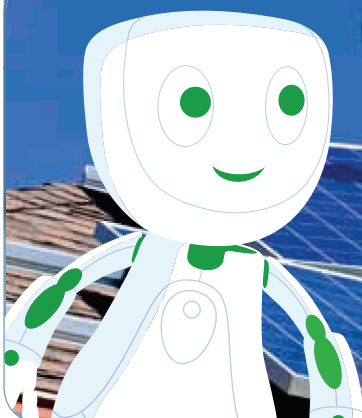


OCTOBER 2011



Save Energy. Save Money.

Learn more at nvenergy.com

Connect with NV Energy   

New Solar Hot Water Incentives

The NV Energy Solar Hot Water Incentive Program offers one-time cash rebates to electric and natural gas customers who install eligible solar water heating systems. By using the sun's energy to heat water, you will save energy, lower your energy bills, and help protect the environment. Rebates are limited. Apply for your rebate today.

Learn more at nvenergy.com/RenewableGenerations

Or Call 1.866.786.3823

Fall Maintenance

It's time for maintenance of your air conditioning and heating system to make sure it's operating safely and efficiently. Contact a participating and specially trained contractor in NV Energy's CheckMe!® Plus AC program. They can also tell you which instant rebates are available to you.

Visit nvenergy.com/ac to see a list of contractors or call the Customer Call Center toll free at 855.625.6404

Rebate program offered to southern Nevada customers only.

Eliminate Phantoms



No one likes to pay for something that they don't use. TVs, VCRs, DVD players, computers/printers, and other gadgets still draw a small amount of electricity as long as they're plugged in. This is called phantom load or vampire power.

Up to 10 percent of your annual energy bill could be consumed while the electric devices are turned off. Start unplugging those electronic appliances from the wall outlet when not in use. You can make your job easier by plugging each device into a power strip and switching it off when not in use.



NVENERGIZE

Creating an energy-smart future.

Energy Savings Tip

The holidays are around the corner, consider light emitting diodes for your lighting. LEDs use at least 75 percent less energy and last 25 times longer than incandescent lighting and use even less energy than compact fluorescent lamps (CFLs).



Green Cross

Are you or a permanent member of your household dependent on electrically operated medical equipment in use 24-hours a day? Contact Customer Service. Once enrolled in the Green Cross program, you will receive advance notification of scheduled electric outages for service maintenance. In the event of an unexpected power outage, we will take the steps necessary to restore power as quickly as possible.

Third Party Notification

To help prevent disconnects due to misplaced or forgotten energy 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 in jeopardy because of an unpaid bill. Call Customer Service to make arrangements.

Don't Get Caught In The Cold

In northern Nevada, it's time to start preparing for winter. If you turned off your natural gas appliances or service last spring, now is the time to have it turned back on. Residential customers may call 834-4444 then select 1, followed by options 5 and then 4, for an appointment to relight your gas furnace.

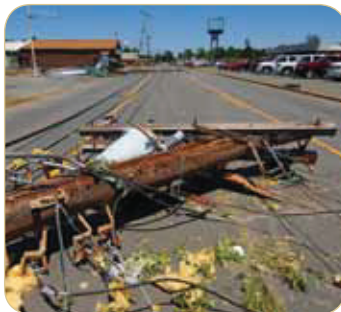
Don't wait for that cold snap to hit while our field personnel are already busy with your neighbors. Our service personnel are typically booked weeks in advance, so please don't delay calling. To access your home, an adult, age 18 or older, must be present.

For northern Nevada customers only.

For Your Safety

Downed Power Line

A power line can fall during a storm or from a vehicle collision with a pole. If your car comes in contact with a downed power line while you are inside, stay in the car. Honk your horn to summon help, but direct others to stay away from your car and call 911. Police and fire department personnel are trained to handle this situation until utility company employees arrive to secure the area.



Our offices will be closed on November 11, 24 and 25 in observance of Veterans Day and the Thanksgiving holiday.

More Questions

For more information visit:
nvenergy.com

For Customer Service:
Northern Nevada
Call 775.834.4444
or toll free 800.962.0399
Para Español llame al
775.834.4700

Southern Nevada
Call 702.402.5555
Para Español llame al
702.402.5554

To Report an Outage

To report an outage outside of the Reno and Carson City area, call 800.962.0399
Reno and Carson City residents, call 775.834.4100

Southern Nevada
To report an outage, call
702.402.2900

