

MAY 2012 



**Save Energy.
Save Money.**

NVENERGIZE

Learn more about Smart Meters at
nvenergize.com/videos

Connect with NV Energy   

Smart Videos

Millions of Smart Meters have been installed across the country. Smart Meters provide two-way communication between our customers and NV Energy, helping with alerts about outages, for example. This helps NV Energy to provide more reliable electric service.

As Smart Meters are being deployed in northern Nevada, customers may want to watch a short presentation "When Do I Get My Smart Meter?" The video demonstrates how a new meter is installed at nvenergize.com/videos.

In southern Nevada, if your Smart Meter has been installed and your MyAccount tools have been activated, additional videos show you how you can view your energy usage in various ways. All these tools are designed to help customers take control of their energy use.

Learn more at nvenergize.com/videos



Rebates for Commercial Pool Pumps

Pools, spas and fountains are attractive features at commercial properties that use a higher amount of energy. Business owners who want to improve their return on investment and reduce costs should look at commercial pool pump retrofits or installation of new qualified energy-efficient pool pumps.



NV Energy offers a rebate incentive of \$0.05/kWh saved for new variable-speed pumps and variable frequency drives on existing pumps. The pump's flow rate can be automatically adjusted to reduce energy, keep the water clean, clear and balanced.

Let us help you, call 1.855.268.4085 or visit nvenergy.com/commercialpools to learn more about the rebate application process.

Billing and Payment Options

For your convenience, we offer customers several options on how, when and where you pay your energy bill. We also make it easy to manage your energy usage and save money.

MYACCOUNT

You have secure and convenient access and tools to manage your account information. You can pay bills online immediately, see 24 months of previous energy usage and check account status and recent payments. Learn about more services at nvenergy.com/myaccount or email MyAccountSupport@nvenergy.com

EQUAL PAYMENT PLAN

Residential customers, take charge of your budget with the Equal Payment Plan. This payment option will take your average power usage and divide it into equal monthly payments. So you'll know what your bill will be each month. Contact Customer Service for assistance, or sign up through MyAccount.

SELECT YOUR DUE DATE

You can select which day of the month (excluding holidays) you want your bill to be due. Call the Customer Service office in your area to make bill paying a little easier. In northern Nevada, call 775.834.4444 or in southern Nevada, call 702.402.5555.

PAPERLESS BILLING WITH ONLINE PAY

You can view and pay your energy bill from your personal computer. It's easy, convenient and free. Visit nvenergy.com

AUTOMATIC MONTHLY PAYMENTS

Electric Check is an option to pay your energy bill with an automatic withdrawal from your checking or savings account on the day the bill is due. It's easy to join, sign up for MyAccount on nvenergy.com.

PAYMENT LOCATIONS

At our authorized Shop & Pay payment locations, you can pay your NV Energy bill while you take care of daily chores like shopping. Shop & Pay is offered at more than 150 locations statewide. You can pay with cash, check or a money order, and with your correct account number, your payment will be posted on the same day. Visit nvenergy.com to see a list of all Shop & Pay locations.



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



**Our offices will be closed on Monday, May 28
in observance of Memorial Day.**