

SEPTEMBER 2010



Avoid the Dreaded Paper Cut.

Sign up for Paperless Billing on MyAccount at NVEnergy.com



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. The sessions will be held:

Northern Nevada

Thursday, October 14, 2010 at 6 p.m.

Reno City Hall Council Chambers
1 E. First Street
Reno, NV 89501

Parking available at Cal-Neva parking garage on Center Street.

Representatives of the utilities and the PUCN will be available to answer questions. For details, call the PUCN at (775) 684-6101.

Southern Nevada

Tuesday, October 19, 2010 at 6 p.m.

Cashman Center, Room #102
850 Las Vegas Blvd North
Las Vegas, NV 89101

Parking is available in Parking Lot B.

Representatives of the utilities and the PUCN will be available to answer questions. For details, call the PUCN at (702) 486-2600.

See Ya Later Refrigerator

Your old refrigerator uses up to four times the electricity of a new one. So, why not recycle it? You could save up to \$140 a year on your utility bills. We'll even haul it away free of charge and give you a \$30 incentive. Plus, recycling that fridge will help reduce Nevada's carbon footprint which means a lot of leftover clean air for our future.

Call 1-877-289-8260 or visit NVEnergy.com for a FREE pickup.



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 and a representative will send out someone to mark underground facilities.

For Your Safety - Prevent Carbon Monoxide Poisoning

Carbon monoxide is a silent killer. Assure that fuel-burning appliances are installed, maintained, and used properly and safely. This includes 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. Keep gasoline, flammable liquids, and other combustible materials away from appliances and other sources of ignition.

You should be aware of the symptoms of carbon monoxide poisoning. Symptoms 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.

Energy Audit Team Can Help

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 which 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.



Conservation Corner

No-Cost Energy Saving Tips

- Turn off lights and appliances when not in use. Don't forget your computer. Most new computers have sleep settings.
- In the cold months, set the thermostat to 68 degrees when home, and then back to 55 - 68 degrees when unoccupied.
- In the winter, open window coverings on the sunny side of your home to take advantage of free heat from the sun. Close the coverings on cloudy days or right after the sun sets.

Visit NVEnergy.com/save for more ideas on reducing your energy consumption.



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

