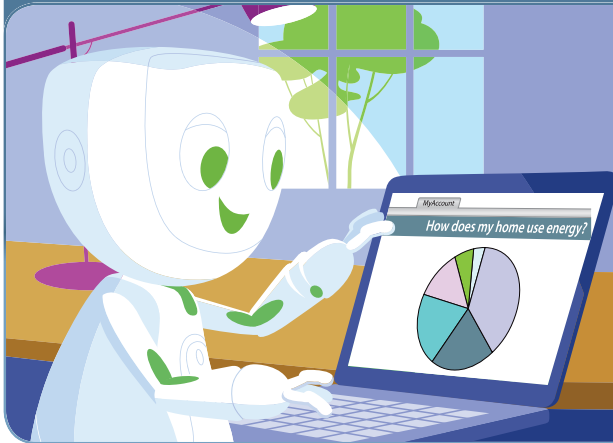


SEPTEMBER 2011



Take Control of Your Energy Use

Sign Up for MyAccount at nvenergy.com

Connect with NV Energy   

Heating Rebates for Northern Nevada Homeowners

Replace your old, inefficient gas furnace or boiler with a new high-efficiency model. You can enjoy greater levels of comfort while reducing your home's energy costs. An energy efficient furnace or boiler may reduce your natural gas use by 10 to 20 percent, increase your indoor air quality plus you may earn a cash incentive from NV Energy.

Call 866.551.3649 for Details

Rebates valid for northern NV Energy gas customers only. Available on a first-come, first-served basis until funding is exhausted. Rebates are subject to change.



Audit Your Energy Use

You can conduct an online energy audit through MyAccount at nvenergy.com to find ways to save. If you don't have access to a computer, NV Energy's Home Energy Audit Team can help you. A team member will visit your home, identify areas that are in need of repair or adjustment and make recommendations to make your home more energy efficient. And, ultimately this will save you money on your energy bill.



To schedule a Home Energy Audit, call the Conservation Department at 702.402.5555 in southern Nevada or 775.834.4444 in northern Nevada.

Call Before You Dig

Call 811 before you dig. It's the law. The depth of utility lines varies and there may be multiple utility lines in a common area. Call two days in advance of digging so the underground facilities can be marked.



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

NVENERGIZE

Creating an energy-smart future.

Notice of General Consumer Sessions

Customers of Sierra Pacific Power Company and Nevada Power Company d/b/a NV Energy are invited to a General Consumer Session conducted by the Public Utilities Commission of Nevada (PUCN). The consumer session is to give customers of all utilities regulated by the PUCN an opportunity to make comments to the Commission about utility rates, levels of service or any other customer issues.

If within 15 minutes after the start of the Consumer Session, no member of the public has appeared to participate

or comment, the Consumer Session may be adjourned at the discretion of the Commission.

The sessions will be held:

Northern Nevada
Monday, October 3
1:30 p.m. and 6 p.m.

Washoe County Commission Chambers
1001 E. 9th Street, Building A
Reno, NV 89512

Representatives of the utilities and the PUCN will be available to answer questions. For details, call the PUCN at 775.684.6101.

Southern Nevada
Wednesday, October 5
1:30 p.m. and 6 p.m.

Public Utilities Commission of Nevada
9075 West Diablo Drive
Las Vegas, NV 89148

Representatives of the utilities and the PUCN will be available to answer questions. For details, call the PUCN at 702.486.2600.

Prevent a Fatal Mistake

Carbon monoxide is a silent killer. Ensure that fuel-burning appliances are installed, maintained, and used properly and safely. Schedule an annual inspection of heating and venting equipment by a qualified contractor prior to the heating season and install 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 carbon monoxide

poisoning that can occur immediately or more gradually after long-term exposure. Common symptoms include dizziness, confusion, shortness of breath, nausea, headaches and fainting.

If you have these symptoms after being in an enclosed area, get fresh air immediately and go to a hospital emergency department or call 911. Be sure to tell your doctor or the emergency responders that you may have carbon monoxide poisoning.



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 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

