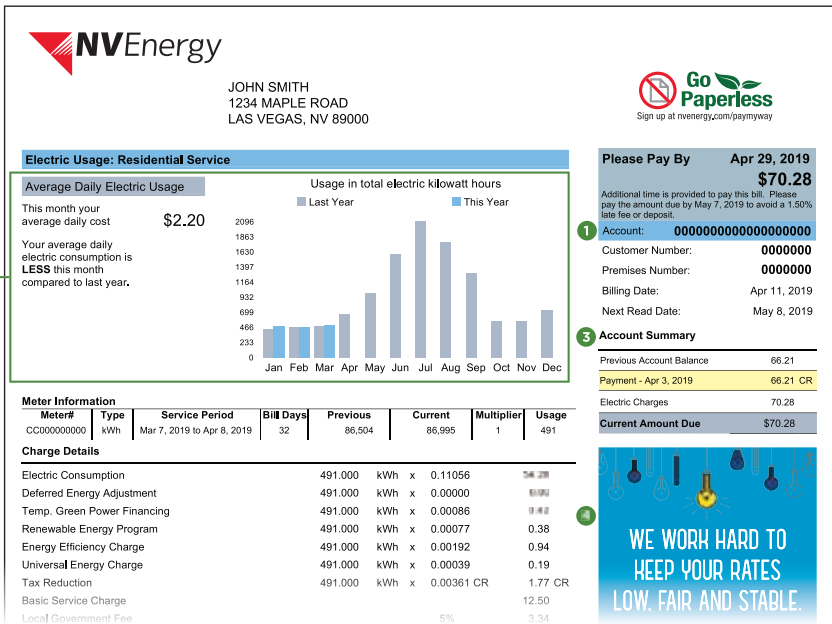
CHANGING YOUR SERVICE

Our online Moving Center is your one-stop shop to easily start, stop or transfer service at your convenience 24/7. Simply visit nvenergy.com/move to get started. You can also call Customer Service, and one of our representatives will be happy to assist.

Ensure your home is ready for new energy service by eliminating potential danger when connecting and disconnecting your meter. This includes removing items placed on stoves, electronic devices or other appliances.

Transferring Service

If you are moving to a new location, simply request a service transfer online or by phone at least one week before you would like service to begin at your new address. Your new electric 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. Connections occur only on weekdays (except holidays). If you are building a new home, call us when you start your building plans to ensure your service is ready when you're ready to move in.



Canceling Service

Should you need to discontinue your service, please submit your request online or by phone at least one week before you plan to move. 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.

ABOUT YOUR BILL

Reading Your Bill

Below are key items to know about your bill, and more detailed reference guides that outline various charges and other items are available at nvenergy.com/help. Current rate information is available at nvenergy.com/rates. Please call Customer Service if you need additional assistance.

1 Account Number

You will need this number if you contact us with questions about your bill. If you pay your bill by mail, remember to include this number on your check to ensure proper accounting.

2 Your Electric/Gas Usage

Data from this month, last month and last year to help track increases or decreases in your energy use. Since you are a new customer, you will only see data for the months you have occupied your home. If you are a northern Nevada customer with gas service, gas data is located on the following page of your bill.

3 Account Summary

A recent overview of your account, including the last bill amount and payment, current charges for energy use, and total amount due.

4 Message Area

Important messages about your account and/or personalized information about products and services.



Why Your Bills May Vary

Some of the factors that can cause your energy usage to fluctuate and your bills to vary 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 and thus adding up to a larger bill. You may also run your pool or spa pump for longer hours during the summer, which will also increase costs. 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, new baby, new hobbies, and visitors – all of 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 may become less energy efficient and can add to your energy consumption. Try our free online energy assessment through MyAccount to see where your energy is being used and how you can improve your energy efficiency. Learn more at nvenergy.com/powershift.

OUR METERS

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

Digital Smart Meters & Technology

Our standard meter for electric service is a digital smart meter, which collects whole household energy use information. You can access this data via a secure network by signing up for MyAccount at nvenergy.com. Residential customers may view energy use by day, in 15-minute intervals alongside the 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 meters that are equipped with a module to allow access to gas energy use information, which is tracked at 60-minute intervals, via MyAccount.

Temporary Non-Standard Meter

Due to global supply chain issues, NV Energy has temporarily installed at some new construction properties a digital electric meter that does not include the smart technology and communication functionality of our standard digital meters. While your new, temporary meter is very similar to our standard smart meter, you may not have access to the same data and features during this time, including:

- 15-minute interval usage data
- Cost and usage notifications
- Weekly Energy Snapshot and projected bill
- FlexPay
- Smart Thermostats
- Online Energy Assessments

Additionally, a meter reader will visit your home each month and will require ongoing access for service.

Rest assured, our standards for providing you with excellent service will not change in the interim, and a standard digital meter will be installed when one becomes available.

If you have questions about your service and/or program eligibility, please contact customer service.

Analog Meter Option

Customers who prefer an analog meter instead of the standard, digital smart meter may select that option at an additional cost. Customers with analog meters are also not eligible for optional residential time-of-use rates, net metering and small standby service. For additional information about this service, call (888) 559-9744 in northern Nevada or (702) 402-4273 in southern Nevada.

Meter Reading

Our meters provide us with the information we need to create your monthly bill, and are read on or about the same date every month. Most meters are read remotely; however, in the event that a meter reader visits



your home, he/she can be easily identified by an official company uniform and badge, which will be happily shown to you upon request.

PLEASE NOTE: NV Energy performs Home Energy Assessments and Smart Thermostat installations by appointment only. We will never come to your home offering an unscheduled service. For other services, a technician may knock on your door to alert you of his/her presence, but will not need to enter your home. Additionally, our field employees are not authorized to collect payments or inspect wiring inside your home. **If you have any doubts about someone who claims to be an employee, call NV Energy Corporate Security for verification in northern Nevada at (775) 834-3586 or in southern Nevada at (702) 402-5007.**

Access to Our Meter

Your cooperation in providing safe access to our meter is truly appreciated. The operation and maintenance of this equipment is NV Energy's responsibility. While we may not visit your home every month to read the meter (depending on your meter type), ongoing access is necessary by our field personnel for routine maintenance purposes and by our first response teams in the event of an emergency. 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) 834-7309 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.

SPECIALIZED CUSTOMER SERVICES

Assistance for Hearing/Speech Impaired

Dial 711 from your teletype transmitting equipment (TTY) to communicate directly with our Customer Service department.

Large Font Bill Summary

Our large font bill summary is an added feature that is included as an extra page of your bill and provides an overview of the most important elements, including your bill due date, total amount due and message



center – all in a larger, easier-to-read font size. Sign up to receive the large font bill summary online through your MyAccount profile and preferences, or by calling Customer Service.

Gatekeeper Program

Our employees, including field service representatives and customer service representatives, are trained to recognize when residents may need help, and inform the appropriate agencies who can investigate and provide any assistance necessary.

Language Interpreters

We are able to assist our non-English-speaking customers in more than 15 different languages and dialects. Spanish-speaking customers may call (775) 834-4700 in northern Nevada and (702) 402-5554 in southern Nevada for assistance. An interpreter for other languages may be arranged by calling (775) 834-4444 in northern Nevada and (702) 402-5555 in southern Nevada. Our website is also available in Spanish at es.nvenergy.com.

Energy Assistance Programs

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 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.

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. Visit nvenergy.com/assistance or call us at (702) 402-5200 for more information.



Additionally, the State of Nevada offers programs designed to provide energy and weatherization assistance to qualified households. For information about the Energy Assistance Program, call (775) 684-0730 in northern Nevada or (702) 486-1404 in southern Nevada, or visit dwss.nv.gov. For the Weatherization Assistance Program, call (775) 687-2227 or visit housing.nv.gov.

Green Cross (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 (775) 834-4444 in northern Nevada or (702) 402-5555 in southern Nevada so we are aware of the situation in the event of a power outage and can ensure you are provided with advance notification in the event of a planned power outage for maintenance.

Programs for Seniors/Disabled

To help prevent disconnection of service due to misplaced or forgotten bills, we offer a third-party notification service. We notify the party you indicate – like a friend, relative or agency – when your service may be turned off because of nonpayment. 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.

We are concerned about our elderly and vulnerable customers. If you or a permanent resident of your home are seriously ill, disabled or 62 years of age or older, please contact us at (775) 834-4444 in northern Nevada or (702) 402-5555 so we can update your account information.

POWERSHIFT

At NV Energy, we love saving you energy and money! That's why we're hard at work every day providing reliable, affordable energy and offering money-saving tools through PowerShift that allow you to save all year long. Visit nvenergy.com/powershift to see all of our products and services. *Depending on your meter type, you may be ineligible to participate in some of our PowerShift products and services. For assistance, please contact customer service.*



Energy Assessments

Get a free PowerShift home energy assessment and you could pay even less on your energy bill. An energy advisor will come to your home or business to check for energy efficiency opportunities, like insulation levels, caulking around windows and doors, the age of your appliances, and more. Then, you'll receive customized tips to improve energy efficiency, recommended upgrades and any available rebates to help cover the costs. You could also get some energy saving items installed during your appointment for free. Then, track your energy usage from our online energy assessment. Learn more and schedule your appointment today at nvenergy.com/powershift.

Qualified Appliance Replacement

Customers who meet income eligibility requirements can receive new energy-efficient appliances and products at no cost. Learn more at nvenergy.com/qar.

Smart Thermostat

Did you know that half of your energy bill each month comes from heating or cooling your home? With our free PowerShift Smart Thermostat, you could start saving up to \$100 on your energy bill each year. You create custom heating and cooling schedules, so the thermostat applies your comfort settings when you're home, conserves energy when you're away, and makes sure your home is comfortable when you get back. Plus, make changes to your thermostat anytime, anywhere via MyAccount. Learn more and schedule your installation at nvenergy.com/powershift.

Pool Pump Rebates *(southern Nevada)*

Take your savings poolside with a rebate on qualifying energy-efficient, variable-speed pool pumps. **Learn more at nvenergy.com/powershift.**

Clean Energy Incentives

NV Energy is proud to offer resources and information to assist customers who are considering an investment in private renewable generation. Incentives are also available to help offset the cost of installing energy storage systems. Visit nvenergy.com/cleanenergy for more information about all we have to offer.



Tips to Save

There are plenty of things you can do at home to help with conservation efforts, including:

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

Visit [nvenergy.com/tips](https://www.nvenergy.com/tips) for more no-cost and low-cost ways to help with energy efficiency and save money.

ELECTRIC SAFETY

The safety of our customers and our employees is a priority. NV Energy equipment, meters and power lines can be dangerous and should only be handled by qualified company employees. Call us immediately in northern Nevada at (775) 834-4100 or in southern Nevada at (702) 402-2900 if you come across an electrical emergency. Fallen power lines are life-threatening situations – in this case, warn others to stay away, and call 911. Emergency personnel are trained to handle the situation until we can make the scene safe again. And remember, it's best to stay off of and away from NV Energy's electrical equipment.

Overhead Power Lines

NV Energy cares about the safety of those working near electrical lines. Accidents involving contact with high voltage lines can result in serious injury or death. Arrangements will be made to assist you in doing work near overhead power lines safely and in compliance with Nevada law. Call (702) 402-2929 at least five days before beginning work, and visit [nvenergy.com/safety](https://www.nvenergy.com/safety) for more information.



Power Outages

NV Energy provides some of the most reliable service in the nation. But, sometimes power outages due to vehicle accidents, weather or equipment problems do occur. In the event of a service interruption, you can report the outage and get updated status information directly from our online outage center via your mobile device at [nvenergy.com/outage](https://www.nvenergy.com/outage).

We will always work to get your power back on as quickly and safely 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 home. Before you report an outage to us, 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.

Public Safety Outage Management (PSOM)

Changes in the climate and environment are contributing to an increased risk of wildfires and other natural disasters. One of the ways we're responding is through PSOM events, during which we will shut off power in high fire risk zones when certain conditions are met in order to help prevent power lines and other equipment from causing a wildfire. Learn more at [nvenergy.com/wildfiresafety](https://www.nvenergy.com/wildfiresafety), and visit [nvenergy.com/psom](https://www.nvenergy.com/psom) to check if you live within a PSOM zone.

Outage Kit

While we can't control unexpected power outages caused by events like extreme weather and vehicle accidents involving utility poles and equipment, we can help you prepare in case the lights do go out. Be prepared with an outage kit containing items that may be useful in emergency situations, and store these items in a waterproof container:

- Flashlight with extra batteries. Do not use candles during a power outage or other emergency. Camp lights and lanterns may be useful; however, do not use kerosene lanterns indoors unless you have proper ventilation.
- Battery-operated radio and clock, plus extra batteries
- Manual can opener
- First aid kit



Generators

In the event of a power outage, generators can be used as a temporary power source. It is your responsibility to safely install and operate a generator and also be aware of potential dangers. Injuries and/or damage could result from improperly installed or operated generators. Visit nvenergy.com/generator for resources and safety tips.

Important Outage Tips

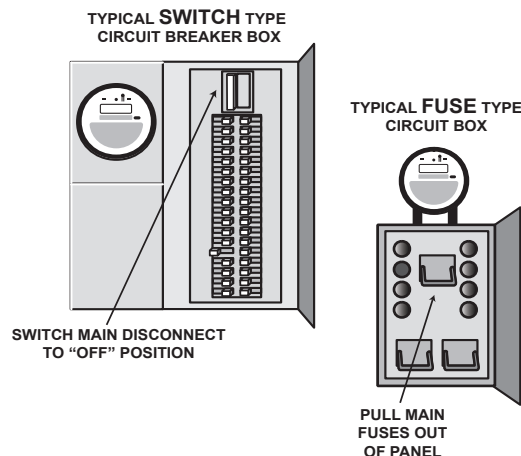
In the event the power does go out at your home or business, keep the following tips in mind:

- Keep your refrigerator and freezer closed to keep your food as fresh as possible.
- Turn off or disconnect any appliances or electronics you were using when the power went out.
- Never burn charcoal for heating or cooking indoors. Charcoal briquettes produce carbon monoxide, which is odorless and colorless and can be deadly.
- Leave one light turned on so you'll know when the power returns.

Visit nvenergy.com/outageprep to get more outage tips.

How to Shut Off Electricity

1. 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.



NATURAL GAS & PROPANE SAFETY (Northern Nevada Service Territory)

NV Energy regularly publishes a brochure to provide its natural gas customers and those living near our natural gas pipelines with important safety information to recognize and respond to gas emergencies. A broad overview of that gas safety information is included below. You may also view the information in its entirety under the gas safety section at nvenergy.com/safety.

How to Handle a Gas Leak

Natural gas/propane is colorless and odorless. Before gas goes into the distribution system, a substance called mercaptan is added. Mercaptan gives the gas a strong sulfur-like (rotten egg) odor. You would recognize this smell in the event of a gas leak, and if outdoors you may hear a blowing or hissing sound near the pipeline. Remember these safety tips should you encounter a gas leak:

- Leave the immediate area and call us at (775) 834-4100 to report a gas emergency
- Call 911 if the leaking gas ignites – don't try to put out the flames
- Do not use a phone of any kind or any electronic device that operates on batteries while at the site
- Do not light matches, candles or smoking materials
- Do not turn on or off any electrical switch or appliance
- Do not start a vehicle in a garage or near a gas leak
- Do not operate a garage door opener near a gas leak

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

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 conditions 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 reinstall used space heaters.

Setting the temperature of 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 uses 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 the gas service enters the building. The bonding jumper shall not be smaller than 6AWG 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 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, are installed by a qualified professional and are 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 carbon monoxide poisoning. Symptoms can occur immediately or more gradually after long-term exposure. Common symptoms include:

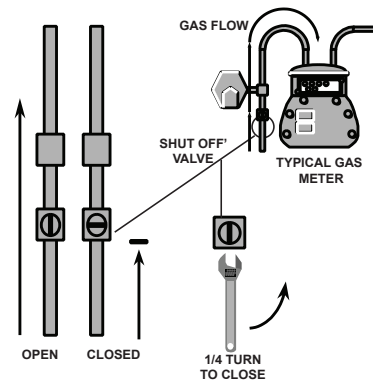
- Dizziness
- Nausea
- Confusion
- Headaches
- Shortness of breath
- Fainting

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. Locate the meter shut-off valve, usually located next to your meter on the inlet pipe.
2. Give the valve a quarter turn in either direction with a crescent or pipe wrench. The pipe valve will now run crosswise on the pipe. The line is closed.



DO NOT turn on the gas again.

Call NV Energy at (775) 834-4100, and we will do it for you, as a Gas Serviceman has specific safety procedures to follow to relight a home following a shut off.



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 excavation damage, severe vehicle impact or a large leak causes the flow of gas to exceed the EFV setting. An EFV does not protect against leaks on the customer piping or appliance issues beyond the gas meter. 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. The customer cost of an EFV retrofit is a \$200 copay in accordance with Schedule SC (Service Charges) in Sierra's Gas Tariff No. 1. Once an EFV is installed, the maintenance and replacement of an EFV will be the responsibility of NV Energy. Please contact NV Energy Distribution Design at (775) 834-4002 for more information.

CALL BEFORE YOU DIG

The law requires you or your contractor to call 811 at least two days before doing any type of work that requires digging – even if you are planning to dig holes in your backyard for planting trees or shrubs, or installing a fence or deck, etc. This free service helps to identify underground utilities in order to prevent damage to pipes and lines, which can be very costly, disruptive and cause serious injury to you and your neighbors.



**Know what's below.
Call before you dig.**

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

A homeowner or contractor digging into a pipe is the most common cause of a gas pipeline rupture. When this happens, the homeowner or contractor is responsible for all repair costs, which average over \$1,500. Should an excavator or contractor damage an NV Energy gas or electric line in the Reno/Sparks area, the situation must immediately be reported to NV Energy at (775) 834-4100. Otherwise, incidents like these in northern Nevada should be reported immediately to (800) 962-0399, and in southern Nevada to (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, call 911 immediately before reporting the situation to NV Energy.

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
- Cutting down trees

Right-of-Way (ROW)

Residents, excavators and land developers must contact our Land Operations Department at (775) 834-4260 if there are any questions about the right-of-way, especially if property improvements or excavations are planned that might impact the right-of-way.

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 and view useful tools.

Questions

Direct any questions or requests for gas safety training to (775) 834-7709.

Resources

Visit the following websites for more information on gas and pipeline safety:

NV Energy Safety nvenergy.com/safety
 Call Before You Dig..... call811.com
 Pipeline & Hazardous Materials Safety Administration phmsa.dot.gov
 National Pipeline Mapping System (NPMS) npms.phmsa.dot.gov
 Public Utilities Commission of Nevada. puc.nv.gov/safety/safety/



SPECIALTY RATES

Learn more about all of our available energy pricing plans at nvenergy.com/plans, or view current rates at nvenergy.com/rates. *Depending on your meter type, you may be ineligible to participate in some of our specialty rates. For assistance, please contact customer service.*

Time-of-Use (TOU)

Customers who are willing to reduce their consumption during periods when the total demand for electricity is at its highest may save money. If your schedule allows you to use most of your energy during off-peak hours during the summer, you may benefit from a time-of-use rate. Learn more at nvenergy.com/tou.

Electric Vehicle (EV)

We offer a special rate to customers with electric vehicles, if the vehicle is charged during off-peak hours. As an added benefit, the discounted rate applies to all of the energy used at the home or business during that time. Visit nvenergy.com/ev for more information.

Expanded Solar Access Program (ESAP)

Our Expanded Solar Access Program allows a limited number of customers who meet eligibility requirements to derive their electricity mix from utility-scale and community based solar resources without requiring a solar system installation on the property. Eligible residential customers can apply for the rate during the open enrollment period. Visit nvenergy.com/esap for details.

Net Metering (NEM)

Net metering allows you to receive a credit for the energy generated by your renewable energy system, which you can use to offset your monthly energy bill. Log on to nvenergy.com/netmetering to learn more.



QUICK REFERENCE GUIDE

Northern Service Area

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
Electrical Outage/Emergency	
Within 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	(775) 684-6101
Tree Trimming.....	(775) 834-4444

Southern Service Area

Customer Service	(702) 402-5555
Toll-free.....	(800) 331-3103
Información en Español.....	(702) 402-5554
Hearing Impaired (TDD/TTY).....	711
Electrical Outage/Emergency	(702) 402-2900
Excavator Damage to NV Energy Facilities.....	(702) 402-2900
Final Bill Collections.....	(800) 607-6362
Call Before You Dig.....	811
Overhead Line Safety	(702) 402-2929
Public Utilities Commission of Nevada	(702) 486-2600
Tree Trimming.....	(702) 402-1402

