

The **Special Assistance Fund for Energy (SAFE)** is a low-income energy assistance program administered on a volunteer basis by community service agencies throughout NV Energy's northern Nevada service area. Administering agencies, based on a number of criteria, screen applicants for SAFE. For more information, call the number listed on your bill.

If you have difficulty making a payment, contact us at the telephone number shown on your bill. We may be able to make payment arrangements with you depending upon a number of factors, including your past credit history.

If anyone residing at this address is either disabled or 62 years of age or older, please contact the telephone number shown on your bill so we can update your account information.

Another payment option for residential customers is an equal payment plan. We'll take your average power usage and divide into equal monthly payments. So you'll know in advance what your bill will be each month. Call (775) 834-4444.



Sierra Pacific d/b/a NV Energy Power Content Label

Sources of Energy

Annually, Sierra Pacific Power, d/b/a NV Energy, generates approximately 50 percent of the electricity needed to supply our customers. The balance of power used to serve our customers is purchased from the "grid," a transmission network connected to various generating facilities in the Western United States. Electricity, when purchased in this way cannot be labeled as coming from any one particular source. The following table represents our average fuel mix from both our own generation and the power purchased to serve you.

ENERGY SOURCE	MEGAWATT HOURS	% OF TOTAL
Coal	3,570,829	42.48%
Natural Gas	3,203,159	38.11%
Oil	1,574	0.02%
Hydroelectric	585,590	6.97%
Geothermal	663,441	7.89%
Solar	1,836	0.02%
Nuclear	252,370	3.00%
Wind	36,990	0.44%
Biofuel	82,436	0.98%
Biomass	6,558	0.08%
Other	1,312	0.02%
Total	8,406,095	100.00%

Emissions of Energy Sources

At NV Energy we care about the environment, just like you. Therefore, we continuously strive to operate all our facilities at less than permitted emission limits approved by the regulatory authorities (U.S. Environmental Protection Agency and Nevada Division of Environmental Protection). The provided emissions data is derived from actual NV Energy reported emissions and regional averages to account for purchased power.

SPECIFIC EMISSION TYPE	POUNDS PER MEGAWATT-HOUR
High-level Radioactive Waste	n/a
Sulfur Dioxide	3.79
Carbon Dioxide	1,633.57
Carbon Monoxide	0.13
Particulate Matter	0.08
Volatile Organic Compounds	0.00
Oxides of Nitrogen	3.11
Heavy Metals	<0.01

*Above tables calculated in compliance with Nevada Administrative Code, NAC704.2785.

Visit
NVEnergy.com
for details
about various payment options,
energy conservation and
energy assistance programs.

Energy Conservation

Making your home more energy efficient can help reduce high energy bills while improving your level of comfort. NV Energy offers a number of programs and services designed to help our customers save electricity and money.

The programs include 90+ efficiency gas furnace rebates (Reno/Sparks area), RenewableGenerations' solar, wind, and hydro program rebates, ENERGY STAR manufactured homes, free weatherization for income-qualifying residents, online energy self-audit, free in-home energy consultation, energy efficient lighting, refrigerator recycling, and educational programs.

Visit energystar.gov for the energy efficiency tax credit information.

Energy Assistance Sources

The **Energy Assistance Program (EAP)** can help low-income customers pay their energy bills and/or weatherize their homes. To qualify, you must be a residential customer and meet certain income guidelines.

To find out if you qualify or for more information about the Energy Assistance Program call (775) 684-0730. For Weatherization Assistance, call (775) 687-2037, or visit dwss.nv.gov.