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Online at nvenergy.com or call
(844) 343-3719



At any of our authorized Shop
& Pay locations



By phone: (866) 793-0049
(debit/credit card)



By mail: PO Box 30150,
Reno, NV 89520-3150

Customer Assistance: Office Address- 6226 West Sahara Ave. Las Vegas, NV 89146

If you wish to dispute any bill, charge or service, please contact NV Energy Customer Service at: (702) 402-5555 or (800) 331-3103 Toll Free 24/7, excluding holidays we will promptly investigate the matter. However, to avoid termination of service, all charges must be paid during the investigation period. If you are not satisfied with our final decision, you may contact the Public Utilities Commission (702) 486-2600, Online at puc.nv.gov or at 9075 West Diablo Drive, Suite 250, Las Vegas, Nevada 89148.

Need additional hand-delivered notification for planned outages or 48-hour notification prior to a disconnection of the service for non-payment? If you or a permanent member of the household are dependent on life support equipment, electrically operated medical equipment, are disabled or age 62 or older, please call (702) 402-5555 or (800) 331-3103 to update your account information.

Energy Assistance Programs: are available and can help low-income customers pay their energy bills and/or weatherize their homes. Residential customers must meet income guidelines to qualify. For more information call (702) 486-1404 or visit dwss.nv.gov. For the Weatherization Assistance Program serving all of Nevada, visit <https://housing.nv.gov/Programs/Weatherization/>.

Project REACH: The NV Energy Foundation provides funding to support Project REACH, administered by United Way of Southern Nevada. The utility assistance program is provided to residential customers, age 62 and older who meet income guidelines. Project REACH is available to help pay a past-due energy bill once during a 12-month period. Project REACH is available until funds are exhausted. Call (702) 402-5200 or visit www.uwsn.org/projectreach for additional assistance or guidelines.

Additional Information

Understanding Your Bill: Your bill has a lot of information and terms you may not have heard before. For definitions of all charges and taxes, please visit www.nvenergy.com/home/customer-care.

Rules and Regulations: Rules, regulations, and rate schedules are available for public inspection at nvenergy.com/rates.

Payments & Due Date: Bills for service are rendered and due monthly by the due date. Your bill becomes past due on the next meter read date, at which time a 1.5% late fee is applied. All payments made by check authorize NV Energy to initiate an electronic debit. Checks will not be returned and funds may be withdrawn the same day. Please make checks payable to NV Energy.

Payment Arrangements: If you have difficulty making a payment, we are here to help. Give us a call so we can review all the options available to assist you.

Interruption in Service: NV Energy may issue a termination of service notice and may require a security deposit for delinquent payments.

Good Pay Forgiveness: Life happens - payments get lost, transactions don't go through, time slips away. Whatever the reason, we understand. We forgive a missed payment one time for customers with excellent payment history, so you don't face possible service interruptions.