



NV Energy Nevada Dynamic Pricing Trial Interim Report – Volume 4: Appendices

Nevada Dynamic Pricing Trial marketed as the NV Energize
Choose When You Use Program

December 2014

An interim evaluation of the pilot's design, implementation and evaluation of Year 1 of NV
Energy's Choose When You Use Program



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Nevada Dynamic Pricing Trial marketed as the NV Energize Choose When You Use Program

Appendix A: Recruitment Materials

NDPT Postcard

COMING THIS WEEK!
Reduce Your Energy Bills
A special offer from
NV Energy.

One-time, by invitation only!

NV Energy.

NV Energy.

P.O. BOX 98971
LAS VEGAS, NV 89195-9802

Presorted
First-Class
U.S. Postage
PAID
Las Vegas, NV
Permit No. 2729

Don't Miss Your Special Offer!

Please watch your mail over the next few days for your personal invitation to join a special NV Energy program designed to help you take control of your energy usage so you can *save energy and money*.

This limited-time offer to join the **NVEnergize Choose When You Use** pricing plan will only be available to the first few qualifying customers who apply. *You could save on your electric bill.* So please review your information right away.

Don't want to wait? Please feel free to call

1-800-255-0990

Learn more and reserve your spot today!

Thank you! We look forward to helping you save energy and money.

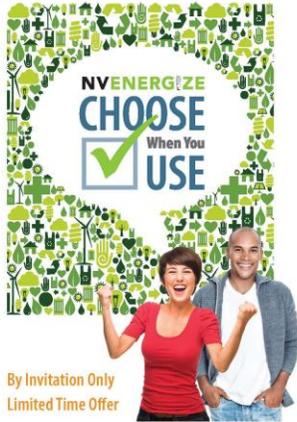


Recruitment Package Envelope



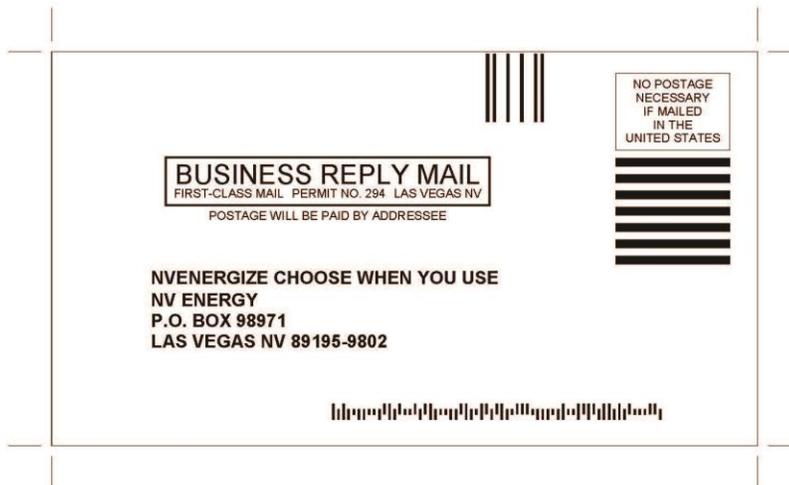
Presorted
First-Class
U.S. Postage
PAID
Las Vegas, NV
Permit No. 2729

Special Invitation Package



Business Reply Envelope

IMPORTANT: DO NOT ENLARGE, REDUCE OR MOVE the FIM and POSTNET barcodes. They are only valid as printed!
Special care must be taken to ensure FIM and POSTNET barcodes are actual size AND placed properly on the mail piece to meet both USPS regulations and automation compatibility standards.



Artwork for Envelope_Correspondence_#6 3/4, (3.625" x 6.5")
Layout: sample BRM Env with IMB.lyt



CPP+Ed+Tech North Recruitment Letter



<Date>
 <Customer First> <Customer Last>
 <Address>
 <City>, NV <Zip>
 Special Offer Code: <Premise Num>

Sign Up Today
 at nvenergy.com/choose
 use your special offer code:
<Premise Num>

Do you want lower electric bills?
We'll give you what you need to use less electricity and save money – and it won't cost you a thing to participate.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. **You may be able to lower your annual electric bill.**

We're inviting you to join NVenergize Choose When You Use.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money **for the next two years**. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, **you'll lose the opportunity to save.**

New rate, technology, & energy education = energy ownership & savings!

Choose When You Use brings you four big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less.** Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **Remotely Accessible Thermostat and state-of-the-art A/C software:** For most homeowners, air conditioning is their single biggest electricity use, so we provide you with a new software program to manage your air conditioning most effectively. **You get online tools to see how you're using electricity without sacrificing comfort.**
3. **An energy education:** We'll show you *dozens* of ways you can use less electricity, and shift when you use electricity, while still living the life you want to live at home. You get an entertaining energy game to play on your computer or your smartphone, and you can win prizes for playing. **Test your knowledge and learn how to save.**
4. **Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate, technology, and education you receive.**

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "*NVenergize Choose When You Use: A Savings Guide for Applicants.*"

Why is NV Energy offering Choose When You Use?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates, technology, and education. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of NVenergize Choose When You Use
 To help you learn how to save, *Choose When You Use* has another special bonus for you: A **no-risk bill protection guarantee for the first year.**
 At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, **NV Energy will issue a credit on your next bill to make up the difference.**

How do I join NVenergize Choose When You Use?

Act now! This package is your personal invitation to become a participant in *NVenergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVenergize Choose When You Use* for late applicants.

When you apply for participation in *NVenergize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVenergize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at 1-800-255-0990.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
 Senior Vice President
 NV Energy

Sign Up Today
 at nvenergy.com/choose
 use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVenergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVenergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_01A_CPP+ED+T+NO

CPP+ED+Tech North Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON

| | | |
|---|--|---|
| CURRENT <small>(One Hour Typical Use)</small> | CHOOSE WHEN YOU USE <small>(One Hour Typical Use Off-Peak)</small> |  |
| 63.6 ¢ | 44.1 ¢ | |

CLOTHES WASHING & DRYING COMPARISON

| | | |
|---|--|---|
| CURRENT <small>(One Hour Typical Use)</small> | CHOOSE WHEN YOU USE <small>(One Hour Typical Use Off-Peak)</small> |  |
| 32.3 ¢ | 22.4 ¢ | |

LIGHTING COMPARISON

| | | |
|---|---|---|
| CURRENT <small>(Twelve 75-watt Lights for One Hour)</small> | CHOOSE WHEN YOU USE <small>(Twelve 75-watt Lights Off-Peak)</small> |  |
| 8.8 ¢ | 6.1 ¢ | |

Sign Up Today!
Take advantage of this opportunity.

nvergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

WHY ARE RATES SO HIGH ON "A FEW SUMMER DAYS"?

These days are Critical Peak Days, when electricity is particularly expensive for us to generate, and for you to use. We'll let you know when they're coming, and we'll help you avoid using energy on these days.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

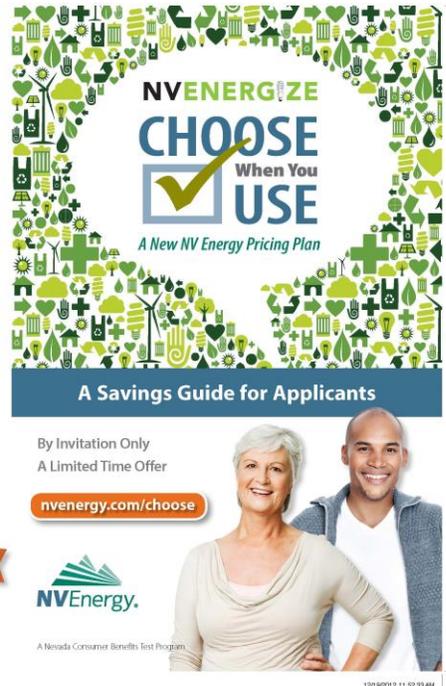
HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

IS THERE A GUARANTEE?

Yes. The *NVENERGIZE Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!

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What is the NVENERGIZE CHOOSE When You USE Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 9.78¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVENERGIZE Choose When You Use

- Your *Choose When You Use* pricing plan provides:
- A Dynamic Rate
 - Home Energy Technology
 - Energy Education
 - *Choose When You Use* Support

How Does NVENERGIZE Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 21% of the time over an entire year. Whereas 79% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



2 YOUR HOME ENERGY TECHNOLOGY

Your *Choose When You Use* home energy technology includes new state-of-the-art programmable thermostats to replace the ones you now have, online tools, and special software to optimize the operations of your heating/cooling system—all installed by our professional technicians.



Your *Choose When You Use* home energy technology helps you reduce your heating and cooling costs, the single biggest contributor to your electricity bill.

3 YOUR ENERGY EDUCATION

Your *Choose When You Use* energy education includes a fun and interesting energy game you can play online on your computer or your smartphone, as you learn new facts and gain new skills about energy management.



We'll help you install your *Choose When You Use* energy education applications so you can play, win, and learn right away. You can earn prizes just for playing, you'll understand how the different ways you use energy at home contribute to your bill, and you'll receive advice about how to use energy more efficiently.

4 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate, use your new technology, and complete your energy education. You have more information online, and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend on you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3 YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



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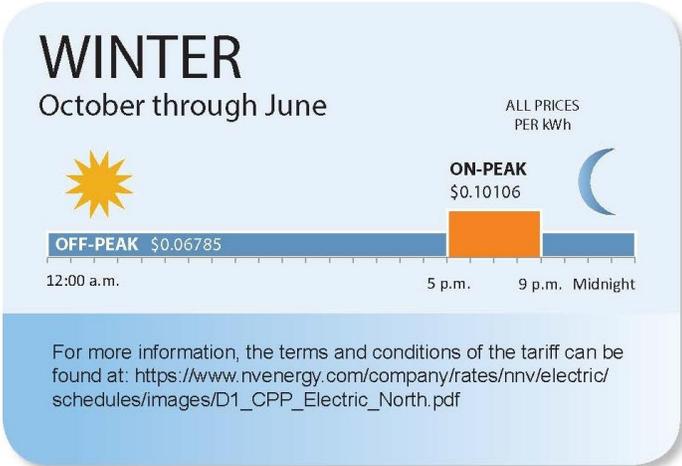
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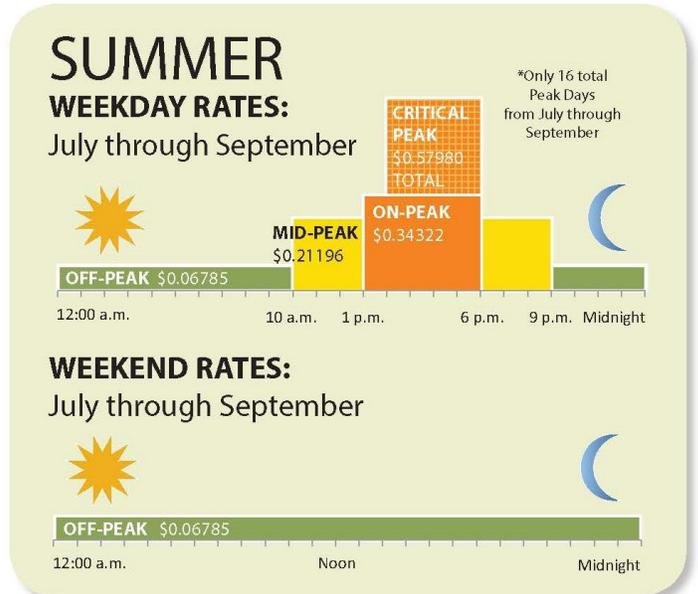
CPP+Ed+Tech North Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 21% of the time over an entire year. Whereas 79% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_01A_CPP+ED+T+NO

SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Phone Number (required): _____

Email Address (required): _____

- I have central air conditioning
- I have always-on broadband internet
- I own my home or I have consent to have the new thermostat installed

NV Energy will notify me the day prior to Critical Peak Events. I wish to be notified in the following manner (choose at least one):

Voice: Primary #: _____ Alternate #: _____
 Text: Primary #: _____
 Email: _____ 2nd Email: _____



CPP+Ed+Tech North Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Domestic Service Critical Peak Price schedule, which can be found at https://www.nvenergy.com/company/rates/nrv/electric/schedules/images/D1_CPP_Electric_North.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

5. Time-of-Use Rates: I understand that Choose When You Use provides

continued on back

NDPT_01A_CPP+ED+T+NO

me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Technology: I understand that Choose When You Use includes a technology package. The Choose When You Use technology package works with my household’s air conditioning and heating system. I understand that:

- My electric bill is based on my household’s meter reading, and not on any information provided by the Choose When You Use technology package,
- I must provide NV Energy and its agents reasonable access to my home to allow for the installation, maintenance and service of the Choose When You Use technology package, and
- If the technology package is altered or destroyed, I will be required to reimburse NV Energy for the cost of replacement or repair.

7. Education: I understand that Choose When You Use incorporates an education package. The education package includes an Internet-based energy education game, and other educational materials. I understand that:

- To receive the internet-based energy education game I need to download and install the education package to my computer, tablet or smartphone.

8. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.



CPP+Ed+Tech South Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

Do you want **lower electric bills?**
We'll give you what you need to use less electricity and save money – and it won't cost you a thing to participate.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. You may be able to lower your annual electric bill.

We're inviting you to join **NVEnergize Choose When You Use.**

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money **for the next two years**. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, **you'll lose the opportunity to save.**

New rate, technology, & energy education = energy ownership & savings!

Choose When You Use brings you four big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less.** Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **Remotely Accessible Thermostat and state-of-the-art A/C software:** For most homeowners, air conditioning is their single biggest electricity use, so we provide you with a new software program to manage your air conditioning most effectively. **You get online tools to see how you're using electricity without sacrificing comfort.**
3. **An energy education:** We'll show you **dozens** of ways you can use less electricity, and shift when you use electricity, while still living the life you want to live at home. You get an entertaining energy game to play on your computer or your smartphone, and you can win prizes for playing. **Test your knowledge and learn how to save.**
4. **Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate, technology, and education you receive.**

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "**NVEnergize Choose When You Use: A Savings Guide for Applicants.**"

Why is NV Energy offering Choose When You Use?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates, technology, and education. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of NVEnergize Choose When You Use

To help you learn how to save, *Choose When You Use* has another special bonus for you: **A no-risk bill protection guarantee for the first year.**

At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a **credit on your next bill to make up the difference.**

How do I join NVEnergize Choose When You Use?

Act now! This package is your personal invitation to become a participant in *NVEnergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVEnergize Choose When You Use* for late applicants.

When you apply for participation in *NVEnergize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVEnergize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at **1-800-255-0990**.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDP_T_01B_CPP+ED+T+SO



CPP+Ed+Tech South Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON

| | | |
|---|--|--|
| CURRENT (One Hour Typical Use) 73.0 ¢ | CHOOSE WHEN YOU USE (One Hour Typical Use Off-Peak) 46.9 ¢ | |
|---|--|--|

CLOTHES WASHING & DRYING COMPARISON

| | | |
|---|--|--|
| CURRENT (One Hour Typical Use) 37.1 ¢ | CHOOSE WHEN YOU USE (One Hour Typical Use Off-Peak) 23.8 ¢ | |
|---|--|--|

LIGHTING COMPARISON

| | | |
|---|--|--|
| CURRENT (Twelve 75-watt Lights for One Hour) 10.1 ¢ | CHOOSE WHEN YOU USE (Twelve 75-watt Lights Off-Peak) 6.5 ¢ | |
|---|--|--|

Sign Up Today!
Take advantage of this opportunity.

nvenergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

WHY ARE RATES SO HIGH ON "A FEW SUMMER DAYS?"

These days are Critical Peak Days, when electricity is particularly expensive for us to generate, and for you to use. We'll let you know when they're coming, and we'll help you avoid using energy on these days.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

IS THERE A GUARANTEE?

Yes. The *NVENERGIZE Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NVENERGIZE
CHOOSE
When You
USE

A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvenergy.com/choose



A Nevada Consumer Benefits Test Program



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What is the
NVENERGIZE
CHOOSE
When You
USE
Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 11.229¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVENERGIZE Choose When You Use

Your *Choose When You Use* pricing plan provides:

- A Dynamic Rate
- Home Energy Technology
- Energy Education
- *Choose When You Use* Support

How Does NVENERGIZE Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 7% of the time over an entire year. Whereas 93% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



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2 YOUR HOME ENERGY TECHNOLOGY

Your *Choose When You Use* home energy technology includes new state-of-the-art programmable thermostats to replace the ones you now have, online tools, and special software to optimize the operations of your heating/cooling system—all installed by our professional technicians.



Your *Choose When You Use* home energy technology helps you reduce your heating and cooling costs, the single biggest contributor to your electricity bill.

3 YOUR ENERGY EDUCATION

Your *Choose When You Use* energy education includes a fun and interesting energy game you can play online on your computer or your smartphone, as you learn new facts and gain new skills about energy management.



We'll help you install your *Choose When You Use* energy education applications so you can play, win, and learn right away. You can earn prizes just for playing, you'll understand how the different ways you use energy at home contribute to your bill, and you'll receive advice about how to use energy more efficiently.

4 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate, use your new technology, and complete your energy education. You have more information online, and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using *more* electricity than you really need to, and you can also shift *when* you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3 YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.

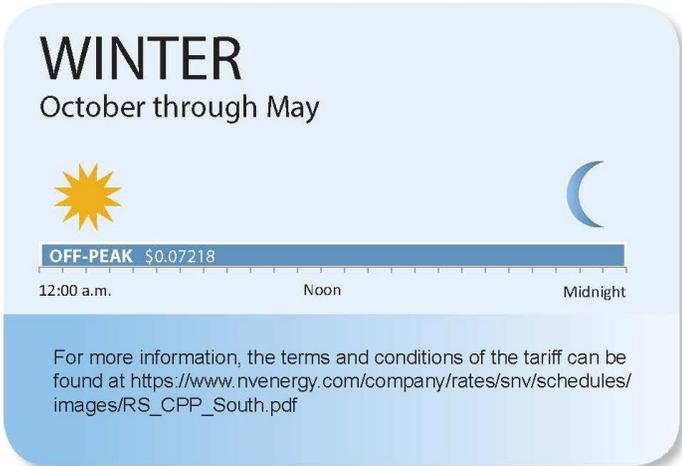




CPP+Ed+Tech South Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 7% of the time over an entire year. Whereas 93% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:

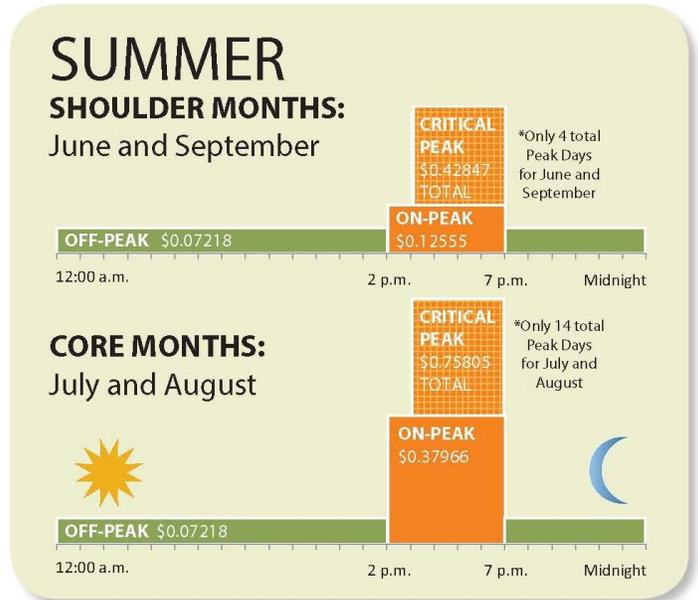
SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_01B_CPP+ED+T+S0



SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Phone Number (required): _____

Email Address (required): _____

- I have central air conditioning
- I have always-on broadband internet
- I own my home or I have consent to have the new thermostat installed

NV Energy will notify me the day prior to Critical Peak Events. I wish to be notified in the following manner (choose at least one):

Voice: Primary #: _____ Alternate #: _____

Text: Primary #: _____

Email: _____ 2nd Email: _____



CPP+Ed+Tech South Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Residential Single-Family Service Critical Peak Price schedule, which can be found at https://www.nvenergy.com/company/rates/snv/schedules/images/RS_CPP_South.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

continued on back

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5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,

- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and

- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Technology: I understand that Choose When You Use includes a technology package. The Choose When You Use technology package works with my household’s air conditioning and heating system. I understand that:

- My electric bill is based on my household’s meter reading, and not on any information provided by the Choose When You Use technology package,

- I must provide NV Energy and its agents reasonable access to my home to allow for the installation, maintenance and service of the Choose When You Use technology package, and

- If the technology package is altered or destroyed, I will be required to reimburse NV Energy for the cost of replacement or repair.

7. Education: I understand that Choose When You Use incorporates an education package. The education package includes an Internet-based energy education game, and other educational materials. I understand that:

- To receive the internet-based energy education game I need to download and install the education package to my computer, tablet or smartphone.

8. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.

- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.



TOU-E+Ed+Tech North Recruitment Letter



Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Do you want lower electric bills?
We'll give you what you need to
use less electricity and save money –
and it won't cost you a thing to participate.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. You may be able to lower your annual electric bill.

We're inviting you to join NVEnergize Choose When You Use.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money for the next two years. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, you'll lose the opportunity to save.

New rate, technology, & energy education = energy ownership & savings!

Choose When You Use brings you four big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less.** Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **Remotely Accessible Thermostat and state-of-the-art A/C software:** For most homeowners, air conditioning is their single biggest electricity use, so we provide you with a new software program to manage your air conditioning most effectively. **You get online tools to see how you're using electricity without sacrificing comfort.**
3. **An energy education:** We'll show you dozens of ways you can use less electricity, and shift when you use electricity, while still living the life you want to live at home. You get an entertaining energy game to play on your computer or your smartphone, and you can win prizes for playing. **Test your knowledge and learn how to save.**
4. **Professional service and support:** As you ask us to, we'll work with you for two years to make sure you get the most out of the rate, technology, and education you receive.

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "NVEnergize Choose When You Use: A Savings Guide for Applicants."

Why is NV Energy offering Choose When You Use?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates, technology, and education. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of NVEnergize Choose When You Use

To help you learn how to save, *Choose When You Use* has another special bonus for you: A no-risk bill protection guarantee for the first year.

At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a credit on your next bill to make up the difference.

How do I join NVEnergize Choose When You Use?

Act now! This package is your personal invitation to become a participant in *NVEnergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVEnergize Choose When You Use* for late applicants.

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Senior Vice President
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TOU-E+Ed+Tech North Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON

CURRENT
(One Hour Typical Use)
63.6 ¢

CHOOSE WHEN YOU USE
(One Hour Typical Use Off-Peak)
44.1 ¢



CLOTHES WASHING & DRYING COMPARISON

CURRENT
(One Hour Typical Use)
32.3 ¢

CHOOSE WHEN YOU USE
(One Hour Typical Use Off-Peak)
22.4 ¢



LIGHTING COMPARISON

CURRENT
(Twelve 75-watt Lights for One Hour)
8.8 ¢

CHOOSE WHEN YOU USE
(Twelve 75-watt Lights at Off-Peak)
6.1 ¢



Sign Up Today!
Take advantage of this opportunity.
nvenergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

I'M NOT TECHNICAL, AND I DON'T HAVE MUCH TIME: CAN I STILL SAVE?

Yes. We'll take care of the technology and rates behind the *Choose When You Use* pricing plan. Your job is to change how and when you use electricity. Change a habit of how you use energy once, and you'll keep saving.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

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NDPT_01C_TOU-E+ED+T-NO

NVENERGIZE CHOOSE When You USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvenergy.com/choose

NVENERGIZE
A Nevada Consumer Benefits Test Program

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Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 9.78¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVENERGIZE Choose When You Use

Your *Choose When You Use* pricing plan provides:

- A Dynamic Rate
- Home Energy Technology
- Energy Education
- *Choose When You Use* Support

How Does NVENERGIZE Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 21% of the time over an entire year. Whereas 79% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



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2 YOUR HOME ENERGY TECHNOLOGY

Your *Choose When You Use* home energy technology includes new state-of-the-art programmable thermostats to replace the ones you now have, online tools, and special software to optimize the operations of your heating/cooling system—all installed by our professional technicians.



Your *Choose When You Use* home energy technology helps you reduce your heating and cooling costs, the single biggest contributor to your electricity bill.

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Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

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Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

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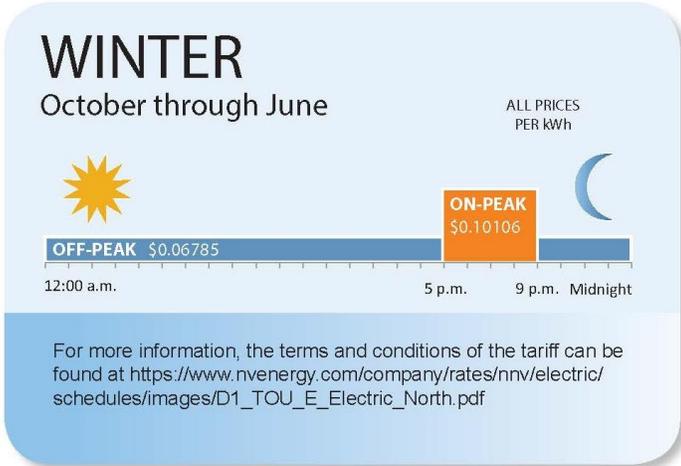
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TOU-E+Ed+Tech North Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 21% of the time over an entire year. Whereas 79% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:

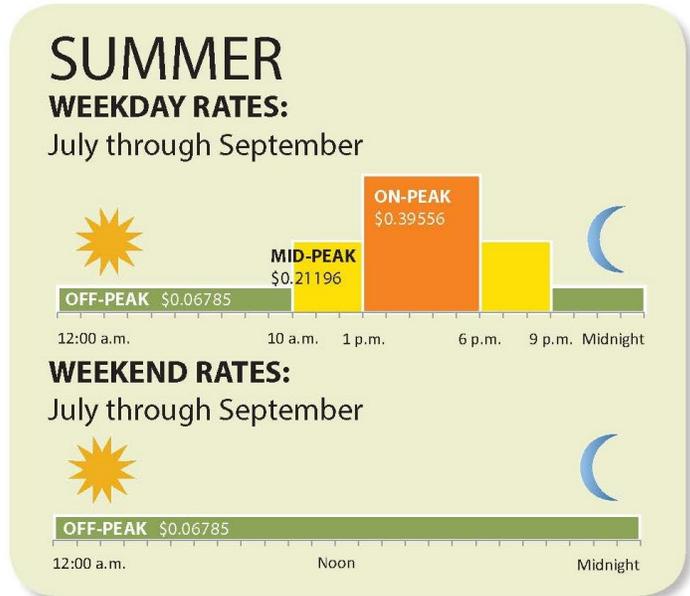
SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_01C_TOU-E+ED+T+NO



SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Phone Number (required): _____
 Email Address (required): _____

- I have central air conditioning
- I have always-on broadband internet
- I own my home or I have consent to have the new thermostat installed



TOU-E+Ed+Tech North Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Domestic Service Time-of-Use Enhanced schedule, which can be found at https://www.nvenergy.com/company/rates/nv/electric/schedules/images/D1_TOU_E_Electric_North.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

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5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Technology: I understand that Choose When You Use includes a technology package. The Choose When You Use technology package works with my household’s air conditioning and heating system. I understand that:

- My electric bill is based on my household’s meter reading, and not on any information provided by the Choose When You Use technology package,
- I must provide NV Energy and its agents reasonable access to my home to allow for the installation, maintenance and service of the Choose When You Use technology package, and
- If the technology package is altered or destroyed, I will be required to reimburse NV Energy for the cost of replacement or repair.

7. Education: I understand that Choose When You Use incorporates an education package. The education package includes an Internet-based energy education game, and other educational materials. I understand that:

- To receive the internet-based energy education game I need to download and install the education package to my computer, tablet or smartphone.

8. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.



TOU-E+Ed+Tech South Recruitment Letter



<Date>
 <Customer First> <Customer Last>
 <Address>
 <City>, NV <Zip>
 Special Offer Code: <Premise Num>

**Sign Up Today
 at nenergy.com/choose
 use your special offer code:
 <Premise Num>**

Do you want *lower electric bills?*

**We'll give you what you need to
 use less electricity and *save money* –
 and it *won't cost you a thing* to participate.**

Why is NV Energy offering Choose When You Use?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates, technology, and education. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. You may be able to lower your annual electric bill.

We're inviting you to join NVEnergize Choose When You Use.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money **for the next two years**. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, **you'll lose the opportunity to save**.

New rate, technology, & energy education = energy ownership & savings!

Choose When You Use brings you four big benefits right away:

- A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less**. Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
- Remotely Accessible Thermostat and state-of-the-art A/C software:** For most homeowners, air conditioning is their single biggest electricity use, so we provide you with a new software program to manage your air conditioning most effectively. **You get online tools to see how you're using electricity without sacrificing comfort.**
- An energy education:** We'll show you **dozens** of ways you can use less electricity, and shift when you use electricity, while still living the life you want to live at home. You get an entertaining energy game to play on your computer or your smartphone, and you can win prizes for playing. **Test your knowledge and learn how to save.**
- Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate, technology, and education you receive.**

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "*NVEnergize Choose When You Use: A Savings Guide for Applicants.*"

The No-Risk Bill Protection Guarantee for the First Year of NVEnergize Choose When You Use

To help you learn how to save, *Choose When You Use* has another special bonus for you: **A no-risk bill protection guarantee for the first year.**

At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a **credit on your next bill to make up the difference.**

How do I join NVEnergize Choose When You Use?

Act now! This package is your personal invitation to become a participant in *NVEnergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVEnergize Choose When You Use* for late applicants.

When you apply for participation in *NVEnergize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVEnergize Choose When You Use* even faster, or ask us questions, go online to nenergy.com/choose, or call us now at 1-800-255-0990.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
 Senior Vice President
 NV Energy

**Sign Up Today
 at nenergy.com/choose
 use your special offer code:
 <Premise Num>**

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_01D_TOU-E+ED+T+SO

TOU-E+Ed+Tech South Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON

| | | |
|---|--|---|
| CURRENT (One Hour Typical Use) 73.0 ¢ | CHOOSE WHEN YOU USE (One Hour Typical Use Off-Peak) 46.9 ¢ |  |
|---|--|---|

CLOTHES WASHING & DRYING COMPARISON

| | | |
|---|--|---|
| CURRENT (One Hour Typical Use) 37.1 ¢ | CHOOSE WHEN YOU USE (One Hour Typical Use Off-Peak) 23.8 ¢ |  |
|---|--|---|

LIGHTING COMPARISON

| | | |
|---|--|---|
| CURRENT (Twelve 75-watt Lights for One Hour) 10.1 ¢ | CHOOSE WHEN YOU USE (Twelve 15-watt Lights @ Off-Peak) 6.5 ¢ |  |
|---|--|---|



Sign Up Today!
Take advantage of this opportunity.

nvernergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvernergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

I'M NOT TECHNICAL, AND I DON'T HAVE MUCH TIME: CAN I STILL SAVE?

Yes. We'll take care of the technology and rates behind the *Choose When You Use* pricing plan. Your job is to change how and when you use electricity. Change a habit of how you use energy once, and you'll keep saving.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

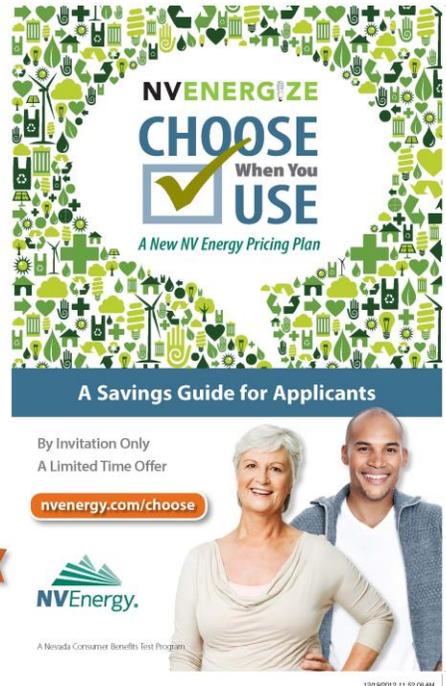
HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

IS THERE A GUARANTEE?

Yes. The *NVEnergize Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!

NVEnergize
CHOOSE
When You
USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvernergy.com/choose

NVEnergy

A Nevada Consumer Benefits Test Program

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NDPT_010_TOU-E+EDU+T+SO

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Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 11.229¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVEnergize Choose When You Use

Your *Choose When You Use* pricing plan provides:

- A Dynamic Rate
- Home Energy Technology
- Energy Education
- *Choose When You Use* Support

How Does NVEnergize Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 7% of the time over an entire year. Whereas 93% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



Brochure_010_TOU-E+EDU+TECH_SOUTH.indd 2

2 YOUR HOME ENERGY TECHNOLOGY

Your *Choose When You Use* home energy technology includes new state-of-the-art programmable thermostats to replace the ones you now have, online tools, and special software to optimize the operations of your heating/cooling system—all installed by our professional technicians.



Your *Choose When You Use* home energy technology helps you reduce your heating and cooling costs, the single biggest contributor to your electricity bill.

3 YOUR ENERGY EDUCATION

Your *Choose When You Use* energy education includes a fun and interesting energy game you can play online on your computer or your smartphone, as you learn new facts and gain new skills about energy management.



We'll help you install your *Choose When You Use* energy education applications so you can play, win, and learn right away. You can earn prizes just for playing, you'll understand how the different ways you use energy at home contribute to your bill, and you'll receive advice about how to use energy more efficiently.

4 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate, use your new technology, and complete your energy education. You have more information online, and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend on you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3 YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.





TOU-E+Ed+Tech South Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 7% of the time over an entire year. Whereas 93% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:

SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____

Service Address: _____

City: _____ State: _____ Zip: _____

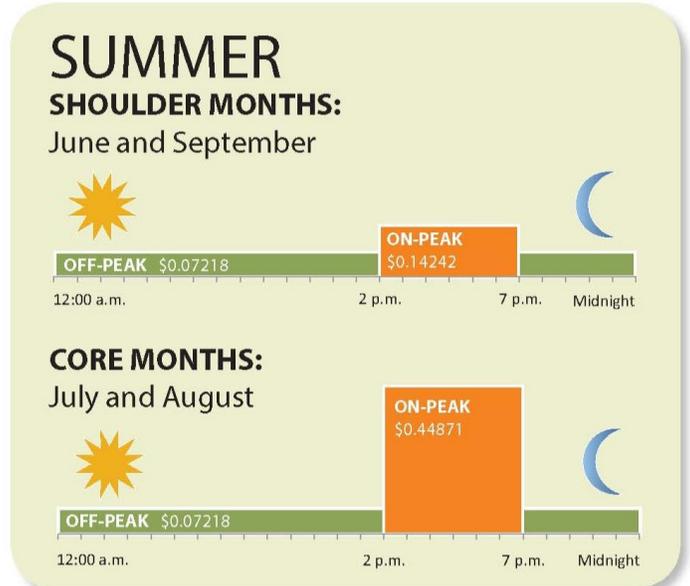
Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____

(please complete reverse side also)

NDPT_01D_TOU-E+ED+T+SO



SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Phone Number (required): _____

Email Address (required): _____

- I have central air conditioning
- I have always-on broadband internet
- I own my home or I have consent to have the new thermostat installed



TOU-E+Ed+Tech South Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Residential Single-Family Service Time-of-Use Enhanced schedule, which can be found at https://www.nvenergy.com/company/rates/snv/schedules/images/RS_TOU_E_South.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Technology: I understand that Choose When You Use includes a technology package. The Choose When You Use technology package works with my household’s air conditioning and heating system. I understand that:

- My electric bill is based on my household’s meter reading, and not on any information provided by the Choose When You Use technology package,
- I must provide NV Energy and its agents reasonable access to my home to allow for the installation, maintenance and service of the Choose When You Use technology package, and
- If the technology package is altered or destroyed, I will be required to reimburse NV Energy for the cost of replacement or repair.

7. Education: I understand that Choose When You Use incorporates an education package. The education package includes an Internet-based energy education game, and other educational materials. I understand that:

- To receive the internet-based energy education game I need to download and install the education package to my computer, tablet or smartphone.

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- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.

continued on back

NDPT_01D_TOU-E+ED+T+SO



CPP+Ed North Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

Do you want *lower electric bills?*

We'll give you what you need to
use less electricity and *save money*—
and it *won't cost you a thing* to participate.

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New rate & energy education = energy ownership & savings!

Choose When You Use brings you three big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: *You use less, you pay less*. Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. *You use electricity when it's least expensive, and you pay less*.
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3. **Professional service and support:** As you ask us to, we'll work with you for *two years* to make sure you *get the most out of the rate and education you receive*.

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The No-Risk Bill Protection Guarantee for the First Year of *NVEnergize Choose When You Use*

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Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_03L_CPP+ED+NO

CPP+Ed North Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON



CLOTHES WASHING & DRYING COMPARISON



LIGHTING COMPARISON



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Take advantage of this opportunity.
nenergy.com/choose

I Have Questions...

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

WHY ARE RATES SO HIGH ON "A FEW SUMMER DAYS"?

These days are Critical Peak Days, when electricity is particularly expensive for us to generate, and for you to use. We'll let you know when they're coming, and we'll help you avoid using energy on these days.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

IS THERE A GUARANTEE?

Yes. The *NVENERGIZE Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NVENERGIZE CHOOSE When You USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer
nenergy.com/choose

NV Energy
A Nevada Consumer Benefits Test Program

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What is the NVENERGIZE CHOOSE When You USE Pricing Plan?

Your Electric Rate Today
Today you have a Flat Rate—your electricity price is 9.78¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

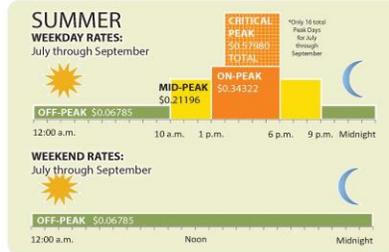
NVENERGIZE Choose When You Use
Your *Choose When You Use* pricing plan provides:
 ■ A Dynamic Rate
 ■ Energy Education
 ■ *Choose When You Use* Support

How Does NVENERGIZE Choose When You Use Work?

1. YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 21% of the time over an entire year. Whereas 79% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



2. YOUR ENERGY EDUCATION

Your *Choose When You Use* energy education includes a fun and interesting energy game you can play online on your computer or your smartphone, as you learn new facts and gain new skills about energy management.

We'll help you install your *Choose When You Use* energy education applications so you can play, win, and learn right away. You can earn prizes just for playing, you'll understand how the different ways you use energy at home contribute to your bill, and you'll receive advice about how to use energy more efficiently.

3. YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate, and complete your energy education. You have more information online, and call center specialists ready to answer your questions.

Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4...

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1. YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2. YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

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Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

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When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.

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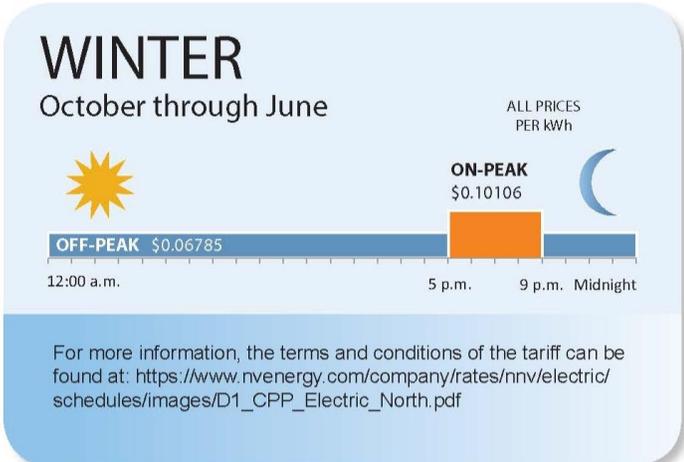
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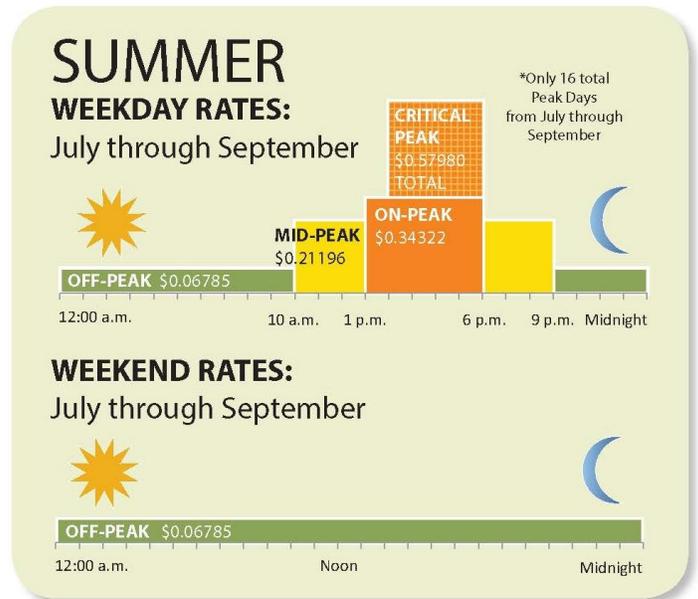
CPP+Ed North Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 21% of the time over an entire year. Whereas 79% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_03I_CPP+ED+NO

SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Email Address (required): _____

NV Energy will notify me the day prior to Critical Peak Events. I wish to be notified in the following manner (choose at least one):

Voice: Primary #: _____ Alternate #: _____
 Text: Primary #: _____
 Email: _____ 2nd Email: _____



CPP+Ed North Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

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NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Domestic Service Critical Peak Price schedule, which can be found at https://www.nvenergy.com/company/rates/nv/electric/schedules/images/D1_CPP_Electric_North.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Education: I understand that Choose When You Use incorporates an education package. The education package includes an Internet-based energy education game, and other educational materials. I understand that:

- To receive the internet-based energy education game I need to download and install the education package to my computer, tablet or smartphone.

7. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.

continued on back

NDPT_031_CPP+ED+NO



CPP+Ed South Recruitment Letter



Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Do you want lower electric bills?
We'll give you what you need to
use less electricity and save money –
and it won't cost you a thing to participate.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. You may be able to lower your annual electric bill.

We're inviting you to join **NVEnergize Choose When You Use**.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money **for the next two years**. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, **you'll lose the opportunity to save**.

New rate & energy education = energy ownership & savings!

Choose When You Use brings you three big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less**. Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **An energy education:** We'll show you *dozens* of ways you can use less electricity, and shift when you use electricity, while still living the life you want to live at home. You get an entertaining energy game to play on your computer or your smartphone, and you can win prizes for playing. **Test your knowledge and learn how to save.**
3. **Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate and education you receive**.

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "**NVEnergize Choose When You Use: A Savings Guide for Applicants.**"

Why is NV Energy offering **Choose When You Use**?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates and education. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of **NVEnergize Choose When You Use**

To help you learn how to save, *Choose When You Use* has another special bonus for you: **A no-risk bill protection guarantee for the first year.**

At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a credit on your next bill to make up the difference.

How do I join **NVEnergize Choose When You Use**?

Act now! This package is your personal invitation to become a participant in *NVEnergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVEnergize Choose When You Use* for late applicants.

When you apply for participation in *NVEnergize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVEnergize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at 1-800-255-0990.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_03J_CPP+ED+SO

CPP+Ed South Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON



CLOTHES WASHING & DRYING COMPARISON



LIGHTING COMPARISON



Sign Up Today!
Take advantage of this opportunity.

nvergy.com/choose

I Have Questions...

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

WHY ARE RATES SO HIGH ON "A FEW SUMMER DAYS"?

These days are Critical Peak Days, when electricity is particularly expensive for us to generate, and for you to use. We'll let you know when they're coming, and we'll help you avoid using energy on these days.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

IS THERE A GUARANTEE?

Yes. The *NVEnergize Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NVEnergize
CHOOSE
When You
USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvergy.com/choose



A Nevada Consumer Benefits Test Program



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What is the NVEnergize CHOOSE When You USE Pricing Plan?

Your *Choose When You Use* pricing plan provides:

- A Dynamic Rate
- Energy Education
- Choose When You Use Support

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 11.229¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVEnergize Choose When You Use

Your *Choose When You Use* pricing plan provides:

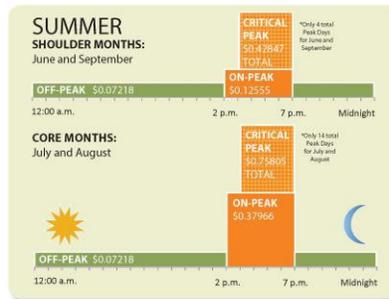
- A Dynamic Rate
- Energy Education
- Choose When You Use Support

How Does NVEnergize Choose When You Use Work?

1. YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 7% of the time over an entire year. Whereas 93% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



2. YOUR ENERGY EDUCATION

Your *Choose When You Use* energy education includes a fun and interesting energy game you can play online on your computer or your smartphone, as you learn new facts and gain new skills about energy management.

We'll help you install your *Choose When You Use* energy education applications so you can play, win, and learn right away. You can earn prizes just for playing, and learn right away. You can earn prizes just for playing, and learn right away. You can earn prizes just for playing, and learn right away.

3. YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate, and complete your energy education. You have more information online, and call center specialists ready to answer your questions.

Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4...

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1. YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2. YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3. YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4. YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



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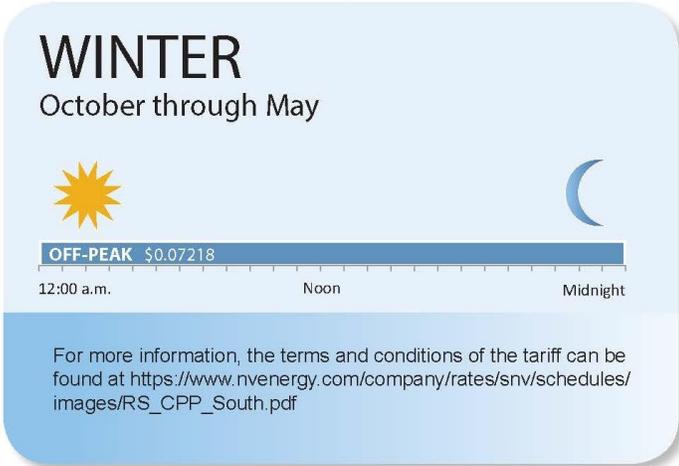
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CPP+Ed South Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 7% of the time over an entire year. Whereas 93% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:

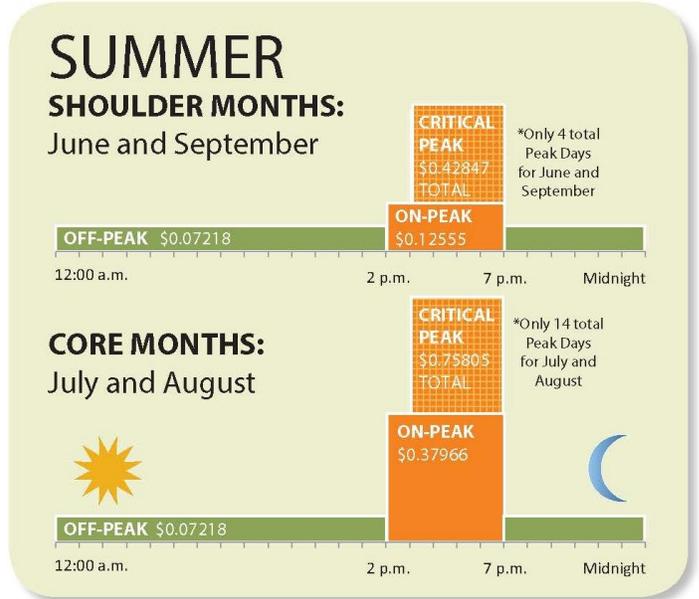
SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_03J_CPP+ED+SO



SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Email Address (required): _____

NV Energy will notify me the day prior to Critical Peak Events. I wish to be notified in the following manner (choose at least one):

Voice: Primary #: _____ Alternate #: _____
 Text: Primary #: _____
 Email: _____ 2nd Email: _____



CPP+Ed South Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Residential Single-Family Service Critical Peak Price schedule, which can be found at https://www.nvenergy.com/company/rates/snv/schedules/images/RS_CPP_South.pdf, cannot be altered by representations made by NV Energy or its representatives.

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3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

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- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.

continued on back

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TOU-E+Ed North Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

Do you want lower electric bills?

**We'll give you what you need to
use less electricity and save money –
and it won't cost you a thing to participate.**

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We're inviting you to join NVEnergize Choose When You Use.

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3. **Professional service and support:** As you ask us to, we'll work with you for *two years* to make sure you **get the most out of the rate and education you receive.**

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Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

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TOU-E+Ed North Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON



CLOTHES WASHING & DRYING COMPARISON



LIGHTING COMPARISON



Sign Up Today!
Take advantage of this opportunity.
nvenergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

I'M NOT TECHNICAL, AND I DON'T HAVE MUCH TIME: CAN I STILL SAVE?

Yes. We'll take care of the technology and rates behind the *Choose When You Use* pricing plan. Your job is to change how and when you use electricity. Change a habit of how you use energy once, and you'll keep saving.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

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Happy Savings!



A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvenergy.com/choose



A Nevada Consumer Benefits Test Program



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What is the NVENERGIZE CHOOSE When You USE Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 9.78¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVEnergize Choose When You Use

Your *Choose When You Use* pricing plan provides:

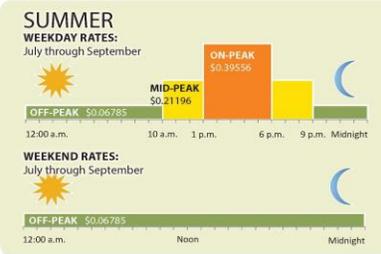
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- Energy Education
- *Choose When You Use* Support

How Does NVEnergize Choose When You Use Work?

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Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 21% of the time over an entire year. Whereas 79% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



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Your *Choose When You Use* energy education includes a fun and interesting energy game you can play online on your computer or your smartphone, as you learn new facts and gain new skills about energy management.

We'll help you install your *Choose When You Use* energy education applications so you can play, win, and learn right away. You can earn prizes just for playing, you'll understand how the different ways you use energy at home contribute to your bill, and you'll receive advice about how to use energy more efficiently.

3 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate, and complete your energy education. You have more information online, and call center specialists ready to answer your questions.



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It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

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2 YOU USE ENERGY DIFFERENTLY

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When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



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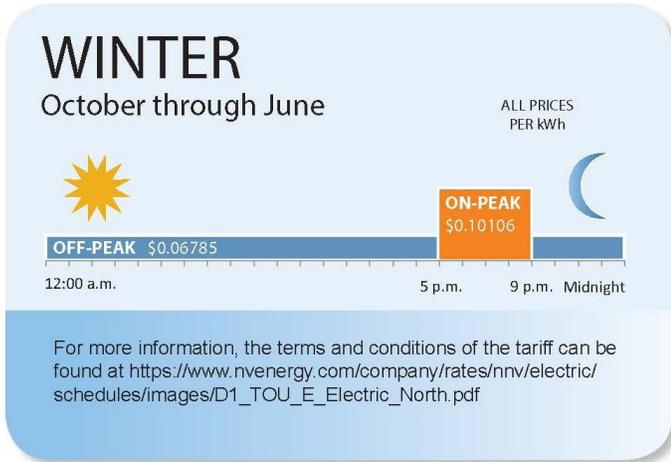
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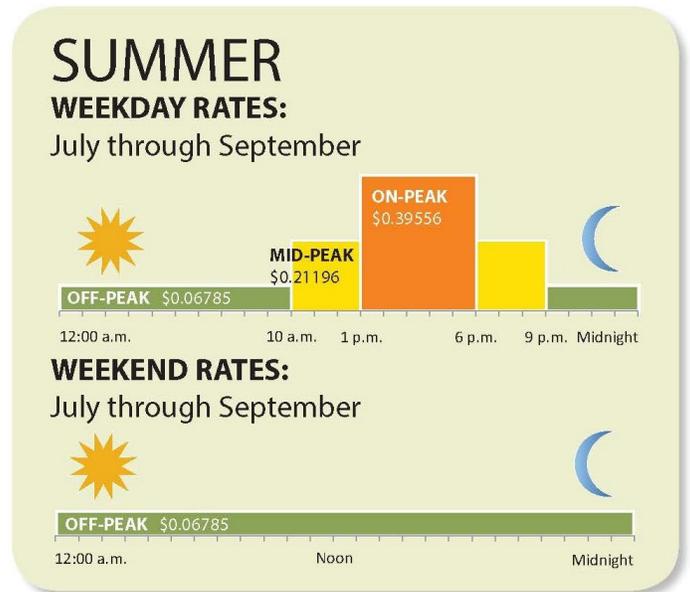
TOU-E+Ed North Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 21% of the time over an entire year. Whereas 79% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



SIGN UP TODAY • Return the card below • LIMITED TIME OFFER



Yes! Sign me up for NVEnergize Choose When You Use

Name: _____

Service Address: _____

City: _____ State: _____ Zip: _____

Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____

(please complete reverse side also)

NDPT_03K_TOU-E+ED+NO

SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Email Address (required): _____



TOU-E+Ed North Disclosure Card

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Domestic Service Time-of-Use Enhanced schedule, which can be found at https://www.nvenergy.com/company/rates/nv/electric/schedules/images/D1_TOU_E_Electric_North.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

continued on back

NDPT_03K_TOU-E+ED+NO

5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Education: I understand that Choose When You Use incorporates an education package. The education package includes an Internet-based energy education game, and other educational materials. I understand that:

- To receive the internet-based energy education game I need to download and install the education package to my computer, tablet or smartphone.

7. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.



TOU-E+Ed South Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

Do you want lower electric bills?
We'll give you what you need to
use less electricity and *save money*—
and it *won't cost you a thing* to participate.

Why is NV Energy offering Choose When You Use?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates and education. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. **You may be able to lower your annual electric bill.**

We're inviting you to join **NVEnergize Choose When You Use**.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money **for the next two years**. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, **you'll lose the opportunity to save**.

New rate & energy education = energy ownership & savings!

Choose When You Use brings you three big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less**. Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **An energy education:** We'll show you **dozens** of ways you can use less electricity, and shift when you use electricity, while still living the life you want to live at home. You get an entertaining energy game to play on your computer or your smartphone, and you can win prizes for playing. **Test your knowledge and learn how to save.**
3. **Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate and education you receive.**

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "**NVEnergize Choose When You Use: A Savings Guide for Applicants.**"

The No-Risk Bill Protection Guarantee for the First Year of **NVEnergize Choose When You Use**

To help you learn how to save, *Choose When You Use* has another special bonus for you: A **no-risk bill protection guarantee for the first year**.

At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a credit on your next bill to make up the difference.

How do I join **NVEnergize Choose When You Use**?

Act now! This package is your personal invitation to become a participant in *NVEnergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVEnergize Choose When You Use* for late applicants.

When you apply for participation in *NVEnergize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVEnergize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at **1-800-255-0990**.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_03L_TOU-E+ED+SO

TOU-E+Ed South Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON



CLOTHES WASHING & DRYING COMPARISON



LIGHTING COMPARISON




Sign Up Today!
Take advantage of this opportunity.

nveenergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nveenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

I'M NOT TECHNICAL, AND I DON'T HAVE MUCH TIME: CAN I STILL SAVE?

Yes. We'll take care of the technology and rates behind the *Choose When You Use* pricing plan. Your job is to change how and when you use electricity. Change a habit of how you use energy once, and you'll keep saving.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

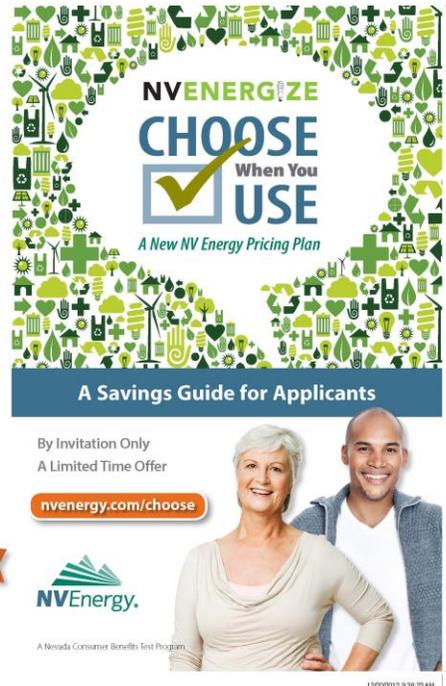
IS THERE A GUARANTEE?

Yes. The *NVEnergize Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NDPT_03L_TOU-E+ED-SO



NVEnergize
CHOOSE
When You
USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nveenergy.com/choose



NVEnergy.

A Nevada Consumer Benefits Test Program

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What is the NVEnergize CHOOSE When You USE Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 11.229¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVEnergize Choose When You Use

- A Dynamic Rate
- Energy Education
- Choose When You Use Support

How Does NVEnergize Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 7% of the time over an entire year. Whereas 93% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



2 YOUR ENERGY EDUCATION

Your *Choose When You Use* energy education includes a fun and interesting energy game you can play online on your computer or your smartphone, as you learn new facts and gain new skills about energy management.

We'll help you install your *Choose When You Use* energy education applications so you can play, win, and learn right away. You can earn prizes just for playing, you'll understand how the different ways you use energy at home contribute to your bill, and you'll receive advice about how to use energy more efficiently.

3 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate, and complete your energy education. You have more information online, and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3 YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



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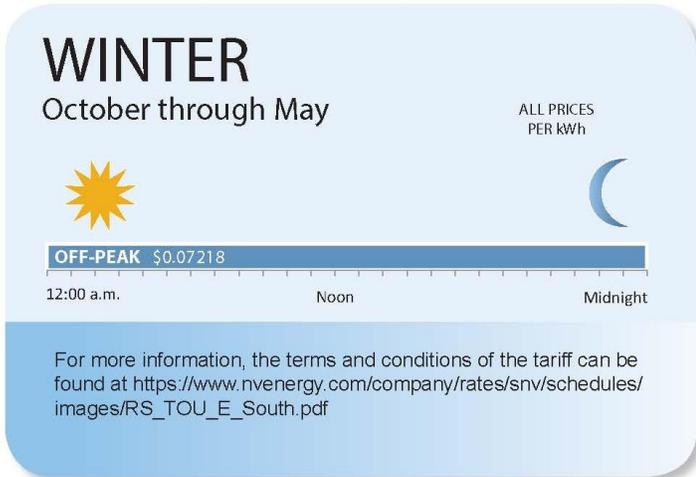
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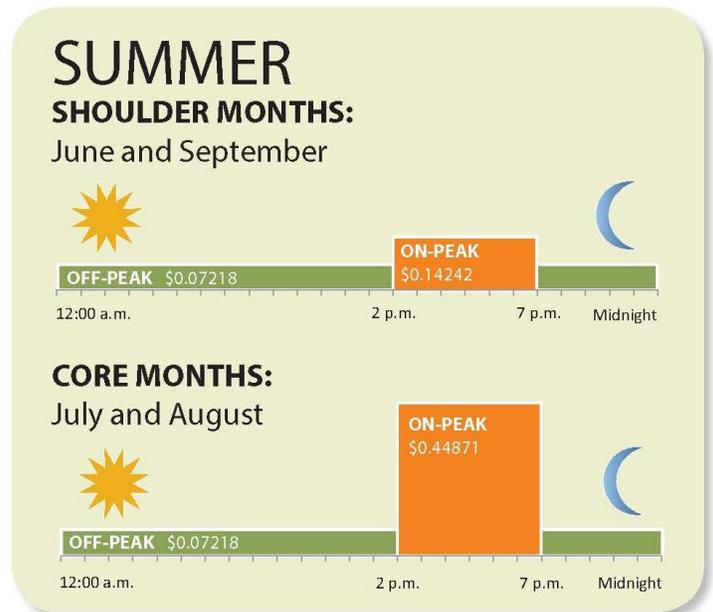
TOU-E+Ed South Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 7% of the time over an entire year. Whereas 93% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____

Service Address: _____

City: _____ State: _____ Zip: _____

Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____

(please complete reverse side also)

NDPT_03L_TOU-E+ED+SO

SIGN UP TODAY • Return this card, LIMITED TIME OFFER

Email Address (required): _____



TOU-E+Ed South Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Residential Single-Family Service Time-of-Use Enhanced schedule, which can be found at https://www.nvenergy.com/company/rates/snv/schedules/images/RS_TOU_E_South.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Education: I understand that Choose When You Use incorporates an education package. The education package includes an Internet-based energy education game, and other educational materials. I understand that:

- To receive the internet-based energy education game I need to download and install the education package to my computer, tablet or smartphone.

7. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.

continued on back

NDPT_03L_TOU-E+ED+SO



CPP North Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>



Do you want *lower electric bills*?
We'll give you what you need to use less electricity and *save money* – and it *won't cost you a thing* to participate.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. **You may be able to lower your annual electric bill.**

We're inviting you to join NVenergize Choose When You Use.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money **for the next two years**. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, **you'll lose the opportunity to save.**

New rate = energy ownership & savings!

Choose When You Use brings you two big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less.** Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate you receive.**

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "*NVenergize Choose When You Use: A Savings Guide for Applicants.*"

Why is NV Energy offering Choose When You Use?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of NVenergize Choose When You Use

To help you learn how to save, *Choose When You Use* has another special bonus for you: A no-risk bill protection guarantee for the first year.

At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a credit on your next bill to make up the difference.

How do I join NVenergize Choose When You Use?

Act now! This package is your personal invitation to become a participant in *NVenergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVenergize Choose When You Use* for late applicants.

When you apply for participation in *NVenergize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVenergize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at 1-800-255-0990.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy



P.S. I really don't want you to miss out on *NVenergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVenergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_02E_CPP+NO

CPP North Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON



CLOTHES WASHING & DRYING COMPARISON



LIGHTING COMPARISON



Sign Up Today!
Take advantage of this opportunity.
nenergy.com/choose

I Have Questions...

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

WHY ARE RATES SO HIGH ON "A FEW SUMMER DAYS?"

These days are Critical Peak Days, when electricity is particularly expensive for us to generate, and for you to use. We'll let you know when they're coming, and we'll help you avoid using energy on these days.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

IS THERE A GUARANTEE?

Yes. The *NVEnergize Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NVEnergize CHOOSE When You USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nenergy.com/choose

NVEnergy

A Nevada Consumer Benefits Test Program

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What is the NVEnergize CHOOSE When You USE Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 9.78¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVEnergize Choose When You Use

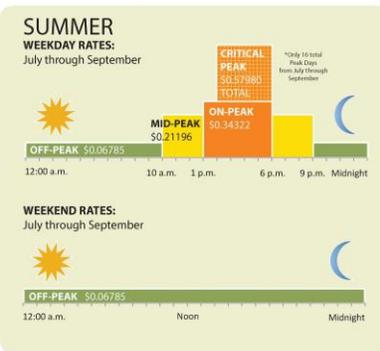
Your *Choose When You Use* pricing plan provides:
 ■ A Dynamic Rate
 ■ *Choose When You Use* Support

How Does NVEnergize Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 21% of the time over an entire year. Whereas 79% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



2 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate. You have more information online, and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4...

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3 YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



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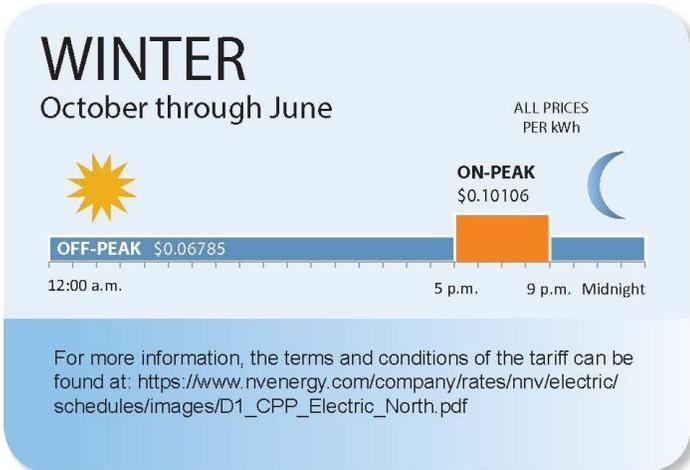
12/19/2012 2:06:45 PM



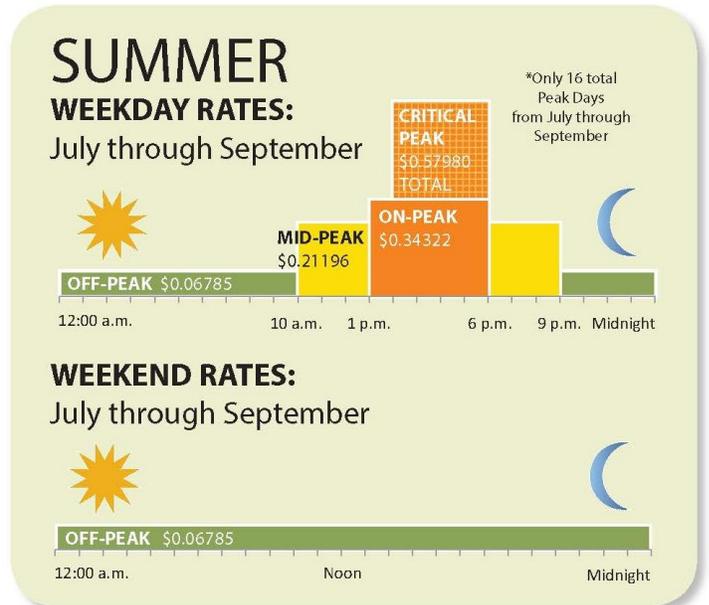
CPP North Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 21% of the time over an entire year. Whereas 79% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_02E_CPP+NO

SIGN UP TODAY • Return this card, LIMITED TIME OFFER

I would like to receive information throughout the program by (choose one):

Mail:
 Email: _____

NV Energy will notify me the day prior to Critical Peak Events. I wish to be notified in the following manner (choose at least one):

Voice: Primary #: _____ Alternate #: _____
 Text: Primary #: _____
 Email: _____ 2nd Email: _____



CPP North Disclosure

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Domestic Service Critical Peak Price schedule, which can be found at https://www.nvenergy.com/company/rates/nv/electric/schedules/images/D1_CPP_Electric_North.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.

continued on back

NDPT_02E_CPP+NO



CPP South Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

Do you want lower electric bills?
We'll give you what you need to
use less electricity and save money –
and it won't cost you a thing to participate.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. You may be able to lower your annual electric bill.

We're inviting you to join NV Energize Choose When You Use.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money for the next two years. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, you'll lose the opportunity to save.

New rate = energy ownership & savings!

Choose When You Use brings you two big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less.** Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate you receive.**

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "*NV Energize Choose When You Use: A Savings Guide for Applicants.*"

Why is NV Energy offering Choose When You Use?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of NV Energize Choose When You Use

To help you learn how to save, *Choose When You Use* has another special bonus for you: **A no-risk bill protection guarantee for the first year.**

At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a credit on your next bill to make up the difference.

How do I join NV Energize Choose When You Use?

Act now! This package is your personal invitation to become a participant in *NV Energize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NV Energize Choose When You Use* for late applicants.

When you apply for participation in *NV Energize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NV Energize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at 1-800-255-0990.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NV Energize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NV Energize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_02F_CPP+SO

CPP South Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON

CURRENT
(One Hour Typical Use)
73.0 ¢

CHOOSE
WHEN YOU USE
(One Hour Typical Use Off-Peak)
46.9 ¢



CLOTHES WASHING & DRYING COMPARISON

CURRENT
(One Hour Typical Use)
37.1 ¢

CHOOSE
WHEN YOU USE
(One Hour Typical Use Off-Peak)
23.8 ¢



LIGHTING COMPARISON

CURRENT
(Twelve 75-watt Lights for One Hour)
10.1 ¢

CHOOSE
WHEN YOU USE
(Twelve 75-watt Lights for One Hour Off-Peak)
6.5 ¢



Sign Up Today!
Take advantage
of this opportunity.
nvenergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?



Call us at 1-800-255-0990, or go online to nvenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

WHY ARE RATES SO HIGH ON "A FEW SUMMER DAYS"?

These days are Critical Peak Days, when electricity is particularly expensive for us to generate, and for you to use. We'll let you know when they're coming, and we'll help you avoid using energy on these days.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

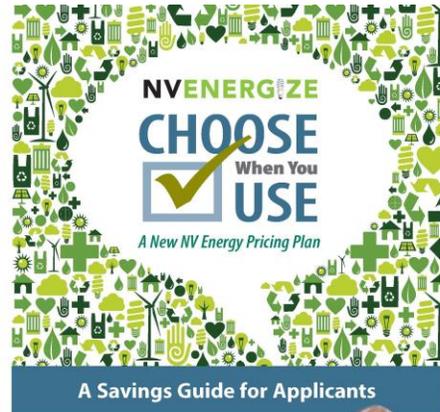
IS THERE A GUARANTEE?

Yes. The *NVEnergize Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NDEPT_02F_CPP-80



A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvenergy.com/choose



A Nevada Consumer Benefits Test Program



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Brochure_02F_CPP_SOUTH1.indd 1

What is the **NVEnergize CHOOSE When You USE** Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 11.229¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVEnergize Choose When You Use

Your *Choose When You Use* pricing plan provides:
 ■ A Dynamic Rate
 ■ *Choose When You Use* Support

How Does **NVEnergize Choose When You Use** Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 7% of the time over an entire year. Whereas 93% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



Brochure_02F_CPP_SOUTH1.indd 2



2 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate. You have more information online and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3 YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



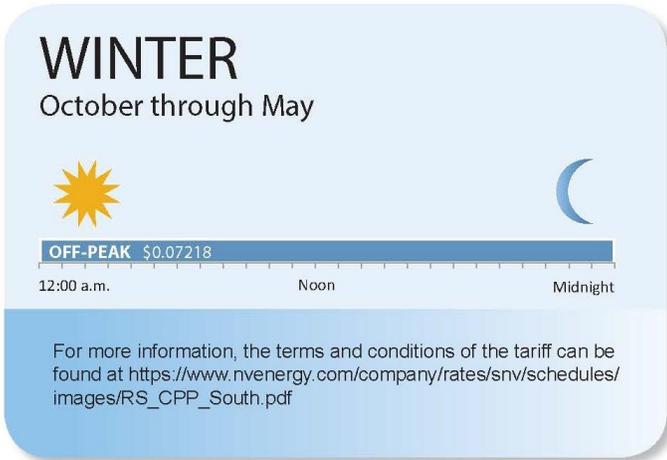
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CPP South Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 7% of the time over an entire year. Whereas 93% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:

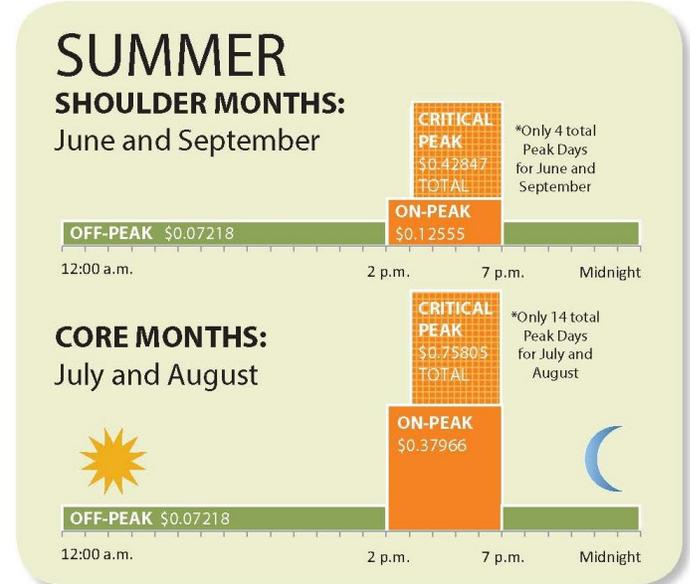
SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_02F_CPP+SO



SIGN UP TODAY • Return this card, LIMITED TIME OFFER

I would like to receive information throughout the program by (choose one):

Mail: _____
 Email: _____

NV Energy will notify me the day prior to Critical Peak Events. I wish to be notified in the following manner (choose at least one):

Voice: Primary #: _____ Alternate #: _____
 Text: Primary #: _____
 Email: _____ 2nd Email: _____



CPP South Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Residential Single-Family Service Critical Peak Price schedule, which can be found at https://www.nvenergy.com/company/rates/snv/schedules/images/RS_CPP_South.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

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- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
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- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.

continued on back

NDPT_02F_CPP+SO



TOU-E North Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

Do you want *lower electric bills*?
We'll give you what you need to
use less electricity and *save money* –
and it *won't cost you a thing* to participate.

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. You may be able to lower your annual electric bill.

We're inviting you to join **NVEnergize Choose When You Use**.

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money *for the next two years*. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, *you'll lose the opportunity to save*.

New rate = energy ownership & savings!

Choose When You Use brings you two big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: *You use less, you pay less*. Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. *You use electricity when it's least expensive, and you pay less*.
2. **Professional service and support:** As you ask us to, we'll work with you for *two years* to make sure you *get the most out of the rate you receive*.

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "*NVEnergize Choose When You Use: A Savings Guide for Applicants*."

Why is NV Energy offering **Choose When You Use**?

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of **NVEnergize Choose When You Use**

To help you learn how to save, *Choose When You Use* has another special bonus for you: **A no-risk bill protection guarantee for the first year.**

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Act now! This package is your personal invitation to become a participant in *NVEnergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVEnergize Choose When You Use* for late applicants.

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Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVEnergize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at 1-800-255-0990.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_02G_TOU-E-NO

TOU-E North Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON

CURRENT
(One Hour Typical Use)
63.6 ¢

CHOOSE WHEN YOU USE
(One Hour Typical Use Off-Peak)
44.1 ¢



CLOTHES WASHING & DRYING COMPARISON

CURRENT
(One Hour Typical Use)
32.3 ¢

CHOOSE WHEN YOU USE
(One Hour Typical Use Off-Peak)
22.4 ¢



LIGHTING COMPARISON

CURRENT
(Twelve 75-watt Lights for One Hour)
8.8 ¢

CHOOSE WHEN YOU USE
(Twelve 75-watt Lights for One Hour Off-Peak)
6.1 ¢



Sign Up Today!
Take advantage of this opportunity.
nvenergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

I'M NOT TECHNICAL, AND I DON'T HAVE MUCH TIME: CAN I STILL SAVE?

Yes. We'll take care of the technology and rates behind the *Choose When You Use* pricing plan. Your job is to change how and when you use electricity. Change a habit of how you use energy once, and you'll keep saving.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

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IS THERE A GUARANTEE?

Yes. The *NVENERGIZE Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NVPT_02G_TOU-E-NO

NVENERGIZE CHOOSE When You USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvenergy.com/choose

NV Energy

A Nevada Consumer Benefits Test Program.

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What is the NVENERGIZE CHOOSE When You USE Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 9.78¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVENERGIZE Choose When You Use

Your *Choose When You Use* pricing plan provides:

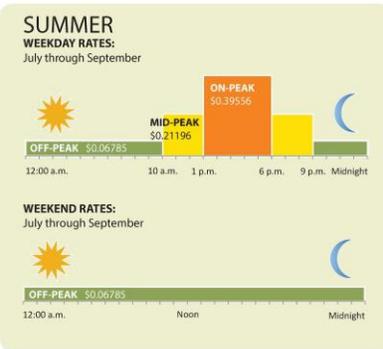
- A Dynamic Rate
- *Choose When You Use* Support

How Does NVENERGIZE Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 21% of the time over an entire year. Whereas 79% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



2 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate. You have more information online, and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

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Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



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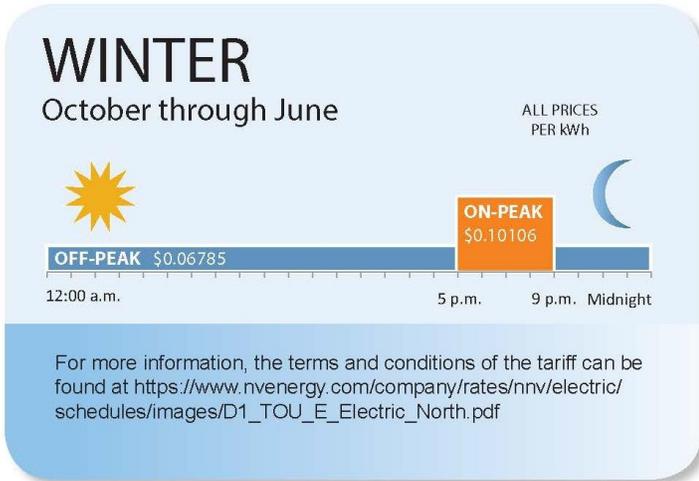
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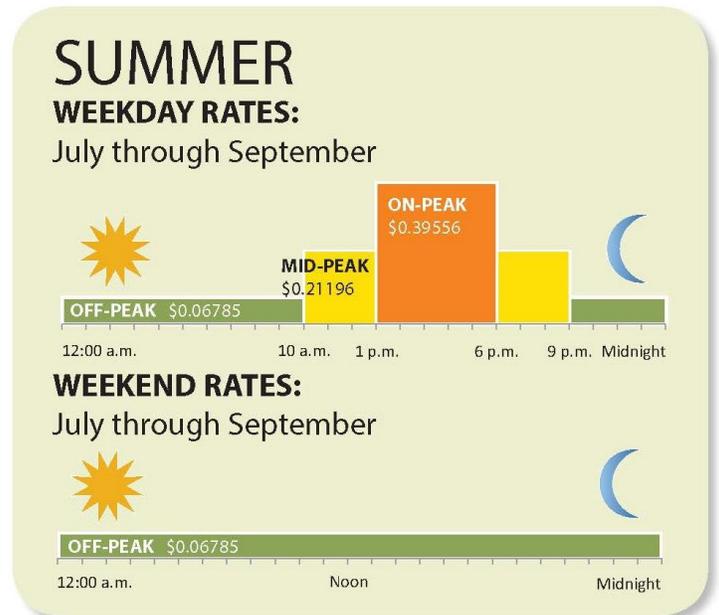
TOU-E North Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 21% of the time over an entire year. Whereas 79% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____

Service Address: _____

City: _____ State: _____ Zip: _____

Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____

(please complete reverse side also)

NDPT_02G_TOU-E+NO

SIGN UP TODAY • Return this card, LIMITED TIME OFFER

I would like to receive information throughout the program by (choose one):

Mail:

Email: _____



TOU-E North Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

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NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Domestic Service Time-of-Use Enhanced schedule, which can be found at https://www.nvenergy.com/company/rates/nnv/electric/schedules/images/D1_TOU_E_Electric_North.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.

continued on back

NDPT_02G_TOU-E+NO



TOU-E South Recruitment Letter



<Date>
<Customer First> <Customer Last>
<Address>
<City>, NV <Zip>
Special Offer Code: <Premise Num>

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

Do you want *lower electric bills?*
**We'll give you what you need to
use less electricity and *save money* –
and it *won't cost you a thing* to participate.**

We have important news for you from NV Energy. We're bringing you a FREE one-time, by-invitation-only opportunity. **You may be able to lower your annual electric bill.**

We're inviting you to join *NVEnergize Choose When You Use.*

Choose When You Use is a special new program. If you apply right away, and your home qualifies, you'll have an opportunity to save money **for the next two years**. Only a very limited number of our customers have been randomly selected to take part in *Choose When You Use*. If you delay, or if you don't apply, **you'll lose the opportunity to save.**

New rate = energy ownership & savings!

Choose When You Use brings you two big benefits right away:

1. **A new dynamic rate:** Your electric bill has always been high or low depending upon how much electricity you use: **You use less, you pay less.** Now, this program charges you less for electricity most of the time and identifies the high cost periods to avoid. **You use electricity when it's least expensive, and you pay less.**
2. **Professional service and support:** As you ask us to, we'll work with you for **two years** to make sure you **get the most out of the rate you receive.**

To learn more about how these benefits can help you, read the brochure we've enclosed with this letter, "*NVEnergize Choose When You Use: A Savings Guide for Applicants.*"

Why is NV Energy offering *Choose When You Use?*

The Public Utilities Commission of Nevada and the Federal Department of Energy have authorized NV Energy to test new methods of delivering customer benefits through rates. NV Energy believes that if we give our customers the right resources, they can help themselves, help the utility, and help Nevada. We'll all benefit.

The No-Risk Bill Protection Guarantee for the First Year of *NVEnergize Choose When You Use*
To help you learn how to save, *Choose When You Use* has another special bonus for you: **A no-risk bill protection guarantee for the first year.**
At the end of your first full year of participation in *Choose When You Use*, you will automatically receive a report comparing the electric bills you incurred during that first year, to those you would have received for the same usage under your old electricity rate. At that time, if you have paid more on your new rate during the test, NV Energy will issue a credit on your next bill to make up the difference.

How do I join *NVEnergize Choose When You Use?*

Act now! This package is your personal invitation to become a participant in *NVEnergize Choose When You Use*. Applications for the program will be accepted only for a few weeks. Each interested invitee will be considered in the order applications are received, until quotas are filled. If we receive your application late, you may be placed on a waiting list, but NV Energy cannot guarantee a place in *NVEnergize Choose When You Use* for late applicants.

When you apply for participation in *NVEnergize Choose When You Use*, we will review your application, confirm that your home qualifies, and schedule a convenient time to provide you with your new resources. As the test proceeds, we'll listen to what you have to say, and see how you're doing, through market research.

Your application form is enclosed, along with a stamped envelope to return it back to us. To reserve your spot in *NVEnergize Choose When You Use* even faster, or ask us questions, go online to nvenergy.com/choose, or call us now at 1-800-255-0990.

Reply to this invitation right away to save your spot!

Sincerely,

Bob Stewart
Senior Vice President
NV Energy

Sign Up Today
at nvenergy.com/choose
use your special offer code:
<Premise Num>

P.S. I really don't want you to miss out on *NVEnergize Choose When You Use*. It's a great opportunity. Apply now—or if you're still not sure if *NVEnergize Choose When You Use* is right for you, call one of our experts at 1-800-255-0990.

NDPT_02H_TOU-E+SO

TOU-E South Brochure

How Can I Begin Saving?

AIR CONDITIONING COMPARISON



CLOTHES WASHING & DRYING COMPARISON



LIGHTING COMPARISON



Sign Up Today!
Take advantage of this opportunity.

nvenergy.com/choose

I Have Questions . . .

HOW DO I SIGN UP FOR THE CHOOSE WHEN YOU USE PRICING PLAN?

Call us at 1-800-255-0990, or go online to nvenergy.com/choose, or mail your application to us right away. If you're too late, you might miss the opportunity.

I'M NOT TECHNICAL, AND I DON'T HAVE MUCH TIME: CAN I STILL SAVE?

Yes. We'll take care of the technology and rates behind the *Choose When You Use* pricing plan. Your job is to change how and when you use electricity. Change a habit of how you use energy once, and you'll keep saving.

HOW MUCH WILL I SAVE?

It's up to you. We'll give you the resources you need to recognize how you can use less electricity, and use electricity at different times. We'll help you understand how to save, but the actual savings will be your achievement.

WILL NV ENERGY CONTROL MY ELECTRICITY USE?

No. How and when you use electricity is entirely up to you. You're in charge.

HOW LONG DO I NEED TO PARTICIPATE?

The *Choose When You Use* pricing plan is two years long from March 1, 2013 through February 28, 2015 with an opt-out provision after 12 months.

IS THERE A GUARANTEE?

Yes. The *NVENERGIZE Choose When You Use* pricing plan guarantees that if at the end of your first full year in the plan your annual electric bill is higher than it would have been on your old rate, we'll credit your bill to make up the difference.

Happy Savings!



NVENERGIZE CHOOSE When You USE
A New NV Energy Pricing Plan

A Savings Guide for Applicants

By Invitation Only
A Limited Time Offer

nvenergy.com/choose

NVENERGIZE
Choose When you use
Money Back
GUARANTEE

A Nevada Consumer Benefits Test Program

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What is the NVENERGIZE CHOOSE When You USE Pricing Plan?

Your Electric Rate Today

Today you have a Flat Rate—your electricity price is 11.229¢ per kilowatt-hour 24 hours a day. Your bill is this price multiplied by how much electricity you've used in the past month. Use more, and you pay more—but the price is always the same.

NVENERGIZE Choose When You Use

Your *Choose When You Use* pricing plan provides:

- A Dynamic Rate
- *Choose When You Use* Support

How Does NVENERGIZE Choose When You Use Work?

1 YOUR DYNAMIC RATE

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

The expensive hours on your *Choose When You Use* dynamic rate account for 7% of the time over an entire year. Whereas 93% of the time annually, your *Choose When You Use* rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:



2 YOUR CHOOSE WHEN YOU USE SUPPORT

Your *Choose When You Use* support includes training and tools, helping you to understand your new rate. You have more information online, and call center specialists ready to answer your questions.



Where Do My Savings Come From?

It's as easy as 1, 2, 3, 4 . . .

Your savings from the *Choose When You Use* pricing plan depend upon you. The resources we provide will help you follow these simple, easy steps:

1 YOU PAY ATTENTION TO YOUR ENERGY USE

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also shift when you use electricity.

2 YOU USE ENERGY DIFFERENTLY

Once you identify how you're using more electricity than you need to in your household, you'll try using less. You'll also try using electricity at different times, when it's less expensive. You'll experiment with different routines until you find a money-saving approach that still lets you do what you want to do.

3 YOUR ELECTRIC BILL CHANGES

Your more efficient habits of using energy will mean your electric bills begin to go down. You can track your progress online, and you can see improvements month by month in how much you pay. You will also learn to look at savings over a full year.

4 YOU SAVE MONEY!

When you change how you use energy, you'll have new habits that will save you money month after month. When you change appliances, or renovate your home you'll see more ways to build savings into your life.



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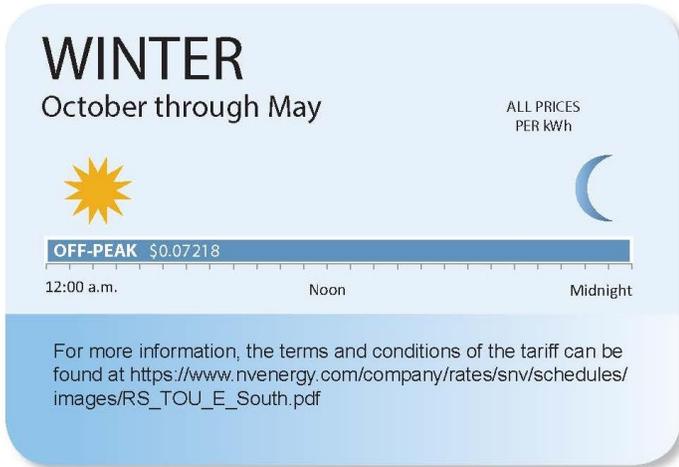
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TOU-E South Rate Card



Your **Choose When You Use** dynamic rate charges different prices for electricity at different times of day, and in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.



The expensive hours account for 7% of the time over an entire year. Whereas 93% of the time annually, your **Choose When You Use** rate is less than your flat rate was! So you can save money if you shift your electricity usage to the off-peak hours. See below:

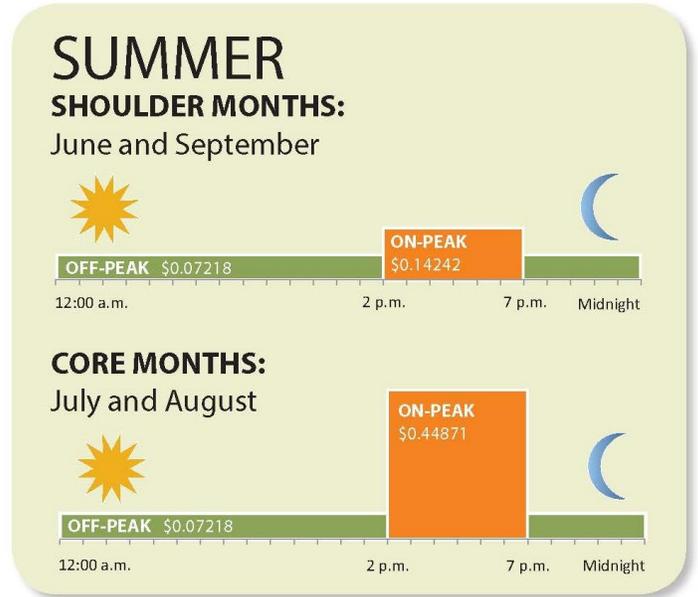
SIGN UP TODAY • Return the card below • LIMITED TIME OFFER

Yes! Sign me up for NVEnergize Choose When You Use

Name: _____
 Service Address: _____
 City: _____ State: _____ Zip: _____
 Special Offer Code (found on your letter): _____

I have read and understand the NVEnergize Choose When You Use Program Disclosure Statement and I accept the terms and conditions of participation in the NVEnergize Choose When You Use program.

Signature: _____ Date: _____
 (please complete reverse side also) NDPT_02H_TOU-E+SO



SIGN UP TODAY • Return this card, LIMITED TIME OFFER

I would like to receive information throughout the program by (choose one):

- Mail:
 Email: _____



TOU-E South Disclosure Statement

NVEnergize Choose When You Use Disclosure Statement

Background

NV Energy is sponsoring a two-year research project known as the “Nevada Dynamic Pricing Trial.” We call your part of the “Nevada Dynamic Pricing Trial” the NVEnergize Choose When You Use program. In this disclosure statement, we refer to the program as Choose When You Use.

Below, we list the key terms and conditions of the Choose When You Use program. NV Energy’s tariff schedules list all of the terms and conditions of the program. You need to agree to these terms and conditions to participate in the program.

1. Enrollment: I have received and had an opportunity to review information about the Choose When You Use program, and have had an opportunity to review the tariff schedule. I understand the terms and conditions of the Choose When You Use program, and I understand that the terms and conditions of the Nevada Dynamic Pricing Trial: Residential Single-Family Service Time-of-Use Enhanced schedule, which can be found at https://www.nvenergy.com/company/rates/snv/schedules/images/RS_TOU_E_South.pdf, cannot be altered by representations made by NV Energy or its representatives.

2. Term: I agree to take the Choose When You Use service for two years. I understand that I need to remain at the residence I occupy when the program begins to continue to participate in the program and that, if I move from the location that I occupy when the program begins, my participation in the Choose When You Use program will terminate.

3. Best Bill Guarantee: I understand that NV Energy provides a “Best Bill Guarantee” during the first year of the Choose When You Use program. I understand that if I have participated in the Choose When You Use program for all of the first twelve months and have an active Choose When You Use account at the end of the first twelve months, I will be eligible to receive a credit calculated pursuant to the Best Bill Guarantee. If I move from the residence that I occupy at the beginning of the program during the first twelve months, I will receive the Best Bill Guarantee for the months that I did participate.

4. Opportunity to Terminate Participation in the Program: I understand that I have an opportunity to terminate my participation in the Choose When You Use program at the end of the first twelve months. Unless I terminate my participation in the Choose When You Use program in accordance with the procedure established by NV Energy, I understand that my participation in the Choose When You Use program will continue for a second full year. I also understand that I will not receive a Best Bill Guarantee during the second year of the Choose When You Use program.

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5. Time-of-Use Rates: I understand that Choose When You Use provides me with a “time-of-use” rate. Under the Choose When You Use program, the per-unit rate used to calculate my bill varies based on the time-of-day and season during which my household uses electricity. I understand that:

- I will be responsible for paying my electric bill based on the Choose When You Use time-of-use rate during my participation in the program,
- The Choose When You Use time-of-use rate offers me lower-priced electricity most of the time, but it also includes periods when electricity is higher-priced, and
- My electricity bills may be lower or higher than my electricity bills would have been if I had used the same amount of energy at the same times under my previous flat, per-unit rate.

6. Disclosure of Research Information: I understand that participation in the Choose When You Use program is completely voluntary, and that NV Energy or its representatives will ask my household to provide demographic, dwelling and other information for research purposes through surveys, group interviews, and individual interviews. I understand that I may choose to answer or not to answer any individual question. I understand that:

- NV Energy may disclose my electric usage and or data or information collected from me only to its own direct contractors, the Department of Energy, the Public Utilities Commission of Nevada, and other entities as required.
- NV Energy will take reasonable steps to remove information (such as my name, account number or address) that would allow users of that information to associate my usage or research information with me.



Appendix B: Rates

Nevada Power (South) Rate Schedule Residential Single-Family Service CPP

NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. **11Q**
 Cancelling _____ PUCN Sheet No. _____

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| <p>Schedule RS-CPP <u>NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE</u> <u>CRITICAL PEAK PRICE</u></p> <p><u>SUMMARY OF TARIFF</u></p> <p>This two-year temporary and optional tariff covers service that is part of the Nevada Dynamic Pricing Trial. The Nevada Dynamic Pricing Trial tests how various combinations of time-of-use and dynamic energy price structures, education and technology affect customers' attitudes and behavior with respect to electricity consumption. Customers must be randomly selected to receive an offer for service under this tariff, and they must affirmatively elect to accept such offer.</p> <p>Customers electing to participate in the pricing trial will be expected to make a two-year commitment, but will have the opportunity to opt-out of the trial at the end of the first year of participation. Participating customers will receive an annual Best Bill Guarantee for their first full year of service under this rate schedule that will reimburse participating customers for any electric bill charges incurred under this rate schedule in excess of those that they would have incurred under the otherwise applicable flat rate schedule.</p> <p><u>APPLICABLE</u></p> <p>Available to customers for domestic service to separately metered, permanent single-family dwellings located in the Nevada Dynamic Pricing Trial ("NDPT") areas established by Nevada Power Company ("Nevada Power" or the "Utility"), and to whom the Utility offers the option of being served under this rate schedule; and only if the customer elects to participate under this rate schedule. The Utility reserves the right to limit the number customers receiving service under this schedule as the Utility determines is appropriate given the requirements of the NDPT. The NDPT is explained further in Special Conditions 2 through 11 below.</p> <p>This schedule will be made available only to customers presently served under the Utility's otherwise applicable flat rate schedule, RS (Residential Service), who are not: i) employees or NDPT contractors of the Utility, ii) participants in any direct load control program of the Utility; or iii) part of the Utility's load research sample. Further, residential customers served under standby, net metering, or other optional Time-of-Use ("TOU") rate schedules are not eligible for service under this schedule.</p> <p>Electricity consumption of customers served under this schedule will be measured and recorded by the Utility in regular intervals (e.g.; hourly, every 15 minutes, or every five minutes) using a Smart Meter. In addition to providing the interval meter information used to bill the TOU and Critical Peak Price rates identified herein, it will also make it possible to provide customers with their hourly electric usage information each day of the billing period. Coupled with other available technology, customers may be able to monitor their household energy use, and understand the cost associated with that use, and determine how certain household appliances contribute to overall energy use.</p> <p style="text-align: center;">(Continued)</p> | | |
| <p>Issued: 04-15-11</p> <p>Effective: 03-14-11</p> <p>Advice No.: 402-R</p> | <p>Issued By: Michael J. Carano Director</p> | |

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NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Cancelling 2nd Revised PUCN Sheet No. 11Q(1)
1st Revised PUCN Sheet No. 11Q(1)

Schedule RS-CPP
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
CRITICAL PEAK PRICE
 (Continued)

APPLICABLE (Continued)

With access to interval energy use information, customers will be enabled to better understand their energy usage, and to take control over it and the associated costs.

Recruitment for the NDPT is planned to begin on or about January 1, 2013. The rates for the NDPT will go into effect on or about March 1, 2013 and will be in effect for two years from the actual commencement date for each customer.

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TERRITORY

Those specific areas within the Utility's Nevada Service Area in which the NDPT has been made available.

RATES

The energy rates applicable under this rate schedule vary among the TOU periods to reflect the difference in the cost of providing energy by the Utility in these periods. Time-of-Use periods are set forth below in Special Condition 5. Compared to the otherwise applicable RS rate schedule, where there is a single flat energy rate that applies to all energy consumption throughout each hour of the year, higher rates apply under this schedule during the Critical Peak and On-peak hours and a lower rate applies during the Off-peak hours. The rates are higher in the summer On-peak periods, consistent with the higher costs associated with the Utility's provision of energy in this period. By charging for these higher costs in the summer On-peak periods in which they are being incurred, all other hours of the year can be priced at a rate lower than the RS flat rate. This lower Off-peak rate applies for 93% of the hours in a year.

This schedule contains a Critical Peak Price ("CPP") structure overlaid on the base TOU pricing structure of Schedule RS-TOU-E. The Critical Peak Price rate for this schedule only applies when a CPP Event is called. The CPP is a higher rate than the On-peak TOU rate that would otherwise prevail if it were not for the critical peak event and reflects the Utility's highest electric costs. The CPP rate provides customers with a price incentive to curtail energy usage during the critical peak event hours. As detailed in Special Conditions 5 and 6, the total CPP Event hours are limited to 72 hours per year (18 events for 4 hours each event from 3 PM though 7 PM) during the four Summer Season months. Events will only be called on non-holiday weekdays. In exchange for accepting the inclusion of critical peak events and prices during a limited number days and hours of the Summer Season, customers serviced under Schedule RS-CPP are subject to lower On-peak rates (compared to the base RS-TOU-E) in each and every hour of the On-peak period during which a CPP Event is not applicable.

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| Issued: 10-18-12 Effective: 04-19-13 Advice No.: 424 | Issued By: Michael J. Carano Executive | |
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NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11Q(2)
 Cancelling _____ PUCN Sheet No. _____

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| <p>Schedule RS-CPP <u>NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE</u> <u>CRITICAL PEAK PRICE</u> (Continued)</p> | | |
| <p><u>RATES</u> (Continued)</p> <p>Under this rate schedule customers should receive lower bills in the eight (8) Winter Season months than under Schedule RS. Alternatively, they are likely to also experience higher bills in some or all of the four (4) Summer Season months than they would otherwise incur under Schedule RS. Whether a customer will be able to reduce their annual electric expenditures under this rate schedule, as opposed to those that would otherwise be incurred under Schedule RS, will depend on the customer's electric usage between the winter and summer season, as well as the concentration of summer electric consumption in the summer On-peak period. Customers that are able to shift usage away from the On-peak hours, or otherwise reduce On-peak consumption, may be able to reduce their total annual electric bill. Alternatively, customers who are unable to shift usage away from the On-peak hours, or otherwise reduce On-peak consumption, may increase their annual energy expenditures when compared to the otherwise applicable flat rate.</p> <p>Similarly, when comparing the RS-CPP rate structure to that of the base RS-TOU-E rate structure or the otherwise applicable flat rate, customers who reduce energy use during CPP Events, or shift energy use out of the CPP event hours, may be able to reduce their annual bill. However, customers that are unable to reduce energy use during CPP Events, or shift energy use out of the CPP event hours, may incur higher annual bills under this CPP rate schedule than would be incurred under the base RS-TOU-E rate schedule or the otherwise applicable flat rate schedule (RS).</p> <p>The charges applicable to this rate schedule are set forth in the currently effective Statement of Rates, starting on PUCN Sheet No. 10J(1), and are incorporated herein by reference. Rates will change, as required, to remain consistent with Commission Orders.</p> <p><u>MINIMUM CHARGE</u></p> <p>The minimum charge for service hereunder shall be the Basic Service Charge, which shall be the same as the Basic Service Charge of the otherwise applicable flat rate schedule, RS.</p> <p><u>LATE CHARGE</u></p> <p>The Utility may charge a fee as set forth in Schedule MC for the late payment of a bill.</p> <p style="text-align: center;">(Continued)</p> | | |
| <p>Issued: 04-15-11</p> <p>Effective: 03-14-11</p> <p>Advice No.: 402-R</p> | <p>Issued By: Michael J. Carano Director</p> | |

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NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Cancelling 1st Revised PUCN Sheet No. 11Q(3)
Original PUCN Sheet No. 11Q(3)

Schedule RS-CPP
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
CRITICAL PEAK PRICE
 (Continued)

TECHNOLOGY PACKAGE AND INCENTIVES

As identified in Special Condition 2, certain customers offered service under this rate schedule, as part of the NDPT, will also be offered, on a randomized basis at no cost to the customer, a Utility installed technology package. In order to be eligible for service under this schedule, such customers must be willing to accept the installation of the technology package by the Utility, and be agreeable to receiving instruction on proper use. There is no cost to the customer for the technology package or installation. Customer must be willing to allow a Utility representative or its contractor access to the residence to install the technology package. Also, should it need maintenance or service, customer must agree to allow reasonable access to the Utility or its contractor to service, repair or replace the technology package. Participants residing in rental units must obtain the express permission of the owner of the dwelling before accepting the installation.

If there is evidence of alteration or destruction by the customer of the technology package, the Customer shall reimburse the Utility for the cost of replacement or repair if damaged.

The customer shall be responsible for any billing impact due to the failure of the technology package to function as intended. Moreover, the customer shall be billed based on the Utility's meter readings without regard to the proper operation of the installed technology package.

NDPT participants selected for the technology package shall receive: (1) the technology package after two full years of participation in the NDPT and, (2) potential energy reductions and savings depending upon the Customer's use of the technology package's features.

The Utility reserves the right to consider offering modest incentives for participation or timely completion of surveys and other solicited information.

(Continued)

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| Issued: 10-18-12 Effective: 04-19-13 Advice No.: 424 | Issued By: Michael J. Carano Executive | |
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NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11Q(4)
 Cancelling _____ PUCN Sheet No. _____

Schedule RS-CPP
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
CRITICAL PEAK PRICE
 (Continued)

SPECIAL CONDITIONS

1. **UEC.** The Universal Energy Charge (UEC), pursuant to NAC 702.150 through 702.450, will go to fund the Nevada fund for energy assistance and conservation. Under certain circumstances, Customers will be refunded amounts paid in excess of \$25,000 per calendar quarter. The Commission will administer the collection of the UEC, certify exemptions, and administer refunds. Exemptions are generally kWh sold to:

- a) Any governmental agency, including the State of Nevada and any political subdivision thereof, and
- b) Any Customer using electrolytic-manufacturing processes.

Except as provided above, all kWhs sold are subject to this charge. The UEC is not subject to the charges applicable under the Special Supplementary Tariff.

2. **NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).**
 The NVEnergize Project is an upgrade of the Utility’s metering and telemetry capabilities to currently available technology in order to improve the efficiency of operations and expansions of the Utility’s system. It is funded in part by a grant from the United States Department of Energy (“DOE”) under the American Recovery and Reinvestment Act (“ARRA”) as part of its national Smart Grid funding objective.

The NDPT is centered upon the Utility’s installation of interval Smart Meters and related infrastructure which is in part being funded by the DOE grant. “Smart Meter” is a term commonly used to describe a meter of advanced capabilities including the ability to i) identify and record electric use in discrete time intervals (e.g., by hours), ii) send the interval electric usage and other information back to the utility remotely (without the need to physically read the meter), and iii) communicate with other in-home technologies to provide real time or near real time information on electric usage and other pertinent information to customers.

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 Advice No.: **402-R**

Issued By:
 Michael J. Carano
 Director

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NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels

Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11Q(5)
 Cancelling _____ PUCN Sheet No. _____

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| <p>Schedule RS-CPP <u>NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE</u> <u>CRITICAL PEAK PRICE</u> (Continued)</p> <p><u>SPECIAL CONDITIONS</u> (Continued)</p> <p>2. <u>NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).</u> (Continued)</p> <p>The NDPT component of the NVEnergize Project is planned to be conducted over a consecutive two-year period, and is a requirement of the overall Smart Grid Investment Grant “SGIG” Funding from DOE. The primary purpose of the NPDT is to define an experiment and collect sample data from a sufficient number of residential and small commercial customers of the Utility who will receive “treatments” of different pricing structures and rates, technology and education.</p> <p>The NDPT will enable the Utility to test a variety of hypotheses relating to these different treatments relative to the control group. As part of the controlled experimental design of the NDPT, the Utility will randomly offer customers residing in designated NDPT trial areas to receive one of two advanced pricing structures (a TOU or CPP offering); and possibly an enhanced education package, and/or a technology package. Some customers in the trial areas will be randomly assigned to a control group that will have Smart Meters installed, but will remain on their existing flat rate schedule. Customers randomly assigned to a particular trial treatment, <u>will be given the choice</u> to accept that treatment, or to remain on their existing flat rate schedule and not participate in the trial. Therefore participation in the trial is wholly voluntary.</p> <p>3. <u>Solicitation of Demographic, Dwelling and Other Information from Customers.</u> Customers who choose to participate in the NDPT, including those choosing to take service under this rate schedule, will be solicited by the Utility (or its authorized representatives) to provide certain dwelling, demographic, and other relevant information, most typically through an initial survey and an ending or exit survey. Examples of the type of dwelling and demographic information likely to be solicited include, the age of customer’s premise, the approximate size of premise in square footage, the age of certain electrical devices, the type of heating and cooling, the number of household occupants, the household income within a stated range, and typical work hours of occupants. Additionally, the Utility will seek feedback from the NDPT participants to better understand their experience on, and opinions of, the trial rate schedules they have been served under and other aspects of the NDPT. All the information solicited will be extremely valuable in helping to make sound statistical assessments regarding the trial outcomes, satisfying certain DOE grant requirements, and helping to guide future Utility efforts to better serve our customers given the new capabilities of the NVEnergize Project systems being installed.</p> <p style="text-align: center;">(Continued)</p> | | |
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replaces

Tariff No. 1-A (withdrawn)

Original

Cancelling

PUCN Sheet No. 11Q(6)

PUCN Sheet No. _____

Schedule RS-CPP
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
CRITICAL PEAK PRICE
 (Continued)

SPECIAL CONDITIONS (Continued)

4. **NDPT Customer Information Protection.** Other than for billing and customer service purposes, any customer-specific information or data collected under the NDPT, such as that described in Special Condition 3 above, will be kept confidential by the Utility, and will not be given to any other party or entity, without first redacting all information and records that may be used to associate that information or data with an individual customer. The Utility may publicly or otherwise report various results and findings from the NDPT; including usage, demographic, dwelling, and other information, so long as the individual identity of customers providing such information cannot be ascertained. Certain informational reports will be made to DOE, the Public Utilities Commission of Nevada, and to other interested parties and professional organizations. By accepting service under this Schedule, the Customer authorizes the Utility to disclose this non-identifiable information in accordance with this Special Condition 4.

5. **Time-of-Use (TOU) Periods.** The daily TOU periods applicable to pricing under this rate schedule are applicable to all days of the week (weekdays, weekends and holidays) as shown below. Also shown for each TOU period is the number of hours of a non-leap (365 day) calendar year that fall in the TOU period along with the percent of annual hours.

Critical Peak Price Event Periods below refer to the hours in which events can be called. When a Critical Peak event is called, the last four hours of the core and shoulder summer On-peak periods become the Critical Peak Period, and the Critical Peak rates in these hours will apply, not the On-peak rates. Critical Peak Price Events are further described in Special Condition 6.

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 Las Vegas, NV 89151-0001
 Tariff No. 1-B

replaces

Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11Q(7)
 Cancelling _____ PUCN Sheet No. _____

| Schedule RS-CPP | | |
|---|---|--------------------------|
| <u>NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE</u> | | |
| <u>CRITICAL PEAK PRICE</u> | | |
| (Continued) | | |
| <u>SPECIAL CONDITIONS</u> (Continued) | | |
| 5. <u>Time-of-Use (TOU) Periods.</u> (Continued) | | |
| <u>Time-of-Use Periods & Critical Peak Price Events</u> | <u>Hours</u> | <u>% of Hours</u> |
| Core Summer Season (July and August): | | |
| On-Peak: 2 PM – 7 PM, non-critical peak price event days | 240 | 2.74% |
| On-Peak: 2 PM – 3 PM, critical peak price event days | 14 | 0.16% |
| Off-Peak: 7 PM – 2 PM, all days | 1,178 | 13.45% |
| CPP Event: 3 PM - 7 PM; non-holiday weekdays | 56 | 0.64% |
| Shoulder Summer Season (June and September): | | |
| On-Peak: 2 PM – 7 PM, non-critical peak price event days | 280 | 3.20% |
| On-Peak: 2 PM – 3 PM, critical peak price event days | 4 | 0.05% |
| Off-Peak: 7 PM – 2 PM, all days | 1,140 | 13.01% |
| CPP Event: 3 PM - 7 PM; non-holiday weekdays | 16 | 0.18% |
| Winter Season (October through May): | | |
| Off-Peak: all hours of each day | <u>5,832</u> | <u>66.58%</u> |
| Total Hours in Year | 8,760 | 100.00% |
| | | |
| Total Critical Peak Price Hours and % of annual hours | 72 | 0.82% |
| Total Core Summer On-peak Hours and % of annual hours | 254 | 2.90% |
| Total Shoulder Summer On-peak Hours and % of annual hours | 284 | 3.24% |
| Total Off-peak Hours and % of annual hours | <u>8,150</u> | <u>93.04%</u> |
| Total | 8,760 | 100.00% |
| (Continued) | | |
| Issued: 04-15-11 Effective: 03-14-11 Advice No.: 402-R | Issued By: Michael J. Carano Director | |

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 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Cancelling 1st Revised PUCN Sheet No. 11Q(8)
Original PUCN Sheet No. 11Q(8)

Schedule RS-CPP
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
CRITICAL PEAK PRICE
 (Continued)

SPECIAL CONDITIONS (Continued)

6. **Critical Peak Price Events.** Critical Peak Price Events shall be called at the sole discretion of the Utility, but may be called for any of the following reasons:
- a) The forecasted temperature;
 - b) System reliability considerations;
 - c) Predicted conditions of high demand and/or high costs; or
 - d) The occurrence of company-designated discretionary events, including but not limited to testing purposes, program evaluation, etc. to ensure that the specified number of events are called for NDPT analysis.

The Utility will call eighteen (18) Critical Peak Price Events during the months of June through September. The Utility will call two (2) events each June and September, leaving fourteen (14) events for July and August. Events will be limited to non-holiday weekdays. Holidays are Independence Day and Labor Day (the first Monday in September). If Independence Day falls on a weekend, the weekday on which it is celebrated will be considered the holiday.

As noted above in Special Condition 5, each event will be for four (4) continuous hours, 3 PM to 7 PM for a total of seventy-two (72) hours annually. The Utility will not call more than 9 CPP events in any one month, and will not call CPP events for more than 5 consecutive non-holiday weekdays.

7. **Critical Peak Notification.** The Utility will begin to notify customers served under this schedule no later than 4:00 PM the day prior to invoking or scheduling a Critical Peak Price Event. Once a notification of a CPP Event is issued by the Utility, it will not be cancelled. Participating customers must select at least one method for receipt of notification of a planned CPP Event. Notification will be provided by phone and/or e-mail (based on customer preference). In addition, the Utility will post information regarding Critical Peak Events on its website. The Utility will make its best efforts to notify customers on this rate schedule on a day ahead basis of a CPP Event, however, such notice is not guaranteed. Customers are wholly responsible for providing the Utility with accurate contact information, and for receiving the notifications. Customers will be responsible for all charges incurred during a CPP Event, even if notice is not received or the customer fails to provide the Utility with the appropriate contact information. Furthermore, failure to receive notice due to equipment failure of the customer (e.g. lost or disconnected cell phone, notification device malfunction, etc.) will not excuse the customer from being responsible for all charges incurred during a CPP Event.

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 Las Vegas, NV 89151-0001
 Tariff No. 1-B
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 Tariff No. 1-A (withdrawn)

Cancelling 1st Revised PUCN Sheet No. 11Q(9)
Original PUCN Sheet No. 11Q(9)

Schedule RS-CPP
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
CRITICAL PEAK PRICE
 (Continued)

8. **Two-Year Service Commitment With Opt-Out Opportunity at End of First Year.** Customers who are offered the opportunity to take service under this rate schedule and elect to do so will be required to acknowledge their commitment to take service under the terms and conditions of this rate schedule for a two-year (consecutive 24 month) period. However, such customers will have an opportunity to opt-out of the NDPT and service under this rate schedule at the end of the first 12 months of service. Additionally, the first year of participation is subject to a Best Bill Guarantee as described in Special Condition 10. Customers who wish to opt-out at the end of the first 12 month period will have limited time to notify the Utility of this intent to terminate participation. The Utility will send a letter at the end of the first 12 month period summarizing the customers 12 month bill history (using an estimate for the 12th month). The customer must notify the Utility of their intent to opt-out during the 13th month (or billing period) of service within 28 days of the date of the letter. Failure to notify the Utility of a desire to opt-out of the NDPT and this tariff in accordance to the above provisions will result in the customer remaining on the NDPT and this tariff for the entire two-year period. Further, the Best Bill Guarantee as set forth in Special Condition 10, that is applicable for the first year of service under this tariff, does not apply for the second year of service. When the NDPT ends, customers who have been taking service under this rate schedule will return to taking service under schedule RS, unless they specifically choose an alternative rate schedule available at that time.
9. **Customer Moving from Residence Ends Participation.** During the two-year period of the NDPT any customer who moves from the premise or residence occupied at the time of acceptance into the NDPT will be removed from the trial. If such a customer remains in the Utility's service area after they move, they will take service under the applicable flat rate schedule, unless they specifically choose an alternative rate schedule available at that time.
10. **Best Bill Guarantee for First Year of Participation.** The Utility does not represent or guarantee that customers electing to take service under this rate schedule will experience reduced electric charges over a year's billing period. This rate schedule offers customers an opportunity for greater financial reward for reducing CPP and On-peak electricity usage than the otherwise applicable flat rate schedule, RS. However, customers who generally have a greater than average concentration of their total electric usage in the CPP and On-peak period will pay more under this rate schedule than under the RS schedule. Ultimately, a customer's decision to take service under this rate schedule is based solely on the customer's own analysis and considerations of the potential for realizing savings under this rate schedule.

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 Tariff No. 1-B
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 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. **11Q(10)**
 Cancelling _____ PUCN Sheet No. _____

Schedule RS-CPP
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
CRITICAL PEAK PRICE
 (Continued)

SPECIAL CONDITIONS (Continued)

10. **Best Bill Guarantee for First Year of Participation.** (Continued)

In order to provide customers a reasonable opportunity to get familiar with the provisions of this tariff and learn to modify and adjust their energy consumption behavior to best take advantage of the opportunities for bill savings afforded by the tariff, the Utility is providing the Best Bill Guarantee which eliminates the financial risk associated with the first full year of service to participants. Customers will be billed for each month of service at the rates, and under the terms and conditions, set forth in this schedule and customers will be expected to pay these monthly billing charges when due each month. However, at the end of the first 12 month period of service under this rate schedule, the Utility will compare the customer's twelve months of billing charges under this Schedule to those charges that would have been incurred for the same period and energy usage under the otherwise applicable schedule, RS (flat rate). If the cumulative twelve months of billings charged to the customer under Schedule RS-CPP is higher than the cumulative twelve months of billings the customer would have been charged if served under the otherwise applicable schedule (RS), the customer will be given a credit on their next bill equal to the difference between the two cumulative billing amounts. Customers who fare better under Schedule RS-CPP when this calculation is made will have saved money through their participation and no credit will be owed or given.

Completion of the first 12 months is required to receive credit. However, for customers who move from the premise or residence prior to the end of the first year of participation, a similar credit calculation will be made for the term of participation under this rate schedule, and if owing, will be provided on the customer's final bill.

11. **Billing Cycle.** To aid in effective billing, the Utility reserves the right to change the billing cycle of customers taking service under this advanced rate schedule to a calendar month billing cycle starting the first day of the month and ending the last day of the month. The customer will continue to have the ability to select a payment date pursuant to Rule 5.

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Nevada Power (South) Rate Schedule Residential Single-Family Service TOU-E

NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B

replaces

Tariff No. 1-A (withdrawn)

Original

Cancelling

PUCN Sheet No. 11P

PUCN Sheet No. _____

| | | |
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| <p>Schedule RS-TOU-E <u>NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE</u> <u>TIME-OF-USE ENHANCED</u></p> <p><u>SUMMARY OF TARIFF</u></p> <p>This two-year temporary and optional tariff covers service that is part of the Nevada Dynamic Pricing Trial. The Nevada Dynamic Pricing Trial tests how various combinations of time-of-use and dynamic energy price structures, education and technology affect customers' attitudes and behavior with respect to electricity consumption. Customers must be randomly selected to receive an offer for service under this tariff, and they must affirmatively elect to accept such offer.</p> <p>Customers electing to participate in the pricing trial will be expected to make a two-year commitment, but will have the opportunity to opt-out of the trial at the end of the first year of participation. Participating customers will receive an annual Best Bill Guarantee for their first full year of service under this rate schedule that will reimburse participating customers for any electric bill charges incurred under this rate schedule in excess of those that they would have incurred under the otherwise applicable flat rate schedule.</p> <p><u>APPLICABLE</u></p> <p>Available to customers for domestic service to separately metered, permanent single-family dwellings located in the Nevada Dynamic Pricing Trial ("NDPT") areas established by Nevada Power Company ("Nevada Power" or the "Utility"), and to whom the Utility offers the option of being served under this rate schedule; and only if the customer elects to participate under this rate schedule. The Utility reserves the right to limit the number of customers receiving service under this schedule as the Utility determines is appropriate given the requirements of the NDPT. The NDPT is explained further in Special Conditions 2 through 9 below.</p> <p>This schedule will be made available only to customers presently served under the Utility's otherwise applicable flat rate schedule, RS (Residential Service), who are not: i) employees or NDPT contractors of the Utility, ii) participants in any direct load control program of the Utility; or iii) part of the Utility's load research sample. Further, residential customers served under standby, net metering, or other optional Time-of-Use ("TOU") rate schedules are not eligible for service under this schedule.</p> <p style="text-align: center;">(Continued)</p> | | |
| <p>Issued: 04-15-11</p> <p>Effective: 03-14-11</p> <p>Advice No.: 402-R</p> | <p>Issued By: Michael J. Carano Director</p> | |

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NEVADA POWER COMPANY dba NV Energy
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 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Cancelling 2nd Revised PUCN Sheet No. 11P(1)
1st Revised PUCN Sheet No. 11P(1)

Schedule RS-TOU-E
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
TIME-OF-USE ENHANCED
(Continued)

APPLICABLE (Continued)

Electricity consumption of customers served under this schedule will be measured and recorded by the Utility in regular intervals (e.g.; hourly, every 15 minutes, or every five minutes) using a Smart Meter. In addition to providing the interval meter information used to bill the TOU rates identified herein, it will also make it possible to provide customers with their hourly electric usage information each day of the billing period. Coupled with other available technology, customers may be able to monitor their household energy use, and understand the cost associated with that use, and determine how certain household appliances contribute to overall energy use. With access to interval energy use information, customers will be enabled to better understand their energy usage, and to take control over it and the associated costs.

Recruitment for the NDPT is planned to begin on or about January 1, 2013. The rates for the NDPT will go into effect on or about March 1, 2013 and will be in effect for two years from the actual commencement date for each customer.

TERRITORY

Those specific areas within the Utility's Nevada Service Area in which the NDPT has been made available.

RATES

The energy rates applicable under this rate schedule vary among the TOU periods to reflect the difference in the cost of providing energy by the Utility in these periods. Time-of-Use periods are set forth below in Special Condition 5. Compared to the otherwise applicable RS rate schedule, where there is a single flat energy rate that applies to all energy consumption throughout each hour of the year, higher rates apply under this schedule during the On-peak hours and a lower rate applies during the Off-peak hours. The rates are higher in the summer On-peak periods, consistent with the higher costs associated with the Utility's provision of energy in these periods. By charging for these higher costs in the summer On-peak periods in which they are being incurred, all other hours of the year can be priced at a rate lower than the RS flat rate. This lower Off-peak rate applies for 93% of the hours in a year.

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 P.O. Box 98910
 Las Vegas, NV 89151-0001
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 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11P(2)
 Cancelling _____ PUCN Sheet No. _____

Schedule RS-TOU-E
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
TIME-OF-USE ENHANCED
 (Continued)

RATES (Continued)

Under this rate schedule customers should receive lower bills in the eight (8) Winter Season months than under Schedule RS. Alternatively, they are likely to also experience higher bills in some or all of the four (4) Summer Season months than they would otherwise incur under Schedule RS. Whether a customer will be able to reduce their annual electric expenditures under this rate schedule, as opposed to those that would otherwise be incurred under Schedule RS, will depend on the customer's electric usage between the winter and summer season, as well as the concentration of summer electric consumption in the summer On-peak period. Customers that are able to shift usage away from the On-peak hours, or otherwise reduce On-peak consumption, may be able to reduce their total annual electric bill. Alternatively, customers who are unable to shift usage away from the On-peak hours, or otherwise reduce On-peak consumption, may increase their annual energy expenditures when compared to the otherwise applicable flat rate.

The charges applicable to this rate schedule are set forth in the currently effective Statement of Rates, starting on PUCN Sheet No. 10J(1), and are incorporated herein by reference. Rates will change, as required, to remain consistent with Commission Orders.

MINIMUM CHARGE

The minimum charge for service hereunder shall be the Basic Service Charge, which shall be the same as the Basic Service Charge of the otherwise applicable flat rate schedule, RS.

LATE CHARGE

The Utility may charge a fee as set forth in Schedule MC for the late payment of a bill.

(Continued)

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 Michael J. Carano
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Original _____ PUCN Sheet No. **11P(4)**
 Cancelling _____ PUCN Sheet No. _____

Schedule RS-TOU-E
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
TIME-OF-USE ENHANCED
 (Continued)

SPECIAL CONDITIONS

1. **UEC.** The Universal Energy Charge (UEC), pursuant to NAC 702.150 through 702.450, will go to fund the Nevada fund for energy assistance and conservation. Under certain circumstances, Customers will be refunded amounts paid in excess of \$25,000 per calendar quarter. The Commission will administer the collection of the UEC, certify exemptions, and administer refunds. Exemptions are generally kWh sold to:
 - a) Any governmental agency, including the State of Nevada and any political subdivision thereof, and
 - b) Any Customer using electrolytic-manufacturing processes.

Except as provided above, all kWhs sold are subject to the charge. The UEC is not subject to the charges applicable under the Special Supplementary Tariff.

2. **NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).** The NVEnergize Project is an upgrade of the Utility’s metering and telemetry capabilities to currently available technology in order to improve the efficiency of operations and expansions of the Utility’s system. It is funded in part by a grant from the United States Department of Energy (“DOE”) under the American Recovery and Reinvestment Act (“ARRA”) as part of its national Smart Grid funding objective.

The NDPT is centered upon the Utility’s installation of interval Smart Meters and related infrastructure which is in part being funded by the DOE grant. “Smart Meter” is a term commonly used to describe a meter of advanced capabilities including the ability to i) identify and record electric use in discrete time intervals (e.g., by hours), ii) send the interval electric usage and other information back to the utility remotely (without the need to physically read the meter), and iii) communicate with other in-home technologies to provide real time or near real time information on electric usage and other pertinent information to customers.

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NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11P(5)
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Schedule RS-TOU-E
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
TIME-OF-USE ENHANCED
 (Continued)

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SPECIAL CONDITIONS (Continued)

2. **NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).**
 (Continued)

The NDPT component of the NVEnergize Project is planned to be conducted over a consecutive two-year period, and is a requirement of the overall Smart Grid Investment Grant “SGIG” Funding from DOE. The primary purpose of the NDPT is to define an experiment and collect sample data from a sufficient number of residential and small commercial customers of the Utility who will receive “treatments” of different pricing structures and rates, technology and education.

The NDPT will enable the Utility to test a variety of hypotheses relating to these different treatments relative to the control group. As part of the controlled experimental design of the NDPT, the Utility will randomly offer customers residing in designated NDPT trial areas to receive one of two advanced pricing structures (a TOU or CPP offering); and possibly an enhanced education package, and/or a technology package. Some customers in the trial areas will be randomly assigned to a control group that will have Smart Meters installed, but will remain on their existing flat rate schedule. Customers randomly assigned to a particular trial treatment, will be given the choice to accept that treatment, or to remain on their existing flat rate schedule and not participate in the trial. Therefore participation in the trial is wholly voluntary.

3. **Solicitation of Demographic, Dwelling and Other Information from Customers.**

Customers who choose to participate in the NDPT, including those choosing to take service under this rate schedule, will be solicited by the Utility (or its authorized representatives) to provide certain dwelling, demographic, and other relevant information, most typically through an initial survey and an ending or exit survey. Examples of the type of dwelling and demographic information likely to be solicited include, the age of customer’s premise, the approximate size of premise in square footage, the age of certain electrical devices, the type of heating and cooling, the number of household occupants, the household income within a stated range, and typical work hours of occupants. Additionally, the Utility will seek feedback from the NDPT participants to better understand their experience on, and opinions of, the trial rate schedules they have been served under and other aspects of the NDPT. All the information solicited will be extremely valuable in helping to make sound statistical assessments regarding the trial outcomes, satisfying certain DOE grant requirements, and helping to guide future Utility efforts to better serve our customers given the new capabilities of the NVEnergize Project systems being installed.

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 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11P(6)
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Schedule RS-TOU-E
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
TIME-OF-USE ENHANCED
 (Continued)

SPECIAL CONDITIONS (Continued)

4. **NDPT Customer Information Protection.** Other than for billing and customer service purposes, any customer-specific information or data collected under the NDPT, such as that described in Special Condition 3 above, will be kept confidential by the Utility, and will not be given to any other party or entity, without first redacting all information and records that may be used to associate that information or data with an individual customer. The Utility may publicly or otherwise report various results and findings from the NDPT; including usage, demographic, dwelling, and other information, so long as the individual identity of customers providing such information cannot be ascertained. Certain informational reports will be made to DOE, the Public Utilities Commission of Nevada, and to other interested parties and professional organizations. By accepting service under this Schedule, the Customer authorizes the Utility to disclose this non-identifiable information in accordance with this Special Condition 4.

5. **Time-of-Use (TOU) Periods.** The daily TOU periods applicable to pricing under this rate schedule are applicable to all days of the week (weekdays, weekends and holidays) as shown below. Also shown for each TOU period is the number of hours of a non-leap (365 day) calendar year that fall in the TOU period along with the percent of annual hours.

| <u>Time- of-Use Periods</u> | | <u>Hours</u> | <u>% of Hours</u> |
|---|-------------|--------------|-------------------|
| Core Summer Season (July and August): | | | |
| On-Peak: | 2 PM – 7 PM | 310 | 3.54% |
| Off-Peak: | 7 PM – 2 PM | 1,178 | 13.45% |
| Shoulder Summer Season (June and September): | | | |
| On-Peak: | 2 PM – 7 PM | 300 | 3.42% |
| Off-Peak: | 7 PM – 2 PM | 1,140 | 13.01% |
| Winter Season (October through May): | | | |
| Off-Peak: | All Hours | 5,832 | 66.58% |

(Continued)

Issued: **04-15-11**
 Effective: **03-14-11**
 Advice No.: **402-R**

Issued By:
 Michael J. Carano
 Director



NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Cancelling 1st Revised PUCN Sheet No. 11P(7)
Original PUCN Sheet No. 11P(7)

Schedule RS-TOU-E
NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE
TIME-OF-USE ENHANCED
 (Continued)

SPECIAL CONDITIONS (Continued)

6. **Two-Year Service Commitment With Opt-Out Opportunity at End of First Year.**
 Customers who are offered the opportunity to take service under this rate schedule and elect to do so will be required to acknowledge their commitment to take service under the terms and conditions of this rate schedule for a two-year (consecutive 24 month) period. However, such customers will have an opportunity to opt-out of the NDPT and service under this rate schedule at the end of the first 12 months of service. Additionally, the first year of participation is subject to a Best Bill Guarantee as described in Special Condition 8. Customers who wish to opt-out at the end of the first 12 month period will have limited time to notify the Utility of this intent to terminate participation. The Utility will send a letter at the end of the first 12 month period summarizing the customers 12 month bill history (using an estimate for the 12th month). The customer must notify the Utility of their intent to opt-out during the 13th month (or billing period) of service within 28 days of the date of the letter. Failure to notify the Utility of a desire to opt-out of the NDPT and this tariff in accordance to the above provisions will result in the customer remaining on the NDPT and this tariff for the entire two-year period. Further, the Best Bill Guarantee as set forth in Special Condition 8, that is applicable for the first year of service under this tariff, does not apply for the second year of service. When the NDPT ends, customers who have been taking service under this rate schedule will return to taking service under schedule RS, unless they specifically choose an alternative rate schedule available at that time.
7. **Customer Moving from Residence Ends Participation.** During the 2-year period of the NDPT any customer who moves from the premise or residence occupied at the time of acceptance into the NDPT will be removed from the trial. If such a customer remains in the Utility's service area after they move, they will take service under the applicable flat rate schedule, unless they specifically choose an alternative rate schedule available at that time.
8. **Best Bill Guarantee for First Year of Participation.** The Utility does not represent or guarantee that customers electing to take service under this rate schedule will experience reduced electric charges over a year's billing period. This rate schedule offers customers an opportunity for greater financial reward for reducing On-peak electricity usage than the otherwise applicable flat rate schedule, RS. However, customers who generally have a greater than average concentration of their total electric usage in the On-peak period will pay more under this rate schedule than under the RS schedule. Ultimately, a customer's decision to take service under this rate schedule is based solely on the customer's own analysis and considerations of the potential for realizing savings under this rate schedule.

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| Issued: 10-18-12 Effective: 04-19-13 Advice No.: 424 | Issued By: Michael J. Carano Executive | |
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NEVADA POWER COMPANY dba NV Energy
 P.O. Box 98910
 Las Vegas, NV 89151-0001
 Tariff No. 1-B
 cancels
 Tariff No. 1-A (withdrawn)

Original _____ PUCN Sheet No. 11P(8)
 Cancelling _____ PUCN Sheet No. _____

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| <p>Schedule RS-TOU-E <u>NEVADA DYNAMIC PRICING TRIAL: RESIDENTIAL SINGLE-FAMILY SERVICE</u> <u>TIME-OF-USE ENHANCED</u> (Continued)</p> <p><u>SPECIAL CONDITIONS</u> (Continued)</p> <p>8. <u>Best Bill Guarantee for First Year of Participation.</u> (Continued)</p> <p>In order to provide customers a reasonable opportunity to get familiar with the provisions of this tariff and learn to modify and adjust their energy consumption behavior to best take advantage of the opportunities for bill savings afforded by the tariff, the Utility is providing the Best Bill Guarantee which eliminates the financial risk associated with the first full year of service to participants. Customers will be billed for each month of service at the rates, and under the terms and conditions, set forth in this schedule and customers will be expected to pay these monthly billing charges when due each month.</p> <p>However, at the end of the first 12-month period of service under this rate schedule, the Utility will compare the customer's twelve months of billing charges under Schedule RS-TOU-E to those charges that would have been incurred for the same period and energy usage under the otherwise applicable schedule, RS (flat rate). If the cumulative twelve months of billings charged to the customer under schedule RS-TOU-E is higher than the cumulative twelve months of billings the customer would have been charged if served under the otherwise applicable schedule (RS), the customer will be given a credit on their next bill equal to the difference between the two cumulative billing amounts. Customers who fare better under RS-TOU-E when this calculation is made will have saved money through their participation and no credit will be owed or given.</p> <p>Completion of the first 12 months is required to receive credit. However, for customers who move from the premise or residence prior to the end of the first year of participation, a similar credit calculation will be made for the term of participation under this rate schedule, and if owing, will be provided on the customer's final bill.</p> <p>9. <u>Billing Cycle.</u> To aid in effective billing, the Utility reserves the right to change the billing cycle of customers taking service under this advanced rate schedule to a calendar month billing cycle starting the first day of the month and ending the last day of the month. The customer will continue to have the ability to select a payment date pursuant to Rule 5.</p> | | |
| <p>Issued: 04-15-11</p> <p>Effective: 03-14-11</p> <p>Advice No.: 402-R</p> | <p>Issued By: Michael J. Carano Director</p> | |

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Sierra Pacific Power (North) Rate Schedule Residential Domestic Service CPP

SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancellng Original PUCN Sheet No. 64H
 PUCN Sheet No. _____

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE

SUMMARY OF TARIFF

This two-year temporary and optional tariff covers service that is part of the Nevada Dynamic Pricing Trial. The Nevada Dynamic Pricing Trial tests how various combinations of time-of-use and dynamic energy price structures, education and technology affect customers' attitudes and behavior with respect to electricity consumption. Customers must be randomly selected to receive an offer for service under this tariff, and they must affirmatively elect to accept such offer.

Customers electing to participate in the pricing trial will be expected to make a two-year commitment, but will have the opportunity to opt-out of the trial at the end of the first year of participation. Participating customers will receive an annual Best Bill Guarantee for their first full year of service under this rate schedule that will reimburse participating customers for any electric bill charges incurred under this rate schedule in excess of those that they would have incurred under the otherwise applicable flat rate schedule.

APPLICABLE

Available to customers for domestic service to separately metered, permanent single-family dwellings located in the Nevada Dynamic Pricing Trial ("NDPT") areas established by Sierra Pacific Power Company ("Sierra" or the "Utility"), and to whom the Utility offers the option of being served under this rate schedule; and only if the customer elects to participate under this rate schedule. The Utility reserves the right to limit the number of customers receiving service under this schedule as the Utility determines is appropriate given the requirements of the NDPT. The NDPT is explained further in Special Conditions 2 through 13 below.

This schedule will be made available only to customers presently served under the Utility's otherwise applicable flat-rate schedule, D-1 (Domestic Service), who are not: i) master metered mobile home parks, ii) employees or NDPT contractors of the Utility, iii) participants in any direct load control program of the Utility; or iv) part of the Utility's load research sample. Further, residential customers served under standby, net metering, or other optional Time-of-Use ("TOU") rate schedules are not eligible for service under this schedule.

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| Issued: 04-15-11 Effective: 03-14-11 Advice No.: 513-E-R | Issued By: Michael J. Carano Director | |
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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64H(1)
 PUCN Sheet No. _____

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE
 (Continued)

APPLICABLE (Continued)

Electricity consumption of customers served under this schedule will be measured and recorded by the Utility in regular intervals (e.g.; hourly, every 15 minutes, or every five minutes) using a Smart Meter. In addition to providing the interval meter information used to bill the TOU and Critical Peak Price rates identified herein, it will also make it possible to provide customers with their hourly electric usage information each day of the billing period. Coupled with other available technology, customers may be able to monitor their household energy use, and understand the cost associated with that use, and determine how certain household appliances contribute to overall energy use. With access to interval energy use information, customers will be enabled to better understand their energy usage, and to take control over it and the associated costs.

The NDPT is planned to begin on or about January 1, 2013 and will run for two years from the actual commencement date for each customer.

TERRITORY

Those specific areas within the Utility's Nevada Service Area in which the NDPT has been made available.

RATES

The energy rates applicable under this rate schedule vary among the TOU periods to reflect the difference in the cost of providing energy by the Utility in these periods. Time-of-Use periods are set forth below in Special Condition 5. Compared to the otherwise applicable D-1 rate schedule, where there is a single flat energy rate that applies to all energy consumption throughout each hour of the year, higher rates apply under this schedule during the On-peak hours and a lower rate applies during the Off-peak hours. The rates are higher in the On-peak periods, especially the summer season, consistent with the higher costs associated with the Utility's provision of energy in these periods. By charging for these higher costs in the On-peak periods in which they are being incurred, all other hours of the year can be priced at a rate lower than the D-1 flat rate. This lower Off-peak rate applies for 79% of the hours in a year.

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| Issued: 04-15-11 Effective: 03-14-11 Advice No.: 513-E-R | Issued By: Michael J. Carano Director | |
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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original 1st Revised PUCN Sheet No. 64H(2)
 PUCN Sheet No. 64H(2)

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE
 (Continued)

RATES (Continued)

This schedule contains a Critical Peak Price (“CPP”) structure overlaid on the base TOU pricing structure of Schedule D-1-TOU-E. The Critical Peak Price rate for this schedule only applies when a CPP Event is called. The CPP is a higher rate than the On-peak TOU rate that would otherwise prevail if it were not for the critical peak event and reflects the Utility’s highest electric costs. The CPP rate provides customers with a price incentive to curtail energy usage during the critical peak event hours. As detailed in Special Conditions 5 and 6, the total CPP Event hours are limited to 64 hours per year (16 events for 4 hours each event from 2 PM though 6 PM) during the three Summer Season months. Events will only be called on non-holiday weekdays. In exchange for accepting the inclusion of critical peak events and prices during a limited number days and hours of the Summer Season, customers serviced under Schedule D-1-CPP are subject to lower on-peak rates (compared to the D-1-TOU-E schedule) in each and every hour of the on-peak period during which a CPP Event is not applicable.

Under this rate schedule customers should receive lower bills in the nine (9) Winter Season months than under Schedule D-1. Alternatively, they are likely to also experience higher bills in some or all of the three (3) Summer season months than they would otherwise incur under Schedule D-1. Whether a customer will be able to reduce their annual electric expenditures under this rate schedule, as opposed to those that would otherwise be incurred under Schedule D-1, will depend on the customer’s electric usage between the winter and summer season, as well as the concentration of electric consumption in the On-peak periods. Customers that are able to shift usage away from the On-peak hours, or otherwise reduce On-peak consumption, may be able to reduce their total annual electric bill. Alternatively, customers who are unable to shift usage away from the On-peak hours, or otherwise reduce on-peak consumption, may increase their annual energy expenditures when compared to the otherwise applicable flat rate.

Similarly, when comparing the D-1-CPP rate structure to that of the base D-1-TOU-E rate structure or the otherwise applicable flat rate, customers who reduce energy use during CPP Events, or shift energy use out of the CPP event hours, may be able to reduce their annual bill. However, customers that are unable to reduce energy use during CPP events, or shift energy use out of the CPP event hours, may incur higher annual bills under this CPP rate schedule than would be incurred under the base D-1-TOU-E rate schedule or the otherwise applicable flat rate schedule (D-1).

The charges applicable to this rate schedule are set forth in the currently effective Statement of Rates, starting on PUCN Sheet No. 63L, and are incorporated herein by reference. Rates will change, as required, to remain consistent with Commission Orders.

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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 C Cancelling Original PUCN Sheet No. 64H(3)
 PUCN Sheet No. _____

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE
 (Continued)

MINIMUM CHARGE

The minimum charge for service hereunder shall be the Basic Service Charge, which shall be the same as the Basic Service Charge of the otherwise applicable flat rate schedule, D-1.

LATE CHARGE

The Utility may charge a fee as set forth in Schedule MC for the late payment of a bill.

IN-HOME DEVICES AND INCENTIVES

As identified in Special Condition 2, certain customers offered service under this rate schedule, as part of the NDPT, will also be offered, on a randomized basis at no cost to the customer, a Utility installed programmable communicating thermostat and in-home energy display that can communicate with the Utility installed Smart Meter. In order to be eligible for service under this schedule, such customers must be willing to accept the installation of the technology devices by the Utility, and be agreeable to receiving instruction on their use. There is no cost to the customer for the devices or their installation. Customer must be willing to allow a Utility representative or its contractor access to the residence to install devices. Also, should devices need maintenance or service, customer must agree to allow reasonable access to the Utility or its contractor to service, repair or replace device(s). Participants residing in rental units must obtain the express permission of the owner of the dwelling before accepting the installation of the in-home devices.

If there is evidence of alteration or destruction by the customer of the programmable communicating thermostat and/or in-home energy display, the Customer shall reimburse the Utility for the cost of replacement or repair of the device(s) if damaged.

The customer shall be responsible for any billing impact due to the failure of such devices to function as intended. Moreover, the customer shall be billed based on the Utility's meter readings without regard to the proper operation of installed devices.

NDPT participants selected for the technology package shall receive: (1) the programmable thermostat and in-home device after two full years of participation in the NDPT and, (2) potential energy reductions and savings depending upon the Customer's use of the devices' features (e.g. using the set-back features of a programmable communication thermostat).

The Utility reserves the right to consider offering modest incentives for participation or timely completion of surveys and other solicited information.

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| Issued: 04-15-11 Effective: 03-14-11 Advice No.: 513-E-R | Issued By: Michael J. Carano Director | |
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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64H(4)
 PUCN Sheet No. _____

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE
 (Continued)

SPECIAL CONDITIONS

1. **UEC.** The Universal Energy Charge (UEC), pursuant to NAC 702.150 through 702.450, will go to fund the Nevada fund for energy assistance and conservation. Under certain circumstances, Customers will be refunded amounts paid in excess of \$25,000 per calendar quarter. The Commission will administer the collection of the UEC, certify exemptions, and administer refunds. Exemptions are generally kWh sold to:

- a) Any governmental agency, including the State of Nevada and any political subdivision thereof, and
- b) Any Customer using electrolytic-manufacturing processes.

Except as provided above, all kWhs sold are subject to the charge. The UEC is not subject to the charges applicable under the Special Supplementary Tariff.

2. **NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).** The NVEnergize Project is an upgrade of the Utility’s metering and telemetry capabilities to currently available technology in order to improve the efficiency of operations and expansions of the Utility’s system. It is funded in part by a grant from the United States Department of Energy (“DOE”) under the American Recovery and Reinvestment Act (“ARRA”) as part of its national Smart Grid funding objective.

The NDPT is centered upon the Utility’s installation of interval Smart Meters and related infrastructure which is in part being funded by the DOE grant. “Smart Meter” is a term commonly used to describe a meter of advanced capabilities including the ability to i) identify and record electric use in discrete time intervals (e.g., by hours), ii) send the interval electric usage and other information back to the utility remotely (without the need to physically read the meter), and iii) communicate with other in-home technologies to provide real time or near real time information on electric usage and other pertinent information to customers.

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Issued: **04-15-11**
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Issued By:
 Michael J. Carano
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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64H(5)
 PUCN Sheet No. _____

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE
 (Continued)

SPECIAL CONDITIONS (Continued)

2. **NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).**
 (Continued)

The NDPT component of the NVEnergize Project is planned to be conducted over a consecutive two-year period, and is a requirement of the overall Smart Grid Investment Grant “SGIG” Funding from DOE. The primary purpose of the NDPT is to define an experiment and collect sample data from a sufficient number of residential and small commercial customers of the Utility who will receive “treatments” of different pricing structures and rates, technology and education.

The NDPT will enable the Utility to test a variety of hypotheses relating to these different treatments relative to the control group. As part of the controlled experimental design of the NDPT, the Utility will randomly offer customers residing in designated NDPT trial areas to receive one of two advanced pricing structures (a TOU or CPP offering); and possibly an enhanced education package, and/or a technology package. Some customers in the trial areas will be randomly assigned to a control group that will have Smart Meters installed, but will remain on their existing flat rate schedule. Customers randomly assigned to a particular trial treatment, will be given the choice to accept that treatment, or to remain on their existing flat rate schedule and not participate in the trial. Therefore participation in the trial is wholly voluntary.

3. **Solicitation of Demographic, Dwelling and Other Information from Customers.**

Customers who choose to participate in the NDPT, including those choosing to take service under this rate schedule, will be solicited by the Utility (or its authorized representatives) to provide certain dwelling, demographic, and other relevant information, most typically through an initial survey and an ending or exit survey. Examples of the type of dwelling and demographic information likely to be solicited include, the age of customer’s premise, the approximate size of premise in square footage, the age of certain electrical devices, the type of heating and cooling, the number of household occupants, the household income within a stated range, and typical work hours of occupants. Additionally, the Utility will seek feedback from the NDPT participants to better understand their experience on, and opinions of, the trial rate schedules they have been served under and other aspects of the NDPT. All the information solicited will be extremely valuable in helping to make sound statistical assessments regarding the trial outcomes, satisfying certain DOE grant requirements, and helping to guide future Utility efforts to better serve our customers given the new capabilities of the NVEnergize Project systems being installed.

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Issued: **04-15-11**

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Advice No.: **513-E-R**

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 Michael J. Carano
 Director

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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1

Original

PUCN Sheet No. 64H(6)

Cancelling _____

PUCN Sheet No. _____

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE
 (Continued)

SPECIAL CONDITIONS (Continued)

4. **NDPT Customer Information Protection.** Other than for billing and customer service purposes, any customer-specific information or data collected under the NDPT, such as that described in Special Condition 3 above, will be kept confidential by the Utility, and will not be given to any other party or entity, without first redacting all information and records that may be used to associate that information or data with an individual customer. The Utility may publicly or otherwise report various results and findings from the NDPT; including usage, demographic, dwelling, and other information, so long as the individual identity of customers providing such information cannot be ascertained. Certain informational reports will be made to DOE, the Public Utilities Commission of Nevada, and to other interested parties and professional organizations. By accepting service under this Schedule, the Customer authorizes the Utility to disclose this non-identifiable information in accordance with this Special Condition 4.

5. **Time-of-Use (TOU) Periods.** The daily TOU periods applicable to pricing under this rate schedule are shown below. Also shown for each TOU period is the number of hours of a non-leap (365 day) calendar year that fall in the TOU period along with the percent of annual hours.

Critical Peak Price Event Periods below refer to the hours in which events can be called. When a Critical Peak event is called, the last four hours of the summer On-peak periods become the Critical Peak Period, and the Critical Peak rates in these hours will apply, not the On-peak rates. Critical Peak Price Events are further described in Special Condition 6.

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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64H(8)
 PUCN Sheet No. _____

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| <p>Schedule D-1-CPP <u>NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE</u> <u>CRITICAL PEAK PRICE</u> (Continued)</p> <p><u>SPECIAL CONDITIONS</u> (Continued)</p> <p>6. <u>Critical Peak Price Events.</u> Critical Peak Price Events shall be called at the sole discretion of the Utility, but may be called for any of the following reasons:</p> <ul style="list-style-type: none"> a) The forecasted temperature; b) System reliability considerations; c) Predicted conditions of high demand and/or high costs; or d) The occurrence of company-designated discretionary events, including but not limited to testing purposes, program evaluation, etc. to ensure that the specified number of events are called for NDPT analysis. <p>The Utility will call sixteen (16) Critical Peak Price Events during the months of July through September. The Utility will call two (2) events in September, leaving fourteen (14) events for July and August. Events will be limited to non-holiday weekdays. Holidays are Independence Day and Labor Day (the first Monday in September). If Independence Day falls on a weekend, the weekday on which it is celebrated will be considered the holiday.</p> <p>As noted above in Special Condition 5, each event will be for four (4) continuous hours, 2 PM to 6 PM for a total of sixty-four (64) hours annually. The Utility will not call more than 9 CPP events in any one month, and will not call CPP events for more than 5 consecutive non-holiday weekdays.</p> <p>7. <u>Critical Peak Notification.</u> The Utility will begin to notify customers served under this schedule no later than 4:00 PM the day prior to invoking or scheduling a Critical Peak Price Event. Once a notification of a CPP Event is issued by the Utility, it will not be cancelled. Participating customers must select at least one method for receipt of notification of a planned CPP Event. Notification will be provided by phone and/or e-mail (based on customer preference) and (when applicable) through direct communication with advanced metering and associated in-home device configured to support this tariff. In addition, the Utility will post information regarding Critical Peak Events on its website. The Utility will make its best efforts to notify customers on this rate schedule on a day ahead basis of a CPP Event, however, such notice is not guaranteed. Customers are wholly responsible for providing the Utility with accurate contact information, and for receiving the notifications. Customers will be responsible for all charges incurred during a CPP Event, even if notice is not received or the customer fails to provide the Utility with the appropriate contact information. Furthermore, failure to receive notice due to equipment failure of the customer (e.g. lost or disconnected cell phone, notification device malfunction, etc.) will not excuse the customer from being responsible for all charges incurred during a CPP Event.</p> <p style="text-align: center;">(Continued)</p> | | |
| <p>Issued: 04-15-11</p> <p>Effective: 03-14-11</p> <p>Advice No.: 513-E-R</p> | <p>Issued By: Michael J. Carano Director</p> | |

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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64H(9)
 PUCN Sheet No. _____

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| <p>Schedule D-1-CPP <u>NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE</u> <u>CRITICAL PEAK PRICE</u> (Continued)</p> | | |
| <p><u>SPECIAL CONDITIONS</u> (Continued)</p> <p>8. <u>Two-Year Service Commitment With Opt-Out Opportunity at End of First Year.</u> Customers who are offered the opportunity to take service under this rate schedule and elect to do so will be required to sign an Agreement with the Utility committing to take service under the terms and conditions of this rate schedule for a two-year (consecutive 24 month) period. However, such customers will have an opportunity to opt-out of the NDPT and service under this rate schedule at the end of the first 12 months of service. Additionally, the first year of participation is subject to a Best Bill Guarantee as described in Special Condition 10. Customers who wish to opt-out at the end of the first 12 month period will have limited time to notify the Utility of this intent to terminate participation. The Utility will send a letter at the end of the first 12 month period summarizing the customers 12 month bill history (using an estimate for the 12th month). The customer must notify the Utility of their intent to opt-out during the 13th month (or billing period) of service within 28 days of the date of the letter. Failure to notify the Utility of a desire to opt-out of the NDPT and this tariff in accordance to the above provisions will result in the customer remaining on the NDPT and this tariff for the entire two-year period. Further, the Best Bill Guarantee as set forth in Special Condition 10, that is applicable for the first year of service under this tariff, does not apply for the second year of service. When the NDPT ends, customers who have been taking service under this rate schedule will return to taking service under schedule D-1, unless they specifically choose an alternative rate schedule available at that time.</p> <p>9. <u>Customer Moving from Residence Ends Participation.</u> During the two-year period of the NDPT any customer who moves from the premise or residence occupied at the time of acceptance into the NDPT will be removed from the trial. If such a customer remains in the Utility's service area after they move, they will take service under the applicable flat rate schedule, unless they specifically choose an alternative rate schedule available at that time.</p> <p>10. <u>Best Bill Guarantee for First Year of Participation.</u> The Utility does not represent or guarantee that customers electing to take service under this rate schedule will experience reduced electric charges over a year's billing period. This rate schedule offers customers an opportunity for greater financial reward for reducing CPP and On-peak electricity usage than the otherwise applicable flat rate schedule, D-1. However, customers who generally have a greater than average concentration of their total electric usage in the CPP and On-peak period will pay more under this rate schedule than under the D-1 schedule. Ultimately, a customer's decision to take service under this rate schedule is based solely on the customer's own analysis and considerations of the potential for realizing savings under this rate schedule.</p> <p style="text-align: center;">(Continued)</p> | | |
| Issued: 04-15-11 Effective: 03-14-11 Advice No.: 513-E-R | Issued By: Michael J. Carano Director | |

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SIERRA PACIFIC POWER COMPANY dba NV Energy

6100 Neil Road, Reno, Nevada

Tariff No. Electric No. 1

Original
Cancelling

PUCN Sheet No. 64H(10)

PUCN Sheet No. _____

Schedule D-1-CPP
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
CRITICAL PEAK PRICE
(Continued)

(N)

SPECIAL CONDITIONS (Continued)

10. **Best Bill Guarantee for First Year of Participation.** (Continued)

In order to provide customers a reasonable opportunity to get familiar with the provisions of this tariff and learn to modify and adjust their energy consumption behavior to best take advantage of the opportunities for bill savings afforded by the tariff, the Utility is providing the Best Bill Guarantee which eliminates the financial risk associated with the first full year of service to participants. Customers will be billed for each month of service at the rates, and under the terms and conditions, set forth in this schedule and customers will be expected to pay these monthly billing charges when due each month. However, at the end of the first 12 month period of service under this rate schedule, the Utility will compare the customer's twelve months of billing charges under Schedule D-1-CPP to those charges that would have been incurred for the same period and energy usage under the otherwise applicable schedule, D-1 (flat rate). If the cumulative twelve months of billings charged to the customer under schedule D-1-CPP is higher than the cumulative twelve months of billings the customer would have been charged if served under the otherwise applicable schedule (D-1), the customer will be given a credit on their next bill equal to the difference between the two cumulative billing amounts. Customers who fare better under D-1-CPP when this calculation is made will have saved money through their participation and no credit will be owed or given.

Completion of the first 12 months is required to receive credit. However, for customers who move from the premise or residence prior to the end of the first year of participation, a similar credit calculation will be made for the term of participation under this rate schedule, and if owing, will be provided on the customer's final bill.

11. **Separately Metered Water Heating Service.** Consumption for separately metered water heating service shall be billed in combination with other domestic service consumption under the rates set forth in this schedule, except that an additional minimum charge shall not be made.

12. **Multiple Dwellings or Units of Multi-Unit Complexes.** Service hereunder shall not be provided to multiple dwellings or units of multi-unit complexes, which are served through a common meter, or for domestic water pumping where water is delivered to more than one living unit.

13. **Billing Cycle.** To aid in effective billing, the Utility reserves the right to change the billing cycle of customers taking service under this advanced rate schedule to a calendar month billing cycle starting the first day of the month and ending the last day of the month. The customer will continue to have the ability to select a payment date pursuant to Rule 5.

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Michael J. Carano
Director



Sierra Pacific Power (South) Rate Schedule Residential Single-Family Service TOU

SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada Original PUCN Sheet No. 64G
 Tariff No. Electric No. 1 Cancelling _____ PUCN Sheet No. _____

Schedule D-1-TOU-E
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
TIME-OF-USE ENHANCED

(N)

SUMMARY OF TARIFF

This two-year temporary and optional tariff covers service that is part of the Nevada Dynamic Pricing Trial. The Nevada Dynamic Pricing Trial tests how various combinations of time-of-use and dynamic energy price structures, education and technology affect customers' attitudes and behavior with respect to electricity consumption. Customers must be randomly selected to receive an offer for service under this tariff, and they must affirmatively elect to accept such offer.

Customers electing to participate in the pricing trial will be expected to make a two-year commitment, but will have the opportunity to opt-out of the trial at the end of the first year of participation. Participating customers will receive an annual Best Bill Guarantee for their first full year of service under this rate schedule that will reimburse participating customers for any electric bill charges incurred under this rate schedule in excess of those that they would have incurred under the otherwise applicable flat rate schedule.

APPLICABLE

Available to customers for domestic service to separately metered, permanent single-family dwellings located in the Nevada Dynamic Pricing Trial ("NDPT") areas established by Sierra Pacific Power Company ("Sierra" or the "Utility"), and to whom the Utility offers the option of being served under this rate schedule; and only if the customer elects to participate under this rate schedule. The Utility reserves the right to limit the number of customers receiving service under this schedule as the Utility determines is appropriate given the requirements of the NDPT. The NDPT is explained further in Special Conditions 2 through 11 below.

This schedule will be made available only to customers presently served under the Utility's otherwise applicable flat rate schedule, D-1 (Domestic Service), who are not: i) master metered mobile home parks, ii) employees or NDPT contractors of the Utility, iii) participants in any direct load control program of the Utility; or iv) part of the Utility's load research sample. Further, residential customers served under standby, net metering, or other optional Time-of-Use ("TOU") rate schedules are not eligible for service under this schedule.

Electricity consumption of customers served under this schedule will be measured and recorded by the Utility in regular intervals (e.g.; hourly, every 15 minutes, or every five minutes) using a Smart Meter. In addition to providing the interval meter information used to bill the TOU rates identified herein, it will also make it possible to provide customers with their hourly electric usage information each day of the billing period. Coupled with other available technology, customers may be able to monitor their household energy use, and understand the cost associated with that use, and determine how certain household appliances contribute to overall energy use. With access to interval energy use information, customers will be enabled to better understand their energy usage, and to take control over it and the associated costs.

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| <p>Issued: 04-15-11 Effective: 03-14-11 Advice No.: 513-E-R</p> | <p>Issued By: Michael J. Carano Director</p> | |
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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling 1st Revised PUCN Sheet No. 64G(1)
2nd Revised PUCN Sheet No. 64G(1)

Schedule D-1-TOU-E
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
TIME-OF-USE ENHANCED
(Continued)

APPLICABLE (Continued)

Recruitment for the NDPT is planned to begin on or about January 1, 2013. The rates for the NDPT will go into effect on or about March 1, 2013 and will be in effect for two years from the actual commencement date for each customer.

TERRITORY

Those specific areas within the Utility's Nevada Service Area in which the NDPT has been made available.

RATES

The energy rates applicable under this rate schedule vary among the TOU periods to reflect the difference in the cost of providing energy by the Utility in these periods. Time-of-Use periods are set forth below in Special Condition 5. Compared to the otherwise applicable D-1 rate schedule, where there is a single flat energy rate that applies to all energy consumption throughout each hour of the year, higher rates apply under this schedule during the On-peak hours and a lower rate applies during the Off-peak hours. The rates are higher in the On-peak periods, especially the summer season, consistent with the higher costs associated with the Utility's provision of energy in these periods. By charging for these higher costs in the On-peak periods in which they are being incurred, all other hours of the year can be priced at a rate lower than the D-1 flat rate. This lower Off-peak rate applies for 79% of the hours in a year.

Under this rate schedule customers should receive lower bills in the nine (9) Winter Season months than under Schedule D-1. Alternatively, they are likely to also experience higher bills in some or all of the three (3) Summer Season months than they would otherwise incur under Schedule D-1. Whether a customer will be able to reduce their annual electric expenditures under this rate schedule, as opposed to those that would otherwise be incurred under Schedule D-1, will depend on the customer's electric usage between the winter and summer season, as well as the concentration of electric consumption in the On-peak periods. Customers that are able to shift usage away from the On-peak hours, or otherwise reduce On-peak consumption, may be able to reduce their total annual electric bill. Alternatively, customers who are unable to shift usage away from the On-peak hours, or otherwise reduce On-peak consumption, may increase their annual energy expenditures when compared to the otherwise applicable flat rate.

The charges applicable to this rate schedule are set forth in the currently effective Statement of Rates, starting on PUCN Sheet No. 63L, and are incorporated herein by reference. Rates will change, as required, to remain consistent with Commission Orders.

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| Issued: 12-27-13 Effective: 01-01-14 Advice No.: 545-E-R | Issued By: Michael J. Carano Executive | |
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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64G(2)
 PUCN Sheet No. _____

| | | |
|--|--|------------|
| <p>Schedule D-1-TOU-E <u>NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE</u> <u>TIME-OF-USE ENHANCED</u> (Continued)</p> | | |
| <p><u>MINIMUM CHARGE</u></p> <p>The minimum charge for service hereunder shall be the Basic Service Charge, which shall be the same as the Basic Service Charge of the otherwise applicable flat rate schedule, D-1.</p> | | |
| <p><u>LATE CHARGE</u></p> <p>The Utility may charge a fee as set forth in Schedule MC for the late payment of a bill.</p> | | |
| <p><u>IN-HOME DEVICES AND INCENTIVES</u></p> <p>As identified in Special Condition 2, certain customers offered service under this rate schedule, as part of the NDPT, will also be offered, on a randomized basis at no cost to the customer, a Utility installed programmable communicating thermostat and in-home energy display that can communicate with the Utility installed Smart Meter. In order to be eligible for service under this schedule, such customers must be willing to accept the installation of the technology devices by the Utility, and be agreeable to receiving instruction on their use. There is no cost to the customer for the devices or their installation. Customer must be willing to allow a Utility representative or its contractor access to the residence to install devices. Also, should devices need maintenance or service, customer must agree to allow reasonable access to the Utility or its contractor to service, repair or replace device(s). Participants residing in rental units must obtain the express permission of the owner of the dwelling before accepting the installation of the in-home devices.</p> <p>If there is evidence of alteration or destruction by the customer of the programmable communicating thermostat and/or in-home energy display, the Customer shall reimburse the Utility for the cost of replacement or repair of the device(s) if damaged.</p> <p>The customer shall be responsible for any billing impact due to the failure of such devices to function as intended. Moreover, the customer shall be billed based on the Utility's meter readings without regard to the proper operation of installed devices.</p> <p>NDPT participants selected for the technology package shall receive: (1) the programmable thermostat and in-home device after two full years of participation in the NDPT and, (2) potential energy reductions and savings depending upon the Customer's use of the devices' features (e.g. using the set-back features of a programmable communication thermostat).</p> <p>The Utility reserves the right to consider offering modest incentives for participation or timely completion of surveys and other solicited information.</p> <p style="text-align: center;">(Continued)</p> | | |
| <p>Issued: 04-15-11</p> <p>Effective: 03-14-11</p> <p>Advice No.: 513-E-R</p> | <p>Issued By: Michael J. Carano Director</p> | <p>(N)</p> |



SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64G(3)
 PUCN Sheet No. _____

Schedule D-1-TOU-E
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
TIME-OF-USE ENHANCED
(Continued)

SPECIAL CONDITIONS

1. **UEC.** The Universal Energy Charge (UEC), pursuant to NAC 702.150 through 702.450, will go to fund the Nevada fund for energy assistance and conservation. Under certain circumstances, Customers will be refunded amounts paid in excess of \$25,000 per calendar quarter. The Commission will administer the collection of the UEC, certify exemptions, and administer refunds. Exemptions are generally kWh sold to:
 - a) Any governmental agency, including the State of Nevada and any political subdivision thereof, and
 - b) Any Customer using electrolytic-manufacturing processes.

Except as provided above, all kWhs sold are subject to the charge. The UEC is not subject to the charges applicable under the Special Supplementary Tariff.

2. **NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).** The NVEnergize Project is an upgrade of the Utility’s metering and telemetry capabilities to currently available technology in order to improve the efficiency of operations and expansions of the Utility’s system. It is funded in part by a grant from the United States Department of Energy (“DOE”) under the American Recovery and Reinvestment Act (“ARRA”) as part of its national Smart Grid funding objective.

The NDPT is centered upon the Utility’s installation of interval Smart Meters and related infrastructure which is in part being funded by the DOE grant. “Smart Meter” is a term commonly used to describe a meter of advanced capabilities including the ability to i) identify and record electric use in discrete time intervals (e.g., by hours), ii) send the interval electric usage and other information back to the utility remotely (without the need to physically read the meter), and iii) communicate with other in-home technologies to provide real time or near real time information on electric usage and other pertinent information to customers.

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 Advice No.: **513-E-R**

Issued By:
 Michael J. Carano
 Director

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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64G(4)
 PUCN Sheet No. _____

Schedule D-1-TOU-E
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
TIME-OF-USE ENHANCED
(Continued)

SPECIAL CONDITIONS (Continued)

2. NVEnergize Project (“NVEnergize”) and Nevada Dynamic Pricing Trial (“NDPT”).
 (Continued)

The NDPT component of the NVEnergize Project is planned to be conducted over a consecutive two-year period, and is a requirement of the overall Smart Grid Investment Grant “SGIG” Funding from DOE. The primary purpose of the NPDT is to define an experiment and collect sample data from a sufficient number of residential and small commercial customers of the Utility who will receive “treatments” of different pricing structures and rates, technology and education.

The NDPT will enable the Utility to test a variety of hypotheses relating to these different treatments relative to the control group. As part of the controlled experimental design of the NDPT, the Utility will randomly offer customers residing in designated NDPT trial areas to receive one of two advanced pricing structures (a TOU or CPP offering); and possibly an enhanced education package, and/or a technology package. Some customers in the trial areas will be randomly assigned to a control group that will have Smart Meters installed, but will remain on their existing flat rate schedule. Customers randomly assigned to a particular trial treatment, will be given the choice to accept that treatment, or to remain on their existing flat rate schedule and not participate in the trial. Therefore participation in the trial is wholly voluntary.

3. Solicitation of Demographic, Dwelling and Other Information from Customers.

Customers who choose to participate in the NDPT, including those choosing to take service under this rate schedule, will be solicited by the Utility (or its authorized representatives) to provide certain dwelling, demographic, and other relevant information, most typically through an initial survey and an ending or exit survey. Examples of the type of dwelling and demographic information likely to be solicited include, the age of customer’s premise, the approximate size of premise in square footage, the age of certain electrical devices, the type of heating and cooling, the number of household occupants, the household income within a stated range, and typical work hours of occupants. Additionally, the Utility will seek feedback from the NDPT participants to better understand their experience on, and opinions of, the trial rate schedules they have been served under and other aspects of the NDPT. All the information solicited will be extremely valuable in helping to make sound statistical assessments regarding the trial outcomes, satisfying certain DOE grant requirements, and helping to guide future Utility efforts to better serve our customers given the new capabilities of the NVEnergize Project systems being installed.

(Continued)

Issued: **04-15-11**
 Effective: **03-14-11**
 Advice No.: **513-E-R**

Issued By:
 Michael J. Carano
 Director

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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64G(5)
 PUCN Sheet No. _____

Schedule D-1-TOU-E
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
TIME-OF-USE ENHANCED
(Continued)

SPECIAL CONDITIONS (Continued)

4. **NDPT Customer Information Protection.** Other than for billing and customer service purposes, any customer-specific information or data collected under the NDPT, such as that described in Special Condition 3 above, will be kept confidential by the Utility, and will not be given to any other party or entity, without first redacting all information and records that may be used to associate that information or data with an individual customer. The Utility may publicly or otherwise report various results and findings from the NDPT; including usage, demographic, dwelling, and other information, so long as the individual identity of customers providing such information cannot be ascertained. Certain informational reports will be made to DOE, the Public Utilities Commission of Nevada, and to other interested parties and professional organizations. By accepting service under this Schedule, the Customer authorizes the Utility to disclose this non-identifiable information in accordance with this Special Condition 4.

5. **Time-of-Use (TOU) Periods.** The daily TOU periods applicable to pricing under this rate schedule are shown below. Also shown for each TOU period is the number of hours of a non-leap (365 day) calendar year that fall in the TOU period along with the percent of annual hours.

| <u>Time-of-Use Periods</u> | <u>Hours</u> | <u>% of Hours</u> |
|---|--------------|-------------------|
| Summer Season (July through September): | | |
| On-Peak: 1 PM – 6 PM, Weekdays | 330 | 3.77% |
| Mid-Peak: 10 AM–1 PM, 6 PM–9 PM; Weekdays | 396 | 4.52% |
| Off-Peak: 9 PM – 10 AM Weekdays and all Weekend hours | 1,482 | 16.92% |
| Winter Season (October through June): | | |
| On-Peak: 5 PM – 9 PM | 1,092 | 12.47% |
| Off-Peak: 9 PM – 5 PM | 5,460 | 62.33% |

(Continued)

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 Michael J. Carano
 Director



SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64G(6)
 PUCN Sheet No. _____

Schedule D-1-TOU-E
NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE
TIME-OF-USE ENHANCED
(Continued)

SPECIAL CONDITIONS (Continued)

6. **Two-Year Service Commitment With Opt-Out Opportunity at End of First Year.** Customers who are offered the opportunity to take service under this rate schedule and elect to do so will be required to sign an Agreement with the Utility committing to take service under the terms and conditions of this rate schedule for a two-year (consecutive 24 month) period. However, such customers will have an opportunity to opt-out of the NDPT and service under this rate schedule at the end of the first 12 months of service. Additionally, the first year of participation is subject to a Best Bill Guarantee as described in Special Condition 8. Customers who wish to opt-out at the end of the first 12 month period will have limited time to notify the Utility of this intent to terminate participation. The Utility will send a letter at the end of the first 12 month period summarizing the customers 12 month bill history (using an estimate for the 12th month). The customer must notify the Utility of their intent to opt-out during the 13th month (or billing period) of service within 28 days of the date of the letter. Failure to notify the Utility of a desire to opt-out of the NDPT and this tariff in accordance to the above provisions will result in the customer remaining on the NDPT and this tariff for the entire two-year period. Further, the Best Bill Guarantee as set forth in Special Condition 8, that is applicable for the first year of service under this tariff, does not apply for the second year of service. When the NDPT ends, customers who have been taking service under this rate schedule will return to taking service under schedule D-1, unless they specifically choose an alternative rate schedule available at that time.

7. **Customer Moving from Residence Ends Participation.** During the two-year period of the NDPT any customer who moves from the premise or residence occupied at the time of acceptance into the NDPT will be removed from the trial. If such a customer remains in the Utility's service area after they move, they will take service under the applicable flat rate schedule, unless they specifically choose an alternative rate schedule available at that time.

8. **Best Bill Guarantee for First Year of Participation.** The Utility does not represent or guarantee that customers electing to take service under this rate schedule will experience reduced electric charges over a year's billing period. This rate schedule offers customers an opportunity for greater financial reward for reducing On-peak electricity usage than the otherwise applicable flat rate schedule, D-1. However, customers who generally have a greater than average concentration of their total electric usage in the On-peak period will pay more under this rate schedule than under the D-1 schedule. Ultimately, a customer's decision to take service under this rate schedule is based solely on the customer's own analysis and considerations of the potential for realizing savings under this rate schedule.

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SIERRA PACIFIC POWER COMPANY dba NV Energy
 6100 Neil Road, Reno, Nevada
 Tariff No. Electric No. 1 Cancelling Original PUCN Sheet No. 64G(7)
 PUCN Sheet No. _____

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| <p>Schedule D-1-TOU-E <u>NEVADA DYNAMIC PRICING TRIAL: DOMESTIC SERVICE</u> <u>TIME-OF-USE ENHANCED</u> (Continued)</p> | | |
| <p><u>SPECIAL CONDITIONS</u> (Continued)</p> | | |
| <p>8. <u>Best Bill Guarantee for First Year of Participation.</u> (Continued)</p> <p>In order to provide customers a reasonable opportunity to get familiar with the provisions of this tariff and learn to modify and adjust their energy consumption behavior to best take advantage of the opportunities for bill savings afforded by the tariff, the Utility is providing the Best Bill Guarantee which eliminates the financial risk associated with the first full year of service to participants. Customers will be billed for each month of service at the rates, and under the terms and conditions, set forth in this schedule and customers will be expected to pay these monthly billing charges when due each month.</p> <p>However, at the end of the first 12 month period of service under this rate schedule, the Utility will compare the customer's twelve months of billing charges under Schedule D-1-TOU-E to those charges that would have been incurred for the same period and energy usage under the otherwise applicable schedule, D-1 (flat rate). If the cumulative twelve months of billings charged to the customer under schedule D-1-TOU-E is higher than the cumulative twelve months of billings the customer would have been charged if served under the otherwise applicable schedule (D-1), the customer will be given a credit on their next bill equal to the difference between the two cumulative billing amounts. Customers who fare better under D-1-TOU-E when this calculation is made will have saved money through their participation and no credit will be owed or given.</p> <p>Completion of the first 12 months is required to receive credit. However, for customers who move from the premise or residence prior to the end of the first year of participation, a similar credit calculation will be made for the term of participation under this rate schedule, and if owing, will be provided on the customer's final bill.</p> | | |
| <p>9. <u>Separately Metered Water Heating Service.</u> Consumption for separately metered water heating service shall be billed in combination with other domestic service consumption under the rates set forth in this schedule, except that an additional minimum charge shall not be made.</p> | | |
| <p>10. <u>Multiple Dwellings or Units of Multi-Unit Complexes.</u> Service hereunder shall not be provided to multiple dwellings or units of multi-unit complexes, which are served through a common meter, or for domestic water pumping where water is delivered to more than one living unit.</p> | | |
| <p>11. <u>Billing Cycle.</u> To aid in effective billing, the Utility reserves the right to change the billing cycle of customers taking service under this advanced rate schedule to a calendar month billing cycle starting the first day of the month and ending the last day of the month. The customer will continue to have the ability to select a payment date pursuant to Rule 5.</p> | | |
| <p>Issued: 04-15-11</p> <p>Effective: 03-14-11</p> <p>Advice No.: 513-E-R</p> | <p>Issued By: Michael J. Carano Director</p> | |

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NV Energy Nevada Dynamic Pricing Trial Interim Report – Volume 4: Appendices



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|-----------|---------|--------------------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | | Core Summer On-Peak | \$0.40790 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.44896 |
| | | Core Summer Off-Peak | \$0.03137 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.07243 |
| | | Shoulder Summer On-Peak | \$0.10161 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.14267 |
| | | Shoulder Summer Off-Peak | \$0.03137 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.07243 |
| | | Winter All other | \$0.03137 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.07243 |
| 7/1/2013 | \$10.00 | | | | | | | | | |
| | | Core Summer On-Peak | \$0.40790 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.45181 |
| | | Core Summer Off-Peak | \$0.03137 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.07528 |
| | | Shoulder Summer On-Peak | \$0.10161 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.14552 |
| | | Shoulder Summer Off-Peak | \$0.03137 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.07528 |
| | | Winter All other | \$0.03137 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.07528 |
| 10/1/2013 | \$10.00 | | | | | | | | | |
| | | Core Summer On-Peak | \$0.40685 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.45387 |
| | | Core Summer Off-Peak | \$0.03032 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.07734 |
| | | Shoulder Summer On-Peak | \$0.10056 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.14758 |
| | | Shoulder Summer Off-Peak | \$0.03032 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.07734 |
| | | Winter All other | \$0.03032 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.07734 |
| 1/1/2014 | \$10.00 | | | | | | | | | |
| | | Core Summer On-Peak | \$0.40685 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.45916 |
| | | Core Summer Off-Peak | \$0.03032 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.08263 |
| | | Shoulder Summer On-Peak | \$0.10056 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.15287 |
| | | Shoulder Summer Off-Peak | \$0.03032 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.08263 |
| | | Winter All other | \$0.03032 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.08263 |

Schedule RS-CPP - Dynamic Pricing Trial Optional Residential Service - Critical Peak Price - Time of Use

| Effective Date | Basic Service Charge | Sub-Class | BTGR | BTER | TRED | REPR | UEC | DEAA | EE | Total |
|----------------|----------------------|---------------------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| 1/1/2012 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71619 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00864 | \$0.00552 | \$0.76139 |
| | | Core Summer On-Peak | \$0.33780 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00864 | \$0.00552 | \$0.38300 |
| | | Core Summer Off-Peak | \$0.03032 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00864 | \$0.00552 | \$0.07552 |
| | | Shoulder Summer Critical | \$0.39661 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00864 | \$0.00552 | \$0.44181 |

NV Energy Nevada Dynamic Pricing Trial Interim Report – Volume 4: Appendices



| | | | | | | | | | | |
|-----------|---------|-------------------------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | | Peak | | | | | | | | |
| | | Shoulder Summer On-Peak | \$0.08369 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00864 | \$0.00552 | \$0.12889 |
| | | Shoulder Summer Off-Peak | \$0.03032 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00864 | \$0.00552 | \$0.07552 |
| | | Winter All other | \$0.03032 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00864 | \$0.00552 | \$0.07552 |
| 4/1/2012 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71619 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00964 | \$0.00552 | \$0.75988 |
| | | Core Summer On-Peak | \$0.33780 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00964 | \$0.00552 | \$0.38149 |
| | | Core Summer Off-Peak | \$0.03032 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00964 | \$0.00552 | \$0.07401 |
| | | Shoulder Summer Critical Peak | \$0.39661 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00964 | \$0.00552 | \$0.44030 |
| | | Shoulder Summer On-Peak | \$0.08369 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00964 | \$0.00552 | \$0.12738 |
| | | Shoulder Summer Off-Peak | \$0.03032 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00964 | \$0.00552 | \$0.07401 |
| | | Winter All other | \$0.03032 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00964 | \$0.00552 | \$0.07401 |
| 7/1/2012 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71619 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00978 | \$0.00552 | \$0.75821 |
| | | Core Summer On-Peak | \$0.33780 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00978 | \$0.00552 | \$0.37982 |
| | | Core Summer Off-Peak | \$0.03032 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00978 | \$0.00552 | \$0.07234 |
| | | Shoulder Summer Critical Peak | \$0.39661 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00978 | \$0.00552 | \$0.43863 |
| | | Shoulder Summer On-Peak | \$0.08369 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00978 | \$0.00552 | \$0.12571 |
| | | Shoulder Summer Off-Peak | \$0.03032 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00978 | \$0.00552 | \$0.07234 |
| | | Winter All other | \$0.03032 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | -\$0.00978 | \$0.00552 | \$0.07234 |
| 10/1/2012 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71724 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00905 | \$0.00552 | \$0.75920 |
| | | Core Summer On-Peak | \$0.33885 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00905 | \$0.00552 | \$0.38081 |
| | | Core Summer Off-Peak | \$0.03137 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00905 | \$0.00552 | \$0.07333 |
| | | Shoulder Summer Critical Peak | \$0.39766 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00905 | \$0.00552 | \$0.43962 |
| | | Shoulder Summer On-Peak | \$0.08474 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00905 | \$0.00552 | \$0.12670 |
| | | Shoulder Summer Off-Peak | \$0.03137 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00905 | \$0.00552 | \$0.07333 |
| | | Winter All other | \$0.03137 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00905 | \$0.00552 | \$0.07333 |
| 1/1/2013 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71724 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00717 | \$0.00336 | \$0.75589 |
| | | Core Summer On-Peak | \$0.33885 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00717 | \$0.00336 | \$0.37750 |
| | | Core Summer Off-Peak | \$0.03137 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00717 | \$0.00336 | \$0.07002 |

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| | | | | | | | | | | |
|-----------|---------|-------------------------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | | Shoulder Summer Critical Peak | \$0.39766 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00717 | \$0.00336 | \$0.43631 |
| | | Shoulder Summer On-Peak | \$0.08474 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00717 | \$0.00336 | \$0.12339 |
| | | Shoulder Summer Off-Peak | \$0.03137 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00717 | \$0.00336 | \$0.07002 |
| | | Winter All other | \$0.03137 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00717 | \$0.00336 | \$0.07002 |
| 4/1/2013 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71724 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.75830 |
| | | Core Summer On-Peak | \$0.33885 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.37991 |
| | | Core Summer Off-Peak | \$0.03137 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.07243 |
| | | Shoulder Summer Critical Peak | \$0.39766 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.43872 |
| | | Shoulder Summer On-Peak | \$0.08474 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.12580 |
| | | Shoulder Summer Off-Peak | \$0.03137 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.07243 |
| | | Winter All other | \$0.03137 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00520 | \$0.00336 | \$0.07243 |
| 7/1/2013 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71724 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.76115 |
| | | Core Summer On-Peak | \$0.33885 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.38276 |
| | | Core Summer Off-Peak | \$0.03137 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.07528 |
| | | Shoulder Summer Critical Peak | \$0.39766 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.44157 |
| | | Shoulder Summer On-Peak | \$0.08474 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.12865 |
| | | Shoulder Summer Off-Peak | \$0.03137 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.07528 |
| | | Winter All other | \$0.03137 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | -\$0.00326 | \$0.00336 | \$0.07528 |
| 10/1/2013 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71619 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.76321 |
| | | Core Summer On-Peak | \$0.33780 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.38482 |
| | | Core Summer Off-Peak | \$0.03032 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.07734 |
| | | Shoulder Summer Critical Peak | \$0.39661 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.44363 |
| | | Shoulder Summer On-Peak | \$0.08369 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.13071 |
| | | Shoulder Summer Off-Peak | \$0.03032 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.07734 |
| | | Winter All other | \$0.03032 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.07734 |
| 1/1/2014 | \$10.00 | | | | | | | | | |
| | | Core Summer Critical Peak | \$0.71619 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.76850 |
| | | Core Summer On-Peak | \$0.33780 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.39011 |

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| | | | | | | | | | | |
|--|--|-------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Core Summer Off-Peak | \$0.03032 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.08263 |
| | | Shoulder Summer Critical Peak | \$0.39661 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.44892 |
| | | Shoulder Summer On-Peak | \$0.08369 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.13600 |
| | | Shoulder Summer Off-Peak | \$0.03032 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.08263 |
| | | Winter All other | \$0.03032 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.08263 |

Flat Rate:

| Effective Date | Service Charge | Sub-Class | BTGR | BTER | TRED | REPR | UEC | DEAA | EE | TOTAL |
|----------------|----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1/1/2012 | \$10.00 | | \$0.07231 | \$0.04670 | \$0.00082 | \$0.00041 | \$0.00039 | - | \$0.00552 | \$0.11751 |
| 4/1/2012 | \$10.00 | | \$0.07231 | \$0.04619 | \$0.00082 | \$0.00041 | \$0.00039 | \$0.00964 | \$0.00552 | \$0.11600 |
| 7/1/2012 | \$10.00 | | \$0.07231 | \$0.04466 | \$0.00082 | \$0.00041 | \$0.00039 | \$0.00978 | \$0.00552 | \$0.11433 |
| 10/1/2012 | \$10.00 | | \$0.07336 | \$0.04259 | \$0.00071 | \$0.00180 | \$0.00039 | \$0.00905 | \$0.00552 | \$0.11532 |
| 1/1/2013 | \$10.00 | | \$0.07336 | \$0.03956 | \$0.00071 | \$0.00180 | \$0.00039 | \$0.00717 | \$0.00336 | \$0.11201 |
| 4/1/2013 | \$10.00 | | \$0.07336 | \$0.04000 | \$0.00071 | \$0.00180 | \$0.00039 | \$0.00520 | \$0.00336 | \$0.11442 |
| 7/1/2013 | \$10.00 | | \$0.07336 | \$0.04091 | \$0.00071 | \$0.00180 | \$0.00039 | \$0.00326 | \$0.00336 | \$0.11727 |
| 10/1/2013 | \$10.00 | | \$0.07231 | \$0.04324 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00000 | \$0.00124 | \$0.11933 |
| 1/1/2014 | \$10.00 | | \$0.07231 | \$0.04603 | \$0.00083 | \$0.00132 | \$0.00039 | \$0.00250 | \$0.00124 | \$0.12462 |



NORTH: Schedule D-1-TOU-E Dynamic Pricing Trial Optional Domestic Service - Time-of-Use

| Effective Date | | Customer Charge | BTGR | BTER | TRED | REPR | UEC | DEAA | EE | Total |
|----------------|--------------------------|-----------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| 1/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.39578 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.21218 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.06807 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.10128 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.06807 |
| 4/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.39687 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.21327 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.06916 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.10237 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.06916 |
| 7/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.39737 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.21377 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.06966 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.10287 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.06966 |
| 10/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.39669 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.21309 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.06898 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.10219 |

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| | | | | | | | | | | |
|-----------|--------------------------|---------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.06898 |
| 1/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.39484 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.21124 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.06713 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.10034 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.06713 |
| 4/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.39602 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.21242 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.06831 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.10152 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.06831 |
| 7/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.39943 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.21583 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.07172 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.10493 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.07172 |
| 10/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, On-Peak per kWh | | \$0.35756 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.40357 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.21997 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.07586 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.10907 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.07586 |
| 1/1/2014 | | \$17.50 | | | | | | | | |
| | Summer, On-Peak per | | \$0.36151 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.40860 |

NV Energy Nevada Dynamic Pricing Trial Interim Report – Volume 4: Appendices



| | | | | | | | | | | |
|--|--------------------------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | kWh | | | | | | | | | |
| | Summer, Mid-Peak per kWh | | \$0.16423 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.21132 |
| | Summer, Off-Peak per kWh | | \$0.01958 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.06667 |
| | Winter, On-Peak per kWh | | \$0.04997 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.09706 |
| | Winter, Off-Peak per kWh | | \$0.01958 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.06667 |

Schedule D-1-CPP Dynamic Pricing Trial Optional Domestic Service - Critical Peak Price - Time of Use

| Effective Date | | Customer Charge | BTGR | BTER | TRED | REPR | UEC | DEAA | EE | Total |
|----------------|------------------------------|-----------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| 1/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.58002 |
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.34344 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.21218 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.06807 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.10128 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.04313 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01565 | \$0.00298 | \$0.06807 |
| 4/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.58111 |
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.34453 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.21327 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.06916 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.10237 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.04172 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01315 | \$0.00298 | \$0.06916 |
| 7/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.58161 |

NV Energy Nevada Dynamic Pricing Trial Interim Report – Volume 4: Appendices



| | | | | | | | | | | |
|-----------|------------------------------|--------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.34503 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.21377 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.06966 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.10287 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03972 | \$0.00142 | \$0.00595 | \$0.00039 | -\$0.01065 | \$0.00298 | \$0.06966 |
| 10/1/2012 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.58093 |
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.34435 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.21309 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.06898 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.10219 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03627 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00815 | \$0.00298 | \$0.06898 |
| 1/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.57908 |
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.34250 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.21124 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.06713 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.10034 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03376 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00677 | \$0.00226 | \$0.06713 |
| 4/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.58026 |
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.34368 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.21242 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.06831 |

NV Energy Nevada Dynamic Pricing Trial Interim Report – Volume 4: Appendices



| | | | | | | | | | | |
|-----------|------------------------------|---------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.10152 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03310 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00493 | \$0.00226 | \$0.06831 |
| 7/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.58367 |
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.34709 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.21583 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.07172 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.10493 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03401 | \$0.00095 | \$0.00669 | \$0.00039 | -\$0.00243 | \$0.00226 | \$0.07172 |
| 10/1/2013 | | \$9.25 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.54180 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.58781 |
| | Summer, On-Peak per kWh | | \$0.30522 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.35123 |
| | Summer, Mid-Peak per kWh | | \$0.17396 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.21997 |
| | Summer, Off-Peak per kWh | | \$0.02985 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.07586 |
| | Winter, On-Peak per kWh | | \$0.06306 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.10907 |
| | Winter, Off-Peak per kWh | | \$0.02985 | \$0.03715 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.07586 |
| 1/1/2014 | | \$17.50 | | | | | | | | |
| | Summer, Critical Peak Period | | \$0.60797 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.65506 |
| | Summer, On-Peak per kWh | | \$0.29320 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.34029 |
| | Summer, Mid-Peak per kWh | | \$0.16423 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.21132 |
| | Summer, Off-Peak per kWh | | \$0.01958 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.06667 |
| | Winter, On-Peak per kWh | | \$0.04997 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.09706 |
| | Winter, Off-Peak per kWh | | \$0.01958 | \$0.03823 | \$0.00111 | \$0.00638 | \$0.00039 | \$0.00000 | \$0.00098 | \$0.06667 |



Flat Rate:

| Effective Date | Sub-Class | Customer Charge | BTGR | BTER | TRED | REPR | | UEC | DEAA | EE | Total |
|----------------|-----------|-----------------|-----------|-----------|-----------|-----------|--|-----------|-----------|-----------|-----------|
| 1/1/2012 | | \$9.25 | \$0.06118 | \$0.04313 | \$0.00142 | \$0.00595 | | \$0.00039 | \$0.01565 | \$0.00298 | \$0.09940 |
| 4/1/2012 | | \$9.25 | \$0.06118 | \$0.04172 | \$0.00142 | \$0.00595 | | \$0.00039 | \$0.01315 | \$0.00298 | \$0.10049 |
| 7/1/2012 | | \$9.25 | \$0.06118 | \$0.03972 | \$0.00142 | \$0.00595 | | \$0.00039 | \$0.01065 | \$0.00298 | \$0.10099 |
| 10/1/2012 | | \$9.25 | \$0.06118 | \$0.03627 | \$0.00095 | \$0.00669 | | \$0.00039 | \$0.00815 | \$0.00298 | \$0.10031 |
| 1/1/2013 | | \$9.25 | \$0.06118 | \$0.03376 | \$0.00095 | \$0.00669 | | \$0.00039 | \$0.00677 | \$0.00226 | \$0.09846 |
| 4/1/2013 | | \$9.25 | \$0.06118 | \$0.03310 | \$0.00095 | \$0.00669 | | \$0.00039 | \$0.00493 | \$0.00226 | \$0.09964 |
| 7/1/2013 | | \$9.25 | \$0.06118 | \$0.03401 | \$0.00095 | \$0.00669 | | \$0.00039 | \$0.00243 | \$0.00226 | \$0.10305 |
| 10/1/2013 | | \$9.25 | \$0.06118 | \$0.03715 | \$0.00111 | \$0.00638 | | \$0.00039 | \$0.00000 | \$0.00098 | \$0.10719 |
| 1/1/2014 | | \$17.50 | \$0.05295 | \$0.03823 | \$0.00111 | \$0.00638 | | \$0.00039 | \$0.00000 | \$0.00098 | \$0.10004 |

CPP Refund Letter



December 3, 2013

██████████
██████████
██████████

A SPECIAL UPDATE FROM CHOOSE WHEN YOU USE

To our *Choose When You Use* customers:

Season's Greetings & Holiday Savings

For *Choose When You Use*, the holidays are a time for saving. Between now and then there won't be any more peak events, or peak summer rates, so your *Choose When You Use* rates can help you. Keep track of how you're doing in your monthly reports, and aim for savings.

Look Ahead to March

This coming March, you'll celebrate your first anniversary as a *Choose When You Use* program participant. We'll send you a complete annual report, describing how the program worked for you during your first year.

Remember, your Bill Guarantee for the first year of the program assures that you won't pay more on your *Choose When You Use* rate than you would have paid on your old rate. If your new rate costs you more annually, you'll receive a credit for the difference -- if your new rate saved you money, you'll keep the savings.

It is important to remember that the introductory Bill Guarantee ends after the first year of *Choose When You Use*. After that, you pay for the electricity you use under the *Choose When You Use* rate, without any special protection against high bills.

Choose When You Use is an annual program. When you receive your *Choose When You Use* annual report in March, you'll have one month to decide whether or not to stay in the program for a second year.

Remember, how much you save between now and March is up to you. Heating in the winter weather can be expensive, and when family and friends come over to visit, and plug in all of those new electronic gifts, your electric bill can rise. Don't be surprised in the New Year by a big bill! Choose how you use electricity wisely.

Our Mistake, Your Credit

On your *Choose When You Use* Critical Peak Pricing (CPP) rate, your electricity costs more during peak hours on event days. Our systems are designed to alert you the day before these events occur.

However, our records indicate that we may not have alerted you properly for every CPP event during this past summer.

So we're issuing you a one-time bill credit for the CPP difference you paid on those days when we may have missed sending alerts to you. Your current NV Energy bill includes this one-time bill credit.

To get more information, or to learn how many alerts we believe you may have missed, please call 1-800-255-0990.

New Features Coming Soon

The New Year will bring many improvements to your *Choose When You Use* program. Our monthly energy reports will be streamlined, and we'll provide you with many new energy-saving tips. What's the best energy-saving tip your household has tried as part of the *Choose When You Use* program? Call us at 1-800-255-0990 and let us know what's worked for you. If you'd like, we might feature your tip in one of our monthly reports.

Our Best Holiday Wishes,

Your NV Energy *Choose When You Use* team



CPP No Refund Letter



December 3, 2013

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A SPECIAL UPDATE FROM CHOOSE WHEN YOU USE

To our *Choose When You Use* customers:

Season's Greetings & Holiday Savings

For *Choose When You Use*, the holidays are a time for saving. Between now and then there won't be any more peak events, or peak summer rates. So your *Choose When You Use* rates can help you. Keep track of how you're doing in your monthly reports, and aim for savings.

Look Ahead to March

This coming March, you'll celebrate your first anniversary as a *Choose When You Use* program participant. We'll send you a complete annual report describing how the program worked for you during your first year.

Remember, your Bill Guarantee for the first year of the program assures that you won't pay more on your *Choose When You Use* rate than you would have paid on your old rate. If your new rate costs you more annually, you'll receive a credit for the difference -- if your new rate saved you money, you'll keep the savings.

It is important to remember that the introductory Bill Guarantee ends after your first year of *Choose When You Use*. After that, you pay for the electricity you use under the *Choose When You Use* rate, without any special protection against high bills.

Choose When You Use is an annual program. When you receive your *Choose When You Use* annual report in March, you'll have one month to decide whether or not to stay in the program for a second year.

Remember, how much you save between now and March is up to you. Heating in the winter weather can be expensive, and when family and friends come over to visit, and plug in all of those new electronic gifts, your electric bill can rise. Don't be surprised in the New Year by a big bill! Choose how you use electricity wisely.

New Features Coming Soon

The New Year will bring many improvements to your *Choose When You Use* program. Our monthly energy reports will be streamlined, and we'll provide you with many new energy-saving tips. What's the best energy-saving tip your household has tried as part of the *Choose When You Use* program? Call us at 1-800-255-0990 and let us know what's worked for you. If you'd like, we might feature your tip in one of our monthly reports.

Our Best Holiday Wishes,

Your NV Energy *Choose When You Use* team



Appendix C: Monthly Summaries

April 2013



NV Energy's
Choose When You Use program

Monthly Summary Report



| | |
|---|---|
| Name: [REDACTED] | Service for: 04/01/2013 - 04/30/2013 |
| Account Number: [REDACTED] | Number of Days in this Period: 30 |
| Service Address: [REDACTED] LAS VEGAS, NV | |
| | For any questions call: 1-800-255-0990 |
| | To View Your Bill visit: www.nvenergy.com/myaccount/ |

How Have You Done So Far?

| | Your Rate* | Flat-Rate* | Difference | |
|-------------------------|------------------|------------------|--------------------|---------------|
| April: | \$ 180.66 | \$ 279.33 | \$ (98.67) | -35.3% |
| Program to Date: | \$ 313.10 | \$ 484.91 | \$ (171.81) | -35.4% |

* These amounts include estimated taxes and fees and may differ slightly from your actual bill



Congratulations!

You have saved money this month with *Choose When You Use*

IMPORTANT REMINDER: Remember with the *Choose When You Use* program it is necessary to compare your differences in bills to the flat-rate schedule over a full 12 months. This is because there are a small number of hours in which the prices are higher than the flat-rate, which may lead to higher bills at certain times, especially in the Summer Season. Customers have the opportunity to save more over the entire year because of the large number of less expensive Off-Peak hours. Remember that there is the Lowest Rate Guarantee for the first year.

Your Energy Usage Last Month Compared To CPP Choose When You Use Participants

These charts compare your usage last month to all CPP Choose When You Use participants. It shows your energy usage and charges relative to these customers.

Your Energy Usage Last Month
Compared To CPP Choose When You Use Participants



| Category | Usage (KWH) |
|------------------|-------------|
| You | 2,238 |
| CPP Participants | 961 |

Your Energy Charges Last Month
Compared To CPP Choose When You Use Participants



| Category | Charges (USD) |
|------------------|---------------|
| You | \$159.73 |
| CPP Participants | \$68.59 |

| | |
|--|---|
| <p>Current Season:</p> <p>Winter Season (October through May):</p> <p>Off-Peak: all hours of each day</p> | <p>Upcoming Season:</p> <p>Shoulder Summer Season (June) :</p> <p>On-Peak: 2 PM – 7 PM, non-critical peak price event days</p> <p>On-Peak*: 2 PM – 3 PM, critical peak price event days</p> <p>Off-Peak: 7 PM – 2 PM, all days</p> <p>CPP Event*: 3 PM - 7 PM; non-holiday weekdays</p> <p>* 2 events called by Utility in June on non-holiday weekdays</p> |
|--|---|

[REDACTED]
[REDACTED]
LAS VEGAS, NV [REDACTED]



June 2013

| | | |
|--|---|--|
| | NV Energy's <i>Choose When You Use</i> program Monthly Summary Report | |
|--|---|--|

| | | | |
|--|---------------------|----------------------|---|
| Account: [REDACTED] | Premise: [REDACTED] | Customer: [REDACTED] | For any questions call: 1-800-255-0990 |
| Address: [REDACTED] LAS VEGAS, NV [REDACTED] | | | To View Your Bill visit: www.nvenergy.com/myaccount/ |

[REDACTED]
 [REDACTED]
 LAS VEGAS, NV [REDACTED]

| How Have You Done So Far with <i>Choose When you Use</i> ? | | | | |
|--|------------------|------------------|--------------------|---------------|
| Period: | Your Rate* | Flat-Rate* | Difference | |
| June 2013: | \$ 100.62 | \$ 138.56 | \$ (37.94) | -27.4% |
| Program to Date**: | \$ 243.16 | \$ 346.06 | \$ (102.90) | -29.7% |

Congratulations!

You Saved this Month!

You've Saved Program to Date!

* These amounts include estimated taxes and fees and may differ slightly from your actual bill
 **Program to Date includes the running total from the program start date on March 1, 2013

Your Usage

Participant's Usage

■ CPP ■ On-Peak ■ Off-Peak ■ CPP ■ On-Peak ■ Off-Peak

This chart shows your energy usage last month by time-of-use period compared to an average *Choose When You Use* Participant. The chart also shows whether or not you had more or less energy usage during each time-of-use period relative to other participants.

Shift when you use electricity for more savings.

Please, turn the page for General *Choose When You Use* Rate Information.

DATE: June 28, 2013
TEMP: ≈ 115° F

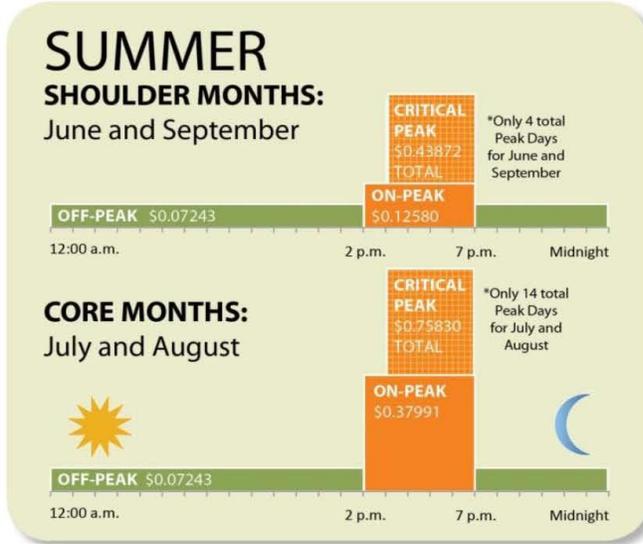
KWH

This chart shows what your energy usage was on the one of the highest temperature days last month by time-of-use period. The chart also shows how much energy usage you had during the lower cost periods vs. higher cost periods.

Reducing consumption during On-Peak periods will increase savings.

Please, turn the page for *Choose When You Use* Saving Tips.

IMPORTANT REMINDER: Remember with the *Choose When You Use* program it is necessary to compare your differences in bills to the flat-rate schedule over a full 12 months. This is because there are a small number of hours in which the prices are higher than the flat-rate, which may lead to higher bills at certain times, especially in the Summer Season. Customers have the opportunity to save more over the entire year because of the large number of less expensive Off-Peak hours. Remember that there is the Lowest Rate Guarantee for the first year.



Note: You Choose When You Use Rate Changed from the Shoulder Summer Rate to the Core Summer Rate as of July first!

General Choose When You Use Rate Information:

Your *Choose When You Use* dynamic rate charges different prices for electricity at different times of day, in different seasons, and on a few summer days. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

Participation in the *Choose When You Use* pricing plan will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you're like most people, you'll see that you're using more electricity than you really need to, and you can also **shift when you use electricity**.

Choose When You Use Saving Tips:

You can save money if you **reduce consumption during On-Peak periods** when the total demand is highest. It is most important to reduce your usage during the Critical Peak events as you will pay the most during this time. Try pre-cooling your house in the Off-Peak hours and close curtains and blinds during the day to keep the house cool. Cooking meals that do not use the oven or going out during critical peak events are good ideas as well.

Although summer bills will typically be higher, your efforts to manage and reduce your energy usage during the On-Peak period and Critical Pricing events will help lower what you pay for that month. If you do not limit your electricity use during the afternoons, your electric bills could increase significantly. More energy savings tips can be found by visiting our website at nvenergy.com/save. Please call 1.800.255.0990 if you have questions about the *Choose When You Use* program.



October 2013

| | | | | | | |
|---|------------|---------------|------------|-----------|------------|---|
| NV Energy's <i>Choose When You Use</i> Program Monthly Summary Report | | | | | | |
| Account: | ██████████ | Premise: | ██████████ | Customer: | ██████████ | For any questions call: 1-800-255-0990 |
| Address: | ██████████ | LAS VEGAS, NV | | | ██████████ | To view your bill visit: www.nvenergy.com/myaccount/ |

██████████
 ██████████
 LAS VEGAS, NV ██████████

| How Have You Done So Far** with <i>Choose When You Use</i> ? | | | | |
|--|-------------|-------------|-------------|--------|
| Period: | Your Rate* | Flat-Rate* | Difference | |
| October 2013 | \$ 73.09 | \$ 107.09 | \$ (34.00) | -31.7% |
| Program-to-Date* | \$ 1,264.25 | \$ 1,440.25 | \$ (176.00) | -12.2% |

* These amounts include estimated taxes and fees and may differ slightly from your actual bill
 **Program-to-Date includes the running total from the program start date on March 1, 2013

Congratulations!
 You Saved this Month!
 You've Saved Program to Date!

DATE: October 2, 2013
 TEMP: ≈ 91° F

This chart shows what your energy usage was on one of the highest temperature days last month.

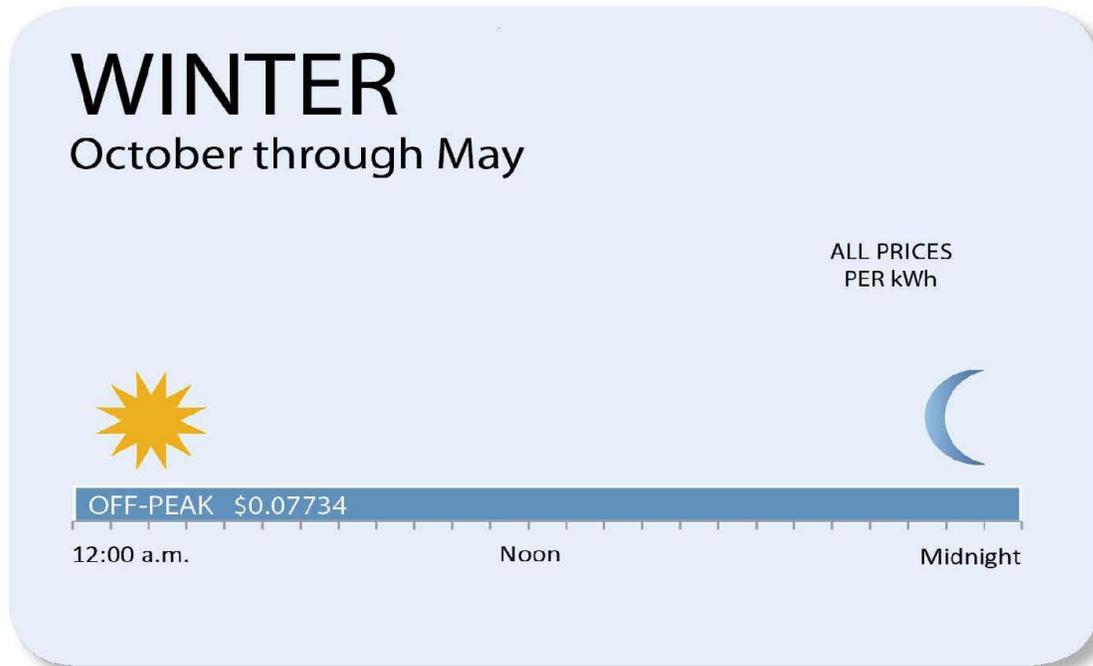
Reducing consumption will increase savings.

Please turn the page for *Choose When You Use* saving tips.

IMPORTANT REMINDER: Remember with the *Choose When You Use* program it is necessary to compare your differences in bills to the flat-rate schedule over a full 12 months. This is because there are a small number of hours in which the prices are higher than the flat-rate, which may lead to higher bills at certain times, especially in the summer season. Customers have the opportunity to save more over the entire year because of the large number of less expensive Off-Peak hours. Remember that you have a "lowest bill" guarantee for the first year.



Note: Your *Choose When You Use* rate should show great savings all winter long!



General *Choose When You Use* Rate Information:

- Your *Choose When You Use* program features dynamic rate pricing that charges different prices for electricity at different times of day, in different seasons. When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

- Participation in the *Choose When You Use* program will lead you to spend a little more time paying attention to how you and the other members of your household use electricity. If you are like most people, you will see that you are using more electricity than you really need.

Choose When You Use Saving Tips:

- You can save money if you reduce consumption at any time during the winter season.

- Your efforts to manage and reduce your energy usage will help lower what you pay for that month. More energy savings tips can be found by visiting our website at nvenergy.com/save. Please call 1.800.255.0990 if you have questions about the *Choose When You Use* program.



March 2014

NV Energy **CHOOSE When You USE**  **Monthly Summary Report**

Account: [REDACTED]
 Premise: [REDACTED]
 Customer: [REDACTED]
 Service Address:
 [REDACTED]
 LAS VEGAS, NV [REDACTED]

[REDACTED]
 [REDACTED]
 LAS VEGAS, NV [REDACTED]

For any questions, call 1-800-255-0990

How have you done so far with *Choose When You Use*?

| Period | Your bill on the <i>Choose When You Use</i> program | Comparative charge on your old rate | Difference | |
|----------------------------------|---|-------------------------------------|------------|--------|
| March 2014 | \$ 146.16 | \$ 215.11 | \$ (68.95) | -32.1% |
| Program-to-Date 3/2014 to 3/2014 | \$ 146.16 | \$ 215.11 | \$ (68.95) | -32.1% |
| March 2013 | \$ 132.44 | \$ 205.58 | \$ (73.14) | -35.6% |

Above charges include estimated taxes and fees and may differ slightly from your actual bill.



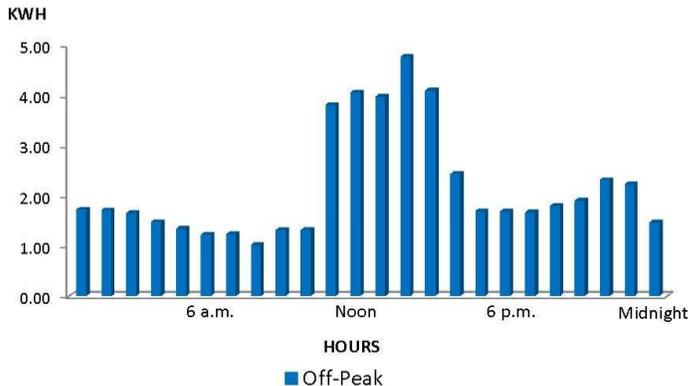
Congratulations!

You Saved this Month!

You've Saved Program to Date!

Tuesday, March 25, 2014

High 84° F Low 55° F



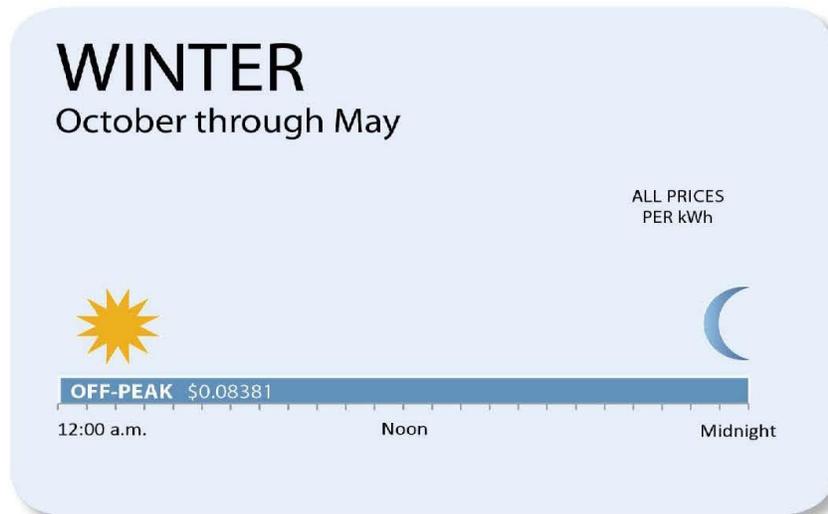
This chart is one example of what you can see online.

NV Energy makes it possible to see your energy usage every day with My Account. Visit nvenergy.com/myaccount



New rates are in effect!

All NV Energy electric rates, including *Choose When You Use* rates, change quarterly as operating costs change. The Public Utilities Commission of Nevada approved the following rates effective April 1st. For a breakdown of your rate, please see your bill.



Your *Choose When You Use* program features dynamic rate pricing that charges different prices for electricity at different times of day, and in different seasons.

When electricity is cheaper for us to provide, your price is lower; when electricity is more expensive for us to provide, your price is higher.

Here's how some *Choose When You Use* customers have saved:

Turn off TVs when you're not watching them. A typical flat screen TV left on for several hours a day for a year will cost you approximately \$35 more each year.

TURN IT OFF

Do loads of laundry drying in quick sequence. You can save energy by using the heat already in the dryer. Make sure you regularly clean the lint screen on the dryer.

CHANGE THE TIME

Seal leaky ductwork to reduce the amount of air you're cooling by up to 20%. Not sure where to look for leaky ductwork? Call NV Energy for a free energy audit at 702-402-5555.

TUNE IT UP

For more energy saving tips, visit our website at nvenergy.com/save

Have questions? Call 1-800-255-0990 to talk with a *Choose When You Use* representative.

IMPORTANT REMINDER: Remember with the *Choose When You Use* program it is necessary to compare your differences in bills to the flat rate schedule over a full 12 months. This is because there are a small number of hours in which the prices are higher than the flat rate, which may lead to higher bills at certain times, especially in the summer season. You have the opportunity to save more over the entire year because of the large number of less expensive Off-Peak hours.



Appendix D: Technology

EcoFactor Two-Way Communicating Thermostat





Digi ConnectPort X2

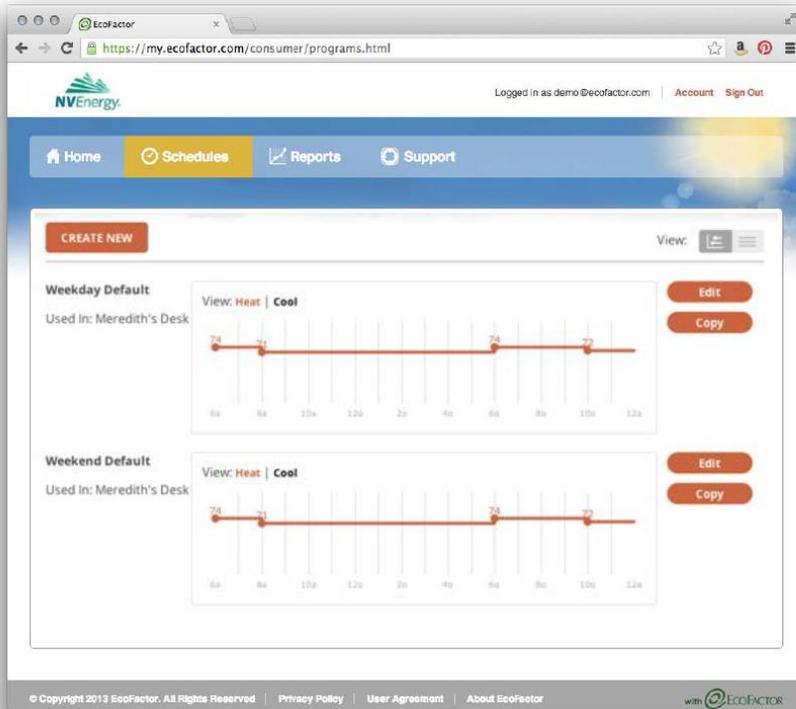




Technology Web Portal



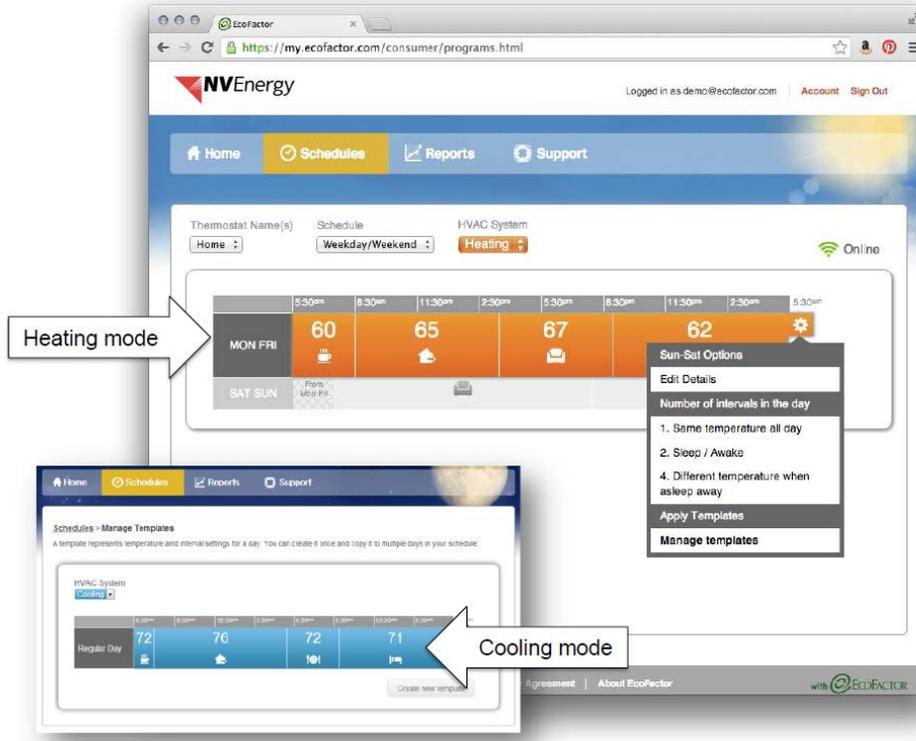
Initial Scheduling for NDPT Customer Portal



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Current Scheduling for NDPT Customer Portal



Technology Mobile Application





Appendix E: Education

Welcome Kit



PLAY > LEARN > WIN

LEARN A LITTLE. **SAVE A LOT.**

You recently opted to join the NVEnergize **Choose When You Use** program . . .

WELCOME!

Now the fun begins with **Play-Learn-Win**, your energy education experience.



Win rewards, cash prizes and sweepstakes entries for four grand prizes by simply participating in the Play-Learn-Win program. Along the way, become a smarter energy consumer, reduce consumption and learn to save big on your energy bill!

Here's what to expect

-  **The Ringorang® App** is the primary interactive experience, offering games for your smartphone or computer.
-  **E-mail Updates** keep you informed about what's coming up, and help you maximize your learning and prepare for the games.
-  **Print Games & Puzzles** will arrive by U.S. mail giving you another chance to play, learn, and win.
-  **The Deck** is included in this mailing. Your very own playing cards that double as a cheat sheet.

But First...

You need to activate your account and install the Ringorang® application.

TO ACTIVATE
Go to <https://nve.play-learn-win.com> (see the "Activate Today" page for instructions)

Our customer support team is standing by to help you get activated quickly. You can reach the team at **1-800-255-0990** or nvesupport@play-learn-win.com.

THANK YOU AGAIN FOR YOUR PARTICIPATION IN PLAY-LEARN-WIN FROM NV ENERGY.

Let the games begin!

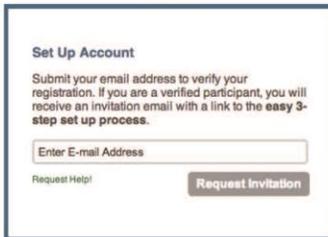



ACTIVATE TODAY



ACT NOW *Complete these simple steps to be ready to Play, Learn, and Win!*

1



Set Up Account
Submit your email address to verify your registration. If you are a verified participant, you will receive an invitation email with a link to the easy 3-step set up process.

Enter E-mail Address

[Request Help!](#) [Request Invitation](#)

Visit <https://nve.play-learn-win.com> and enter your email address where it says "Set Up Account"

2



PLAY > LEARN > WIN
LEARN A LITTLE. SAVE A LOT.

Congrats John Smith!
You're taking the first steps toward learning how to save energy and lower your bill up to 30%!
Begin the quick and easy 3-step process by clicking "Confirm your identity"

1. Confirm your identity
2. Set up your user account
3. Install the Ringorang® app on your computer and mobile phone

Set up now: [Step 1 >](#) [Confirm your identity](#)

If you have any questions, please contact us at nveaccount@nve.com or call us at 1-800-255-0990

Check your email and click on the "Confirm your identity" link. (You may need to check your spam folder.)

3



Create Sign In
Hello John Smith!
Please set up your account by creating a username and password.

Username
Enter Username

Choose carefully. Your username will be used to access your account and to identify you on the leaderboards.

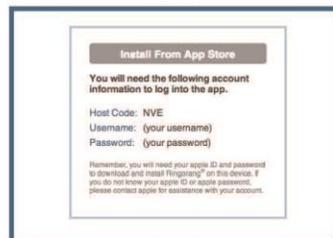
Enter Your Password

Verify Your Password

Choose your password carefully

Create your username and password.

4



Install From App Store

You will need the following account information to log into the app.

Host Code: NVE
Username: (your username)
Password: (your password)

Remember, you will need your apple ID and password to download and install Ringorang® on this device. If you do not know your apple ID or apple password, please contact apple for assistance with your account.

Install the Ringorang® app on your smartphone and/or computer.

5



Sign In

ringorang®

NVE [List](#)

Username:

Password:

Sign in using the login you created.



That's it! You are now ready to Play, Learn, and Win!

Give us a call at 1-800-255-0990 for immediate assistance.



PLAY > LEARN > WIN

PRIZES

EASY STEPS TO WIN: 1) *Activate your account.* 2) *Play the games.*



Daily Ringorang® Prizes

Every day a Ringorang® game is active, players can earn prizes - just for participating! Amazon.com Gift Cards will be distributed daily. The top three players in each game will also receive a gift card.



Cash Prize Sweepstakes

Through regular participation in the program, you can earn entries into Cash Prize Sweepstakes drawings, each worth at least \$500!

Grand Prize Sweepstakes Packages

Not only will your Cash Prize Sweepstakes entries automatically qualify for that Cash Prize drawing, each entry you earn by your active participation in the Ringorang® games will also automatically enter you for a chance to win one of four Grand Prize Sweepstakes!



Nevada Entertainment Getaway Prize Packages

One winner and their guest will be selected to enjoy a fabulous entertainment getaway in beautiful Reno, Nevada!

Approximate value \$1,500!

Package includes:

- 2 nights deluxe casino hotel
- Meals
- Transportation
- Spending money



Nevada Entertainment Getaway Prize Packages

One winner and their guest will be selected to enjoy an entertainment getaway in fabulous Las Vegas, Nevada!

Approximate value \$1,700!

Package includes:

- 2 nights deluxe casino hotel
- Meals
- Transportation
- Spending money



NV Energy Savings Make-over Package

The lucky winner will have a full home energy savings inspection and more! Save energy and save money!

Approximate value \$4,000!

Package includes:

- Professional review of residence to determine how to save on energy bill
- \$2,000 Home Depot Gift Card
- \$1,500 credit towards NV Energy bill



Civics and Education Prize Package

The lucky winner will receive a fully transferable Educational Grant from Nevada's Higher Education System and much more!

Approximate value \$6,000!

Package includes:

- Fully transferable Educational Grant
- Two night stay at Carson valley Inn in Minden, NV.
- Transportation
- Breakfasts and a steakhouse dinner for two
- Bottle of champagne upon arrival
- Free play at Carson Valley Inn Casino
- Guided tour of Nevada's state capital

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Education Treatment Mailing #1



PLAY > LEARN > WIN

LEARN A LITTLE. SAVE A LOT.

Bring it Out in the Wash
PLAY!
Stop Those Leaks!

Which of these statements is FALSE?

1. Heating the water is 90% of the energy used to wash clothes.
2. Running heat-generating appliances like your dryer during the day can make your air conditioner work harder.
3. A clothes dryer uses 10 times less energy than a washing machine.

Circle your answer

ANSWER 1:

Circle the following words in the grid.

LEAKY

DOORS

WINDOWS

DUCTWORK

WASTE

SEAL

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| A | D | U | C | T | W | O | R | K | P |
| T | H | X | M | W | F | D | U | K | G |
| J | A | S | S | W | O | D | N | I | W |
| I | Z | B | K | O | U | J | R | A | Q |
| L | G | Y | R | S | Q | X | Z | M | C |
| A | K | S | K | E | T | K | N | C | F |
| K | M | A | C | A | U | L | K | D | N |
| W | V | T | Z | L | E | Q | O | N | U |
| V | L | Q | E | Q | H | L | V | A | W |
| T | K | E | T | S | A | W | J | F | W |

Find the 5-character hidden word (an "inexpensive leak sealer") and enter it below.

ANSWER 2:

The Dish on Dishwashers
LEARN!
Seal Out Leaks, Seal in Savings

Scrape, don't rinse
Modern dishwashers do a great job even with very dirty dishes. If you must rinse, use cold – not hot – water.

Wash full loads
Dishwashers use the same amount of water no matter how many dishes are in the rack.

Use energy-saving cycles
Skip the "sani-wash." Choose the energy saver cycle and air-dry features.

Air dry dishes
You can save up to 50% of the energy used during a dishwashing cycle by air-drying. If you don't have an air-dry option, just open the door when the rinse cycle completes.

Taking the time to caulk, seal, and weatherstrip inside your home can significantly reduce energy waste – and your energy bills.

- Sealing air leaks is the most cost-efficient way to reduce energy waste.
- Leaky ductwork can result in the loss of 20% of conditioned air flowing into your home.
- Door-sweeps are an inexpensive way to stop air leaks around doors.
- Small air leaks can be the cause of significant energy waste – seal them with caulk.

WIN!







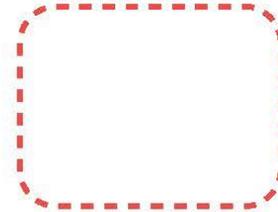


TO WIN BIG SEE THE BACK!



Submit Your Answers

- 1 Play both **games** on the front side
- 2 Text buzzword “**LEAKS**” to **702-800-3761** or Call **888-713-5232**
- 3 Follow the prompts to submit **game answers**



Privacy: Your phone number is only used by Play-Learn-Win to facilitate your participation in these games. It is not shared or used for any other purpose.

You Could Win!

Submit your answers before **April 25th, 2013 at 08:00 pm PT** for a chance to win.

Grand Prize Sweepstakes

Participants will receive one entry into the next Grand Prize Sweepstakes Drawing on April 26th, 2013.



Nevada Entertainment Getaway Prize Packages

One winner and their guest will be selected to enjoy an entertainment getaway in beautiful Reno, Nevada!

Approximate value \$1,500!

Package includes:

- 2 nights deluxe casino hotel
- Meals
- Transportation
- Spending money

Print Game Prizes



Participants will be eligible for a chance to win a **\$10 Amazon Gift Card**. 15 winners will be randomly selected from eligible participants on April 26th, 2013.

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ISSUE #1

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& Prizes through Ringorang.
Install at <https://nve.play-learn-win.com>



Education Treatment Mailing #2



PLAY > LEARN > WIN

LEARN A LITTLE. SAVE A LOT.

Steer Clear of Rocket Science

PLAY!

Some Light on the Subject

This list of simple actions can have a large impact. How many of these items have \$0 out-of-pocket cost?

| ACTION | No-Cost |
|--|---------|
| Turn off the lights when you leave a room. | ✓ |
| Reduce water heater temperature to 120°F. | |
| Turn power strips off when not in use. | |
| Seal air leaks with caulk and weather-stripping. | |
| Close blinds to block the sun on warm days. | |
| Keep the refrigerator door closed. | |
| Cook dinner outside in summer (grilling). | |
| Install a water heater blanket. | |

Add up the check marks

ANSWER 1: Total:

Circle the right answer in these 3 questions:

1. How many of the below bulbs are energy efficient? 2 4






Incandescent Black Light LED CFL

2. CFL & LED bulbs use ___% less energy than incandescent bulbs. 30 75

3. Incandescent bulbs spend ___% of their energy creating heat. 10 90

Add up your circled answers

ANSWER 2: Total:

Little Steps, Big Energy Savings

LEARN!

Bright Lights, Big Savings

Based on EPA and ENERGY STAR data, the average household can save big with a few simple changes. For example:

- Turn off lights and electronics when you leave the room.
- Set your refrigerator to 35–38°F and your freezer to 0°F.
- Air-dry clothes and dishes when possible.
- Use fans to keep spaces comfortable in summer.
- Use sleep mode on your computer - not a screensaver.
- Change air filters for your furnace regularly.
- Keep the area around your outside air conditioner clean.
- Clean your refrigerator coils to keep it running efficiently.

Compact fluorescent light (CFL) bulbs last approximately 10 times longer than traditional incandescent bulbs – and they use 75% less energy. The increased efficiency translates to a savings of about \$30 over the life of the bulb. **LED bulbs last 25 times longer** than incandescent bulbs.

Switching to energy efficient lighting is one of the fastest ways to impact your energy bill. **Now that's a bright idea!**

Here's a few more:

- Make a habit of turning off lights when not in use.
- Dust your bulbs - dust can reduce light output by 50%!

WIN!







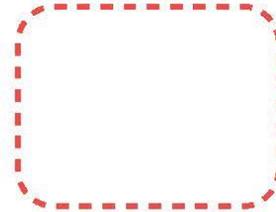


TO WIN BIG
SEE THE BACK!



Submit Your Answers

- 1 Play both **games** on the front side
- 2 Text buzzword “LED” to **702-800-3761**
or Call **888-713-5232**
- 3 Follow the prompts to submit **game answers**



Privacy: Your phone number is only used by Play-Learn-Win to facilitate your participation in these games. It is not shared or used for any other purpose.

You Could Win!

Submit your answers before **June 2nd, 2013 at 08:00 pm PT** for a chance to win.

Grand Prize Sweepstakes

Participants will receive one entry into the next Grand Prize Sweepstakes Drawing on June 3rd, 2013.



Nevada Entertainment Getaway Prize Packages

One winner and their guest will be selected to enjoy an entertainment getaway in fabulous Las Vegas, Nevada!

Approximate value \$1,700!

Package includes:

- 2 nights deluxe casino hotel
- Meals
- Transportation
- Spending money

Print Game Prizes



Participants will be eligible for a chance to win a **\$10 Amazon Gift Card**. 15 winners will be randomly selected from eligible participants on June 3rd, 2013.

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ISSUE #2

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Education Treatment Mailing #3



PLAY > LEARN > WIN

LEARN A LITTLE. SAVE A LOT.

Comfort Factors
PLAY!
Vampires in Plain Sight

It's winter and you are leaving the house. You can save up to 10% by moving the thermostat 10°F in which direction?



Circle your answer

ANSWER 1:
Lower Higher

Go on a vampire hunt in your house...

- **Kitchen:** How many appliances are currently plugged directly into the wall?
- **Living Room:** How many electronics are plugged into the wall right now?
- **Whole House:** How many chargers are currently plugged in?

Add up your answers

ANSWER 2:
Total:

BONUS! Take a picture of an energy vampire in your home and email it to us at vampires@play-learn-win.com for an extra entry into the sweepstakes!

Program your Thermostat
LEARN!
Easy to Spot Vampires

Myths vs. Facts

Myth: Cranking the heat makes the house warm up faster.
Fact: Your furnace heats your home at the same rate no matter how high the thermostat is set.

Myth: It's better to keep the air conditioning on all the time than to re-cool the house later.
Fact: You start saving the moment you turn it off.

Numbers to Remember:

78°F In summer, at home. Set your thermostat to this.

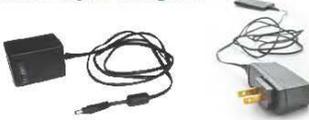
68°F In winter, at home. Set your thermostat to this.

10°F When you leave home. Adjust your thermostat this much.

3°F When you go to sleep. Adjust your thermostat this much.

These common items continue to use energy even when they are switched off or in standby mode. Other energy vampires include transformers that are usually attached to today's electronic devices.

Typical Vampire Chargers:



Standby power from these household items and transformers really adds up. Americans spend roughly \$10 billion of their annual energy costs on standby power. Keep vampires at bay with a simple power strip. Turning off the strip blocks the appliance from drawing power, even in standby mode.

WIN!









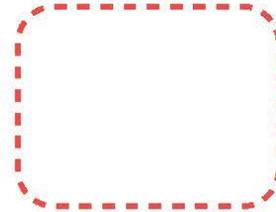
TO WIN BIG
SEE THE BACK!

Appendix E: Education • 125



Submit Your Answers

- 1 Play both **games** on the front side
- 2 Text buzzword **"VAMPIRE"** to **702-800-3761** or Call **888-713-5232**
- 3 Follow the prompts to submit **game answers**



Privacy: Your phone number is only used by Play-Learn-Win to facilitate your participation in these games. It is not shared or used for any other purpose.

You Could Win!

Submit your answers before **July 7th, 2013 at 08:00 pm PT** for a chance to win.

Grand Prize Sweepstakes

Participants will receive one entry into the next Grand Prize Sweepstakes Drawing on July 8th, 2013.



NV Energy Savings Make-over Package

The lucky winner will have a full home energy savings inspection and more! Save energy and save money!

Approximate value \$4,000!

Package includes:

- Professional review of residence to determine how to save on energy bill
- \$2,000 Home Depot Gift Card • \$1,500 credit towards NV Energy bill



Print Game Prizes



Participants will be eligible for a chance to win a **\$10 Amazon Gift Card**. 15 winners will be randomly selected from eligible participants on July 8th, 2013.

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ISSUE #3

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Education Treatment Mailing #4



PLAY > LEARN > WIN

LEARN A LITTLE. SAVE A LOT.

At Your Fingertips
PLAY!
The Biggest Culprits

1

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$102.67 | \$102.67CR | \$0.00 | \$0.00 | \$138.64 |

2

| NEXT METER READ DATE | DUE DATE | TOTAL AMOUNT DUE |
|----------------------|-------------|------------------|
| Sept 2, 2011 | Aug 8, 2011 | \$138.64 |

3

| ELECTRIC - DOMESTIC SERVICE | | | | | | | | | |
|-----------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|---------------|--|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage | |
| 9999999 | KWH | Jul 1 | Jul 31 | 31 | 9408 | 10151 | 1 | 745 | |

4

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | USAGE HISTORY |
|---------------|----------|-----|-----------------|---------------|
| THIS MONTH | 31 | 745 | 24.0 | 2.48 |
| LAST MONTH | 32 | 547 | 17.1 | |
| LAST YEAR | 32 | 683 | 20.7 | |

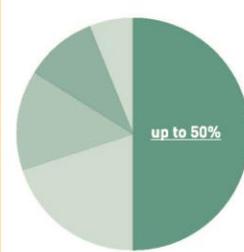


Which numbered area on the typical bill is best able to help you assess your progress in conserving energy over time.

Circle your answer

ANSWER 1: 1 2 3 4

Typical Household Energy Use



A) Lighting
B) Appliances
C) Heating and Cooling
D) Water Heating
E) Electronics

The largest area of the pie chart is represented by which category of energy use?

Circle your answer

ANSWER 2: A B C D E

Energy Knowledge Everywhere
LEARN!
Small Adjustments for Big Savings

Find more information and ideas to reduce your energy consumption and save money at these sites:

toptenusa.org
Find lists of the 10 most energy-efficient products across scores of categories, including appliances, computers, televisions, and vehicles.

hes.lbl.gov (Home Energy Saver)
Get customized home energy use estimates, compare your use and costs to similar households, and learn how to make money-saving changes.

nvenergy.com
Visit for information on rebates and incentives, low- and no-cost tips for reducing your energy consumption, and conservation links. And be sure to check out the kids section for ways to teach your children about energy and how to conserve it.

Use these money-saving tips to save a bundle on the appliances that consume the most energy in a typical home.

Heating and Cooling

- Regularly change air filters on your furnace and air conditioning.
- Use fans - moving air will keep spaces more comfortable, even if you don't lower your thermostat.
- Keep the area around your outdoor air conditioner unit clean and free of obstructions.

Pool Pump

- Add a timer to your pool pump and schedule it to run at night on alternate days.
- Turn down the temperature on your pool heater. Each degree can provide big savings.
- Cover your pool. It can save energy by reducing evaporation waste, keeping heat in, and keeping the pool clean.

WIN!







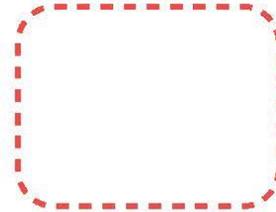


TO WIN BIG
SEE THE BACK!



Submit Your Answers

- 1** Play both **games** on the front side
- 2** Text buzzword “THERMOSTAT” to **702-800-3761** or Call **888-713-5232**
- 3** Follow the prompts to submit **game answers**



Privacy: Your phone number is only used by Play-Learn-Win to facilitate your participation in these games. It is not shared or used for any other purpose.

You Could Win!

Submit your answers before **August 25th, 2013 at 08:00 pm PT** for a chance to win.

Grand Prize Sweepstakes

Participants will receive one entry into the next Grand Prize Sweepstakes Drawing on August 26th, 2013.



Civics and Education Prize Package

The lucky winner will receive a fully transferable Educational Grant from Nevada’s Higher Education System and much more!

Approximate value \$6,000!

Package includes:

- Fully transferable Educational Grant • Two night stay at Carson valley Inn in Minden, NV.
- Transportation • Breakfasts and a steakhouse dinner for two • Bottle of champagne upon arrival
- Free play at Carson Valley Inn Casino • Guided tour of Nevada’s state capital

Print Game Prizes



Participants will be eligible for a chance to win a **\$10 Amazon Gift Card**. 15 winners will be randomly selected from eligible participants on April 26th, 2013.

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ISSUE #4

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More Games, Energy Savings,
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Install at <https://nve.play-learn-win.com>



Education Treatment Mailing #5



PLAY > LEARN > WIN

LEARN A LITTLE. SAVE A LOT.

A Shining Energy Star
PLAY!
Being Sun-Smart

1



2



3



4



Which of these images is the ENERGY STAR logo found on energy-efficient appliances? Circle your answer

ANSWER 1: 1 2 3 4

Simple solutions with window coverings:



John's home in Las Vegas has two south-facing windows. During the day in the winter, he opens the window coverings to let the sun warm the house. What should he do on a hot summer day to keep the house cool, conserve energy and save on his monthly bill?

John should keep the coverings _____ .

Circle your answer

ANSWER 2: OPEN CLOSED

Out with Old, In with Efficient
LEARN!
A Window to Energy Savings

- If your central air conditioning unit is more than 12 years old, installing a new ENERGY STAR model could reduce your cooling costs by up to 30%.
- If your dishwasher was made before 1994, your utility bill is about \$40 more annually than it would be with an ENERGY STAR model – and your old dishwasher wastes roughly 10 gallons of water every time you use it.
- If your refrigerator is from the 1980s, replacing it with a new ENERGY STAR model will save you about \$100 each year in electricity costs.
- If your refrigerator is from the 1970's, an ENERGY STAR model will lower your utility bill by \$200 annually!

Winter window tips:

- Open curtains and shades during the day to let in warm sunlight.
- Close curtains and shades at night to minimize drafts.
- Install snug-fitting, insulating window shades.
- Install exterior or interior storm windows to reduce heat loss through windows by 25-50%.

Summer window tips:

- Close curtains and shades on south- and west-facing windows during the day.
- Install white blinds or curtains to reflect sunlight away from your house.
- Add awnings to south- and west-facing windows to minimize solar heat gain.

WIN!







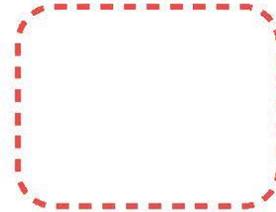


TO WIN BIG SEE THE BACK!



Submit Your Answers

- 1 Play both **games** on the front side
- 2 Text buzzword "**SUNSHINE**" to **702-800-3761** or Call **888-713-5232**
- 3 Follow the prompts to submit **game answers**



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- Breakfasts and a steakhouse dinner for two
- Bottle of champagne upon arrival
- Free play at Carson Valley Inn Casino
- Guided tour of Nevada's state capital

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ISSUE #5

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Install at <https://nve.play-learn-win.com>



Submit Your Answers

- 1 Play both **games** on the front side
- 2 Text buzzword “**SHIFT**” to **702-800-3761**
or Call **888-713-5232**
- 3 Follow the prompts to submit **game** answers



Privacy: Your phone number is only used by Play-Learn-Win to facilitate your participation in these games. It is not shared or used for any other purpose.

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Print Game Prizes



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ISSUE #6

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Education Treatment Emails



PLAY > LEARN > WIN
LEARN A LITTLE. SAVE A LOT.

Email Update Number One

Let The Games Begin

Playing the games is a fun, easy, and quick way to learn how you can lower your energy bill. It's also a great place to win prizes, since many of them don't require you to do anything more than play (no prior knowledge or skill required).

If you've already downloaded the game for your desktop, mobile phone or both, then you're all set. If you haven't, **click the "Set up now!" button.**

Set up now!

At any time, you can ask for help by going to:
nvesupport.play-learn-win.com

Coming Up Next

Game: Bring it Out in the Wash

GAME START Game Start GAME END Game End Number of questions **Number Of Questions**

Game Notes - Game Notes



PLAY > LEARN > WIN

LEARN A LITTLE. SAVE A LOT.

Email Update Number Two



The Wrap Up

Game: Bring it Out in the Wash

In the last game, you got the low-down on how to run your dishwasher and wash that load of laundry as inexpensively as you can.



Use warm water instead of hot to save 50 percent of the energy used to heat the water in a laundry cycle.



Hang clothes to dry to avoid running your clothes dryer. Dryers use 10 times the energy of washers.



Air dry your dishes to save 50 percent of your dishwashing energy use. If your dishwasher doesn't have an air dry setting, simply open the door.



Run a full, properly-loaded dishwasher once a day instead of washing dishes by hand.

Congratulations to these winners!



Ringorang Game







Education Treatment Playing Cards



J
O
K
E
R

Never use hot water again, and save 18% on your energy bills.

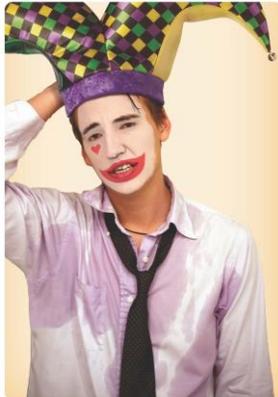


R
E
K
O
J

Never use hot water again, and save 18% on your energy bills.

J
O
K
E
R

Never use air conditioning again, and save 43% on your energy bills every summer.



R
E
K
O
J

Never use air conditioning again, and save 43% on your energy bills every summer.

J
O
K
E
R

Never wash your clothes again to save 10% on your energy bills.



R
E
K
O
J

Never wash your clothes again to save 10% on your energy bills.



JOKER Live entirely in the dark to save 12% on your energy bills.



Live entirely in the dark to save 12% on your energy bills.

REKOU

A Replace incandescent lightbulbs with compact fluorescent bulbs. For even more savings, use LED bulbs.



Replace incandescent lightbulbs with compact fluorescent bulbs. For even more savings, use LED bulbs.

K Shift your thermostat by 10°F when you leave home, and by 3°F when you're sleeping.



Shift your thermostat by 10°F when you leave home, and by 3°F when you're sleeping.

K

Q In the summer, don't ever set your thermostat below 78°F.

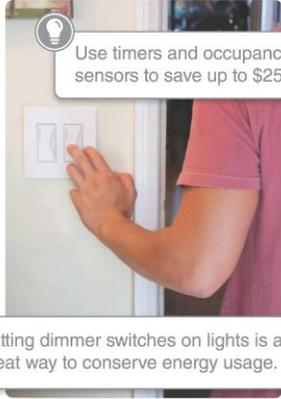


In the summer, don't ever set your thermostat below 78°F.

Q



J Turn off the lights when they're not in use. Every moment they're off saves money and energy.



Putting dimmer switches on lights is a great way to conserve energy usage.

Turn off the lights when they're not in use. Every moment they're off saves money and energy.



10 Set your water heater no higher than 120°F and wrap it in a water heater blanket.



Turn off your water heater when you leave for vacation.

Set your water heater no higher than 120°F and wrap it in a water heater blanket.



9 Get rid of the old refrigerator in your garage. It uses up to four times the energy a newer model would, inside.



Get \$50 cash from NV Energy by recycling an older refrigerator.

Get rid of the old refrigerator in your garage. It uses up to four times the energy a newer model would, inside.



8 Properly insulating your home provides big savings on heating and cooling costs.



Properly insulating your home provides big savings on heating and cooling costs.





7 Use sleep mode on your computer to save over \$200 in four years.



Use sleep mode on your computer to save over \$200 in four years.

7

6 Hang clothes to dry. Dryers use ten times more energy than washing machines.



Hang clothes to dry. Dryers use ten times more energy than washing machines.

9

5 Air dry dishes to save up to 50% of the energy used during a dishwashing cycle.



Air dry dishes to save up to 50% of the energy used during a dishwashing cycle.

5

4 Do loads of laundry drying in quick sequence. You can save energy by using the heat already in the dryer.



Do loads of laundry drying in quick sequence. You can save energy by using the heat already in the dryer.

4



3 Visit nveenergy.com for valuable resources such as bill calculators, energy saving tips, and rebate information.



Visit nveenergy.com for valuable resources such as bill calculators, energy saving tips, and rebate information.

2 Keep your fireplace damper closed to avoid energy loss.



Keep your fireplace damper closed to avoid energy loss.

A Stop air leaks by sealing small cracks and gaps throughout your home with caulk.



Stop air leaks by sealing small cracks and gaps throughout your home with caulk.

K Washing clothes in warm water instead of hot water cuts those water-heating costs in half.



Washing clothes in warm water instead of hot water cuts those water-heating costs in half.



Q Add weather-stripping around movable joints like windows and doors to seal air leaks.



Add weather-stripping around movable joints like windows and doors to seal air leaks.



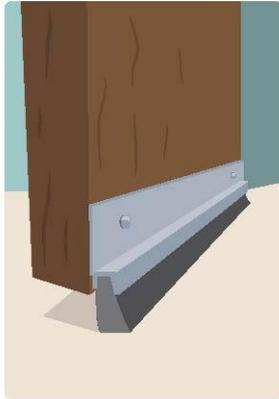
J Replacing older appliances with new Energy Star models adds up to big savings.



Replacing older appliances with new Energy Star models adds up to big savings.



10 Add or replace door sweeps. They are a low-cost way to keep cool air and warm air where they belong.



Add or replace door sweeps. They are a low-cost way to keep cool air and warm air where they belong.



6 Seal leaky ductwork to reduce the amount of air you're cooling by up to 20%.



Seal leaky ductwork to reduce the amount of air you're cooling by up to 20%.





8 Use the water-level and load-size controls on your washer to reduce water-heating costs.



Use the water-level and load-size controls on your washer to reduce water-heating costs.



7 Regularly change air filters on your furnace and air conditioner.



Purchase the right size air conditioner to cool your home for maximum efficiency and savings.

Regularly change air filters on your furnace and air conditioner.



6 Add trees and shrubs on the south and west side of your residence to provide shade and insulation.



Add trees and shrubs on the south and west side of your residence to provide shade and insulation.



5 Consult the Energy Guide label for annual operating costs when buying a new appliance.



Consult the Energy Guide label for annual operating costs when buying a new appliance.





4  Cooking outside in the summer avoids heating up your home.



4  Cooking outside in the summer avoids heating up your home.

3  If you use outdoor lighting, try solar models with motion detectors to save money.



3  If you use outdoor lighting, try solar models with motion detectors to save money.

2  Install a furnace filter whistle for a simple reminder of when it's time for a filter change.



2  Install a furnace filter whistle for a simple reminder of when it's time for a filter change.

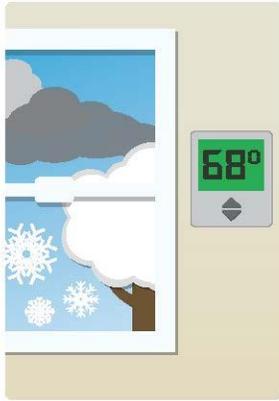
A  Use a programmable thermostat to regulate your home's temperature when you are home, away, and sleeping.



A  Use a programmable thermostat to regulate your home's temperature when you are home, away, and sleeping.



K In the winter, don't ever set your thermostat above 68°F.



In the winter, don't ever set your thermostat above 68°F.

Q Shift all the energy use you can out of weekday afternoons into the evenings.



Shift all the energy use you can out of weekday afternoons into the evenings.

J Replace older windows with energy-efficient models.



Replace older windows with energy-efficient models.

IO Visit energystar.gov for help on proper usage and settings for your thermostat.



Visit energystar.gov for help on proper usage and settings for your thermostat.



9 In the winter, keep south-facing windows clean with shades up, so sunlight can warm the house.



In the winter, keep south-facing windows clean with shades up, so sunlight can warm the house.

6

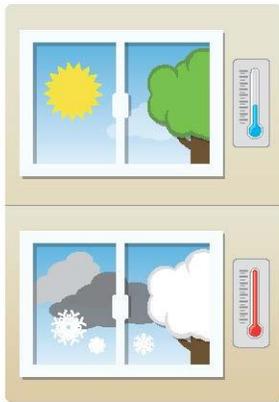
8 Keep window shades down in the summer to block the hot sun and save on cooling costs.



Keep window shades down in the summer to block the hot sun and save on cooling costs.

8

7 Keep cool in the summer and warm in the winter by keeping doors and windows shut.



Keep cool in the summer and warm in the winter by keeping doors and windows shut.

7

6 Keep the area around your outdoor air conditioner unit clean and free of obstructions.



Keep the area around your outdoor air conditioner unit clean and free of obstructions.

9



5 Set your refrigerator to 35-38°F and your freezer to 0°F.



Set your refrigerator to 35-38°F and your freezer to 0°F.



5

4 Purchase a clothes dryer with a moisture sensor. It will save energy by shutting off the dryer as soon as clothes are dry.



Purchase a clothes dryer with a moisture sensor. It will save energy by shutting off the dryer as soon as clothes are dry.



4

3 If you decorate your home during the holidays, use energy-efficient LED lights.



If you decorate your home during the holidays, use energy-efficient LED lights.



3

2 Keep lightbulbs clean to avoid turning on extra lights. Dust can reduce light output by 50%.



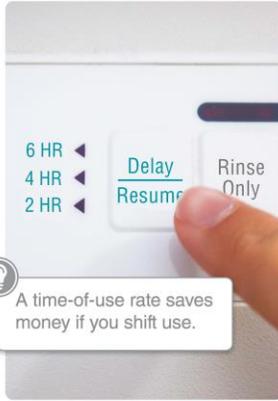
Keep lightbulbs clean to avoid turning on extra lights. Dust can reduce light output by 50%.



2



A Shifting laundry and dishwashing to late evening saves energy, and can save money too.



A time-of-use rate saves money if you shift use.

Shifting laundry and dishwashing to late evening saves energy, and can save money too.



K Take control of pool pump usage. Add a timer and schedule it to run at night.



Reduce pool pump running time by 60% to save up to \$270 a year.

Take control of pool pump usage. Add a timer and schedule it to run at night.



Q Washing dishes in a full, properly-loaded dishwasher is cheaper than washing dishes by hand.



Washing dishes in a full, properly-loaded dishwasher is cheaper than washing dishes by hand.



J Installing efficient shower heads reduces water-heating costs, and can save \$50 a year.



Installing efficient shower heads reduces water-heating costs, and can save \$50 a year.





10 Conduct an energy audit to discover cost-effective measures to reduce energy waste.



Get do-it-yourself advice or find a professional auditor at nve.play-learn-win.com/energyaudit

Conduct an energy audit to discover cost-effective measures to reduce energy waste.



9 Turning down the temperature on your pool heater can provide big savings.



Turning down the temperature on your pool heater can provide big savings.



8 Cover your pool. It can save energy by reducing evaporation waste, keeping heat in, and keeping the pool clean.



Cover your pool. It can save energy by reducing evaporation waste, keeping heat in, and keeping the pool clean.



7 Use power strips and switch them off to eliminate energy waste when electronics are not in use.



Use power strips and switch them off to eliminate energy waste when electronics are not in use.





6 Use fans - moving air will keep spaces more comfortable, even if you don't lower your thermostat.

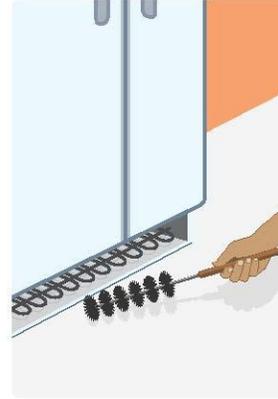


Just like your lights... turn off fans when you leave a room!

Use fans - moving air will keep spaces more comfortable, even if you don't lower your thermostat.



5 Keep refrigerator coils clean to keep the refrigerator running efficiently and save energy.



Keep refrigerator coils clean to keep the refrigerator running efficiently and save energy.



4 Install faucet aerators. You can save energy by reducing the volume of hot water you use.



Install faucet aerators. You can save energy by reducing the volume of hot water you use.



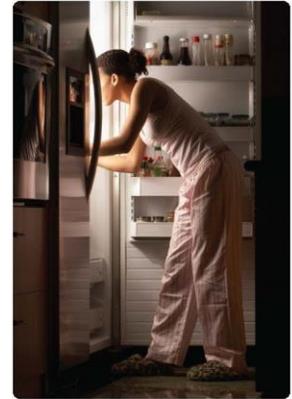
3 Don't run heat-generating appliances during the day in summer. The heat can make your air conditioner work harder.



Don't run heat-generating appliances during the day in summer. The heat can make your air conditioner work harder.



2 Keep the refrigerator door closed when possible. Thirty percent of the cold air escapes every time you open the door.



Keep the refrigerator door closed when possible. Thirty percent of the cold air escapes every time you open the door.





Education Survey

Play-Learn-Win Opening Survey

Thanks for participating in our survey!

Participants who complete the survey in less than 10 minutes will be entered in a drawing to win one of five \$5 Amazon.com Gift Cards. Enter the identifying information below to get started.

1. Please enter the following information:

Last Name:

Email Address:

2. 90% of the energy used by your washing machine is used to do what?

Heat water

3. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

4. If you wanted to save 50% of the energy used by your dishwasher in a normal cycle, how would you do it?

Air Dry

5. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

6. What uses more energy - washing machines or dryers?

Washing machines

Dryers

7. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

8. Which of these uses more energy?

Washing dishes by hand

Running a fully-loaded dishwasher

9. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.



Play-Learn-Win Opening Survey

10. What do you think is the most cost-efficient way to reduce energy waste?

Seal Leaks

11. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

12. Many homes lose 20% of their air-conditioned air: why?

Leaky ductwork

13. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

14. What would you use to seal air leaks around moveable items like windows?

add weather-stripping

15. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

16. Compact fluorescent light (CFL) bulbs use how much less energy per hour of use than incandescent light bulbs (insert percentage)?: _____%.

75%

17. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

18. Light-emitting diode (LED) bulbs use how much less energy per hour of use than Compact fluorescent light (CFL) bulbs (insert percentage)?: _____%

0 to 5% depending on who provides the information

19. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.



Play-Learn-Win Opening Survey

20. The price we pay for electricity right now, during a weekday afternoon, is (insert price): _____ cents/kilowatt-hour.

21. How sure are you of your answer above? Please rank in percentage terms: I am _____ % sure my answer is right.

22. If you wanted to save about 15% on your summer cooling costs, you would set your thermostat no lower than (insert degrees): _____.

23. How sure are you of your answer above? Please rank in percentage terms: I am _____ % sure my answer is right.

24. If you wanted to save about 15% on your winter heating costs, you would set your thermostat no higher than (insert degrees): _____.

25. How sure are you of your answer above? Please rank in percentage terms: I am _____ % sure my answer is right.

26. How would you use a power strip to save energy?

27. How sure are you of your answer above? Please rank in percentage terms: I am _____ % sure my answer is right.

28. Where would you go first to get information about how to save energy?

29. How sure are you of your answer above? Please rank in percentage terms: I am _____ % sure my answer is right.



Play-Learn-Win Opening Survey

30. In your home, in order, name the three appliances or other energy uses that use the most energy:

1.
2.
3.

31. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

32. your electric bill includes charges for your household's electricity use, but it also includes other charges. Name two of them:

1.
2.

33. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

34. In the simplest terms, describe the four steps required to program a thermostat:

1.
2.
3.
4.

35. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

36. When your household is on a time-of-use (TOU) rate, what's the best way to save energy?

To save energy, fix leaks, insulate and set set thermostat correctly to save money, move loads to off peak

37. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.



Play-Learn-Win Opening Survey

38. Which of the following is closest to your personal opinion:

- We've already done just about everything we can to save energy.
- There's more we could do to save energy, but it wouldn't be easy.
- There's more we could do to save energy, but we really don't want to.
- There's more we could do to save energy, but it wouldn't save much money.
- There's more we could do to save energy, and we'll try out new things as we learn about them.

39. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

40. Who is the MOST responsible for high electric bills (choose one):

- the utility, because the utility sends the bills
- the regulator, because the regulators decide on the rates
- the customer, because the customer uses the electricity
- the legislature, because they set the laws in place
- the home builders and appliance manufacturers, because they design things

41. How sure are you of your answer above? Please rank in percentage terms: I am _____% sure my answer is right.

Survey Weighting

To accomplish this adjustment, weights were developed that could be applied to the survey data to correct for the observed differences between the survey respondents and the population of households eligible for the Education Treatment. Two packages from the statistical programming language R were used to make the weights and use them to adjust and analyze the survey data.

- Anesrake is an R package that allows an analyst to specify marginal proportions for one or many variables and then iteratively calculates weights to fit the sample to those values. For this analysis, population percentages were calculated from Play-learn-Win participation data.
- Functions from the survey package for R were used to analyze the weighted data. Using these R functions, the variances and degrees of freedom for the weighted data could be correctly calculated. This accounted for the effects of the weights in analyses using it. It can also calculate design effects on a per variable basis, the design effect.



Baseline Survey

NDPT Baseline Questionnaire

For a new survey:

Hello, my name is [_____].

A1. Have I reached the [**Last name**] residence?

- a. Yes (**continue**)
- b. No (**thank the interviewee for their time and record disposition**)

I am calling from the University of Las Vegas Cannon Survey Center on behalf of NV Energy. I'm not selling anything -- NV Energy regularly surveys their customers to learn how to provide better service.

A2. Are you 18 years of age or older -- and a person in the household who could answer a few questions about your household's energy use?

- a. Yes (**continue**)
- b. No, I'm the wrong person to talk to (**thank the interviewee for their time and try to schedule a callback with the right person**)
- c. No, I don't have time right now. (**thank the interviewee for their time and try to reschedule the call with them**)
- d. No, I don't want to be surveyed (**thank the interviewee for their time and record disposition**)

Thank you for helping us today. I can assure you that this survey is completely voluntary and that NV Energy uses your survey responses only for statistical purposes. If we come to any question you don't want to answer, just let me know -- we'll skip that question and move on.

[If asked about length: "Our conversation will last approximately 20 minutes."]
[If we run out of time, we can call back to pick up where we left off.]

If you complete the entire survey with us, you'll be entered into a sweepstakes drawing to receive a \$1,000 prize. Someone who completes this survey in the next few days with us will receive the \$1,000 prize.

For a callback survey:

Hello, my name is [_____].

A1. Have I reached the [**Last name**] residence?

- c. Yes (**continue**)
- d. No (**thank the interviewee for their time and record disposition**)

I am calling from the University of Las Vegas Cannon Survey Center on behalf of NV Energy. I'm not selling anything -- NV Energy regularly surveys their customers to learn how to provide better service.

Earlier, we spoke with [name] who suggested that we call back now.

OR

Earlier, we began our survey with you and you suggested we call back now to finish it.



- A2. Are you 18 years of age or older -- and a person in the household who could answer a few quick questions about your household's energy use?
- e. Yes (**continue**)
 - f. No, I'm still the wrong person to talk to (**thank the interviewee for their time and try to schedule a callback with the right person**)
 - g. No, I don't have time right now. (**thank the interviewee for their time and try to reschedule the call with them**)
 - h. No, I don't want to be surveyed (**thank the interviewee for their time and record disposition**)

Thank you for helping us today. Please remember that this survey is completely voluntary and that NV Energy uses your survey responses only for statistical purposes. If we come to any question you don't want to answer, just let me know -- we'll skip that question and move on.

And again - if you complete the entire survey with us, you'll be entered into a sweepstakes drawing to receive a \$1,000 prize. Someone who completes this survey in the next few days with us will receive the \$1,000 prize.

[Rotate the order of the three sections of questions (B, C and D) through the surveying]

First, we have a few questions about your household.

- B1. Including yourself, how many adults, 18 or over, currently live in your household? What are their genders?
- a. **[You will be prompted to record the number and gender of each]**
 - b. Don't know
 - c. Refused
- B2. Including yourself, how many of these adults are over 65?
- a. **[Record the number]**
 - b. Don't know
 - c. Refused
- B3. How many children under the age of 18 live in your household at least part of the week? What are their genders?
- a. **[Record the number and gender of each]**
 - b. Don't know
 - c. Refused
- B4. Does anyone in your household have a chronic illness or disability that requires regular or occasional in-home medical treatment?
- a. Yes
 - b. No
 - c. Don't know
 - d. Refused
- B5. Is there someone home Monday to Friday, sometime between 1 pm and 5 pm at least one day a week?
- a. Yes
 - b. No
 - c. Don't know
 - d. Refused



B6. Is there anyone in your household working full-time for pay?

- a. Yes
- b. No
- c. Don't know
- d. Refused

B7. Do you or anyone else in your household have a job where you work at home at least one weekday a week, rather than go to an office or some other location?

- a. Yes
- b. No
- c. Don't know
- d. Refused

B8. Do you remember receiving information from NV Energy sometime in the last few months asking you to participate in a utility test or trial?

- a. Yes **[If yes, ask if the information was useful in helping decide whether or not to participate – Yes, No, Don't Know, or Refused]**
- b. No
- c. Don't know
- d. Refused

B9. What languages are regularly spoken in your home? **[Check all that apply]**

- a. English
- b. Spanish
- c. Chinese
- d. Korean
- e. Vietnamese
- f. Russian
- g. Other **[If selected, ask what it is and record it as a verbatim]**
- h. Don't know
- i. Refused

B10. Last year -- that is, in 2012 -- what was your approximate total income from all sources, before taxes? Just stop me when I get to the right category.

- a. Less than \$10,000
- b. \$10,000 to \$20,000
- c. \$20,000 to \$30,000
- d. \$30,000 to \$40,000
- e. \$40,000 to \$75,000
- f. \$75,000 to \$90,000
- g. \$90,000 to \$100,000
- h. \$100,000 to \$150,000
- i. \$150,000 or more
- j. Don't Know
- k. Refused

B11. What is the LAST grade or class that you COMPLETED in school?

- a. Less than high school
- b. Some high school



- c. High School or GED certificate
- d. Technical, trade, or vocational school AFTER high school
- e. Some college (includes Associate Degree)
- f. College graduate
- g. Graduate or professional schooling after college
- h. Don't Know
- i. Refused

B11. In what year were you born?

- a. **[Record the year]**
- b. Don't know
- c. Refused

B12. How many years have you lived in Nevada?

- a. **[Record the number]**
- b. Don't know
- c. Refused

B13. In what year did you move into this home [**approximate**]?

- a. Before 1970
- b. 1970s
- c. 1980s
- d. 1990-1994
- e. 1995-1999
- f. 2000-2005
- g. 2006-2010
- h. 2011 or later
- i. Don't know
- j. Refused

B14. How much longer do you plan to live in this home [**approximate**]?

- a. Less than one year
- b. 1-3 years
- c. 3-5 years
- d. 5-10 years
- e. 10-20 years
- f. Longer than 20 years
- g. Don't know
- h. Refused

B15. Has anyone in your household ever worked for NV Energy?

- a. Yes, one or more of us work now for NV Energy
- b. Yes, one or more of us once worked for NV Energy
- c. No
- d. Don't know
- e. Refused

B16. What is the racial or ethnic background of the household?

- a. Hispanic or Latino
- b. White, not of Hispanic origin



- c. Black, not of Hispanic origin
- d. Asian or Pacific Islander
- e. American Indian or Alaskan Native
- f. Multi-racial or multi-ethnic
- g. Don't know
- h. Refused

Next, we have a few questions about your home, and how your home uses energy.

- C1. Does your home have central air conditioning?
- a. Yes [*If yes, ask and record how old the system is in years*]
 - b. No
 - c. Don't know
 - d. Refused
- C2. Does your home have any room air conditioners?
- a. Yes [*If yes, ask how many, record the number ask and record how old they are in years*]
 - b. No
 - c. Don't know
 - d. Refused
- C3. Do you have a programmable thermostat?
- a. Yes [*If yes, ask if the programmable thermostat is now set to automatically change temperature during the day when no one is home, and record Yes, No, or Don't Know*]
 - b. No
 - c. Don't know
 - d. Refused
- C4. Do you have a clothes dryer?
- a. Yes [*If selected, ask what fuel it uses – electric, gas, propane, other don't know, refused -- and record it*]
 - b. No
 - c. Don't know
 - d. Refused
- C5. What is your home's **primary** method of cooling during the summer?
- a. Central air conditioning
 - b. Fans
 - c. Window or wall (room) air conditioning units
 - d. Swamp (evaporative) cooler
 - e. Heat pump
 - f. Something else [*If selected, ask what it is and record it as a verbatim*]
 - g. None
 - h. Don't Know
 - i. Refused
- C6. What is your home's **primary** method of heating during the winter?
- a. Electric furnace
 - b. Natural gas-fired furnace
 - c. Oil-fired furnace
 - d. Propane-fired furnace



- e. Steam or water boiler
- f. Baseboard/resistance heating
- g. Heat pump (air source or ground source)
- h. Portable room electric heaters
- i. Wood (for example, fireplace or wood stove)
- j. Something else [***If selected, ask what it is and record it as a verbatim***]
- k. None
- l. Don't know
- m. Refused

C7. I'm going to read you a list of some major appliances and pieces of equipment. One by one, please tell me if you have that item in your home, and if you have more than one, how many you have.

- a. Water heater [***If selected, ask what type -- conventional, on-demand, tankless, indirect, heat pump or don't know -- and record it***]
- b. Swimming pool pump
- c. Spa or hot tub
- d. Refrigerator
- e. Second refrigerator
- f. Stand-alone freezer separate from your refrigerator
- g. Washing machine [***If selected, ask whether top-loading or front-loading and record it***]
- h. Clothes dryer
- i. Dishwasher
- j. Electric range/stovetop
- k. Gas-fired range/stovetop
- l. Electric oven
- m. Gas-fired oven
- n. Microwave oven
- o. Computer with Internet access [***If selected, ask how many, and how many hours per day each is on, and record it as a verbatim***]
- p. Computer printer
- q. Televisions
- r. Game devices (e.g., Xbox, Playstation, Wii)
- s. Sound/entertainment system
- t. Whole-house fan
- u. Electric attic fan
- v. Portable or ceiling fans
- w. Other [***If selected, ask what it is and record it as a verbatim***]
- x. Don't know
- y. Refused

C8. Do you have access to the Internet in your home?

- a. Yes
- b. No
- c. Don't know
- d. Refused

C9. I'm going to read you a list of some energy-related equipment and features. One by one, please tell me if you have that item in your home.

- a. Energy-efficient appliances (for example, ENERGY STAR-rated appliances)
- b. Compact fluorescent light bulbs (CFLs)



- c. LED light bulbs
- d. Energy-efficient windows
- e. Energy-efficient window coatings (for example, solar films)
- f. Programmable thermostats
- g. Lighting dimmer switches
- h. Motion sensors to turn lights, fans, or other equipment on or off
- i. Home energy display
- j. Other **[If selected, ask what it is and record it as a verbatim]**
- k. Don't know
- l. Refused

C10. In what year was your home built **[approximate]**?

- a. Before 1970
- b. 1970s
- c. 1980s
- d. 1990-1994
- e. 1995-1999
- f. 2000-2005
- g. 2006-2010
- h. 2011 or later
- i. Don't know
- j. Refused

C11. I'm going to read you a list of typical home repairs. One by one, to the best of your knowledge, please tell me if any of these repairs have been completed since your home was built. [If so, in approximately what year was the work done?]

- a. Doors
- b. Windows
- c. Air conditioning or other cooling system
- d. Heating system
- e. Electric wiring
- f. Kitchen appliances
- g. Other appliances
- h. Security system
- i. Garage

C12. I'm going to read you a list of home renovations and improvements. One by one, to the best of your knowledge, please tell me if any of these projects have been completed since your home was built. If so, in approximately what year was the work done? [Enter 0 if not done, 9999 for DK/Refuse, or the year if done.]

- a. Attic, wall or ceiling insulation
- b. Windows
- c. Air conditioning system
- d. Heating system
- e. Renewable energy (for example, solar panels)
- f. Kitchen
- g. Bathroom
- h. Security system
- i. One or more additional rooms added
- j. Garage
- k. Don't know



i. Refused

C13. Approximately how many square feet does your home include today?

- a. Under 500 square feet
- b. 501-1,000 square feet
- c. 1,001-1,500 square feet
- d. 1,501-2,000 square feet
- e. 2,001-2,500 square feet
- f. 2,501-3,000 square feet
- g. 3,001-3,500 square feet
- h. more than 3,500 square feet **[If selected, ask what it is and record it as a verbatim]**
- i. Don't know
- j. Refused

C14. What is your ZIP code?

- a. [_____]
- b. Don't know
- c. Refused

C15. I'm going to read you a list of types of homes. Please tell me which type best matched your home.

- a. Single-family
- b. Duplex or two-family
- c. Apartment or condominium in a two-four unit building
- d. Apartment or condominium in a building with more than four units
- e. Townhouse or row house (adjacent walls to another house)
- f. Mobile home or house trailer
- g. Other **[If selected, ask what it is and record it as a verbatim]**
- h. Don't know
- i. Refused

C16. Does your home have natural gas as well as electricity?

- a. a. Yes **[If selected, ask how much the monthly gas bill averages, and record it as a verbatim]**
- b. No
- c. Don't know
- d. Refused

C17. What type of telephone service do you have in your household?

- a. A single land-line
- b. A single wireless line
- c. Multiple land-lines
- d. Multiple wireless lines
- e. A single land-line and a single wireless line
- f. A single land-line and multiple wireless lines
- g. Multiple land-lines and a single wireless line
- h. Multiple land-lines and multiple wireless lines
- i. Don't know
- j. Refused

Finally, we have a few questions about what you think and do about energy.



D1. Which of the following ranges includes your comfort level for your main home thermostat when you're home during the day in the summer?

- a. Lower than 70 degrees
- b. Between 70 and 74 degrees
- c. Between 75 and 79 degrees
- d. Between 80 and 85 degrees
- e. Higher than 85 degrees
- f. Don't know
- g. Refused

D2. Which of the following ranges includes your comfort level for your main home thermostat when you're home during the day in the winter?

- a. Lower than 60 degrees
- b. Between 60 and 64 degrees
- c. Between 65 and 70 degrees
- d. Between 70 and 75 degrees
- e. Higher than 75 degrees
- f. Don't know
- g. Refused

D3. Which of the following statements best describes how your household usually operates your air conditioning system?

- a. Maintain the thermostat setting at a constant temperature
- b. Change the thermostat setting depending on whether or not anyone is at home
- c. Change the thermostat setting manually as needed
- d. Someone programs the thermostat to automatically change settings at different times
- e. Someone programs an energy management system
- f. Turn the air conditioning on or off manually as needed
- g. We don't have an air conditioning system
- h. Don't know
- i. Refused

D4. Which of the following best describes how your household uses air conditioning on a typical very hot weekday afternoon?

- a. Use as much as we'd like
- b. Use less than we'd like, but we're not really uncomfortable
- c. Use much less than we'd like, so we're a little uncomfortable
- d. Use as little as possible, so we're really uncomfortable
- e. If we can, we go out of the house rather than use air conditioning
- f. Almost all of the time, no one is home on weekday afternoons
- g. No one is home at all on weekday afternoons
- h. Don't know
- i. Refused

D5. How much time in total do you and the other members of your household typically spend on the Internet in your home?

- a. A few minutes a week
- b. A few minutes a day
- c. A few minutes a day up to an hour per day
- d. 1-2 hours per day



- e. 2-3 hours per day
- f. more than 3 hours per day
- g. None
- h. Don't know
- i. Refused

D6. I'm going to read you a list of actions some households take. One by one, please tell me if your household has undertaken that action.

- a. Turning off lights and appliances when not in use
- b. Changing the thermostat setting for times when no one is home
- c. Increasing refrigerator or freezer temperatures
- d. Reducing water heater temperature
- e. Reducing the hours of pool pump and spa operations
- f. Fill the dishwasher to capacity before using
- g. Cleaning vents that affect air flow in the home
- h. Installing low-flow showerheads
- i. Fill the clothes washer to capacity before using
- j. Wash and rinse laundry in cold water, rather than warm or hot water
- k. Cleaning or replacing heating or air conditioning filters
- l. Installing timers, dimmers, or motion detectors on lighting
- m. Caulking or weather-stripping windows and/or doors
- n. Take shorter showers
- o. Installing programmable thermostats
- p. Replacing air conditioning use with fan use
- q. Installing a water heater blanket
- r. Turn off the lights when the last person leaves the room
- s. Having a home energy audit from NV Energy
- t. Turn off computers, televisions, and game devices when not in use
- u. Closing blinds and covering windows during the summer
- v. Opening blinds and removing covers from windows during the winter
- w. Other **[if selected, ask what it is and record it as a verbatim]**
- x. Don't know
- y. Refused

D7. I'm going to read you a list of different times during the week. In a typical week, during which of these periods do you believe your household is likely to use the **MOST** electricity?

- a. Weekday mornings and midday, from 7 am until 2 pm
- b. Weekday afternoons and early evening, from 2 pm until 7 pm
- c. Weekday evenings later, from 7 pm until 10 pm
- d. Weekdays at night, from 10 pm until 7 am
- e. Weekends, any time
- f. Don't know

D8. How much is your household's typical monthly electric bill in the summer?

- a. under \$100
- b. \$100-149
- c. \$150-199
- d. \$200-249
- e. \$250-299
- f. \$300-349



- g. \$350-399
- h. \$400 or more **[If selected, ask what it is and record it as a verbatim]**

D9. How much is your household's typical monthly electric bill in the winter?

- a. under \$100
- b. \$100-149
- c. \$150-199
- d. \$200-249
- e. \$250-299
- f. \$300-349
- g. \$350-399
- h. \$400 or more **[If selected, ask what it is and record it as a verbatim]**

D10. How do you pay your NV Energy bill?

- a. Through the mail
- b. Through the website by credit card
- c. In-person at a service location
- d. Automatically as a deduction from a bank account
- e. Don't know
- f. Refused

D11. What is the best estimate of how much time you and the other members of your household typically spend thinking or talking about energy use at home?

- a. Every day, for at least a few minutes
- b. Most days, for at least a few minutes
- c. Once or twice a week
- d. A few times a month
- e. A couple of times a month
- f. Once a month, in order to pay the NV Energy bill
- g. Once a month, only in order to pay the NV Energy bill
- h. We don't spend any time thinking or talking about energy use at home
- i. Other
- j. Don't know
- k. Refused

D12. Are you, or another adult in your household, involved with any community service groups?

- a. Yes
- b. No
- c. Don't know
- d. Refused

Please tell me whether you believe each of these statements is true, or is false, or you're not sure.

D13. I am the person in my household who pays the NV Energy bill.

- a. True
- b. False
- c. Not sure
- d. Refused

D14. Someone in my household pays our electric bill through the NV Energy website.



- a. True
- b. False
- c. Not sure
- d. Refused

D15. Someone in my household looks at our NV Energy myAccount information on the NV Energy website at least once a month.

- a. True
- b. False
- c. Not sure
- d. Refused

D16. In our household, we would still be comfortable summer afternoons if our thermostat setting were two degrees higher than it usually is.

- a. True
- b. False
- c. Not sure
- d. Refused

D17. In our household, we would still be comfortable summer afternoons if our thermostat setting were four degrees higher than it usually is.

- a. True
- b. False
- c. Not sure
- d. Refused

D18. In our household, we would still be comfortable winter nights if our thermostat setting were two degrees lower than it usually is.

- a. True
- b. False
- c. Not sure
- d. Refused

D19. In our household, we would still be comfortable winter nights if our thermostat setting were four degrees lower than it usually is.

- a. True
- b. False
- c. Not sure
- d. Refused

D20. In our household, we'd like to learn more about how to use less energy.

- a. True
- b. False
- c. Not sure
- d. Refused

D21. In our household, we'd like to learn more about how to save money on our household's energy bills.

- a. True
- e. False
- f. Not sure



g. Refused

D22. In our household, we'd like to be placed on a new energy rate that charged us less for energy during 'off-peak' times, even though it charged me more for energy use during weekday afternoon 'peak' times.

- a. True
- b. False
- c. Not sure
- d. Refused

D23. In our household, we'd be willing to change when we used energy, if that change might save us money on our electric bills.

- a. True
- b. False
- c. Not sure
- d. Refused

D24. In our household, we'd like to have a new programmable thermostat that could work with a new website to improve the performance of our heating and cooling system.

- a. True
- b. False
- c. Not sure
- d. Refused

D25. In our household, we'd use a new thermostat and website to find ways to save us money on our electric bills.

- a. True
- b. False
- c. Not sure
- d. Refused

D26. In our household, we would change the way we use energy in order to help the environment.

- a. True
- b. False
- c. Not sure
- d. Refused

D27. In our household, we would change the way we use energy in order to better manage our home.

- a. True
- b. False
- c. Not sure
- d. Refused

D28. In our household, we would change the way we use energy in order to learn some new things, or have fun.

- a. True
- b. False
- c. Not sure
- d. Refused

D29. In our household, at least one person understands what smart metering is all about.



- a. True
- b. False
- c. Not sure
- d. Refused

D30. Someone in our household has shifted energy use away from weekday afternoons, to evenings, or other times.

- a. True
- b. False
- c. Not sure
- d. Refused

D31. Someone in my household has tried raising the thermostat temperature in the summer, to see if we could use less air-conditioning and still be comfortable enough.

- a. True
- b. False
- c. Not sure
- d. Refused

D32. Electricity is more expensive for my household to use on weekday afternoons, than at other times.

- a. True
- b. False
- c. Not sure
- d. Refused

D33. NV Energy has installed a smart meter at my house.

- a. True
- b. False
- c. Not sure
- d. Refused

D34. I know about how much NV Energy charges my household for each kilowatt-hour of electricity we use.

[If True, ask what that charge is, and record it as a verbatim]

- a. True
- b. False
- c. Not sure
- d. Refused

D35. I understand many of the ways households can practice energy conservation and efficiency.

- a. True
- b. False
- c. Not sure
- d. Refused

D36. In our household, at least one person understands all about programming our thermostats.

- a. True
- b. False
- c. Not sure
- d. Refused



That's it! Thank you very much for your assistance. If you would like us to send you a copy of the final survey results by e-mail, and enter you in the \$1,000 prize drawing open only to those who have completed the survey like you, please give us an e-mail address [***If provided, record the e-mail address as a verbatim***].



Appendix F: Billing

Year 0 Summer North CPP EPP Customer Bill

THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] RENO, NV 89521
 Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

| | | | |
|-----------|----------------------|-------------|------------------|
| 7/17/2012 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| E A13 B13 | Aug 13, 2012 | Aug 2, 2012 | \$111.23 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$116.00 | \$116.00CR | \$0.00 | \$0.00 | \$111.23 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvernergy.com.

As previously communicated, BTER and DEAA rates changed July 1, 2012. This is a transitional bill which shows the prior and new rate schedules. Your next bill will display the new rate changes.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| EQUAL PAYMENT PLAN (EPP) SUMMARY | | | |
|----------------------------------|-----------------------|--------------------|--|
| IMPORTANT MESSAGE | | | |
| | <u>Actual Amounts</u> | <u>EPP Amounts</u> | |
| Balance Forward | 185.39CR | .00 | |
| Current Charges | 138.51 | 111.23 | |
| Total Amount Due | \$46.88CR | \$111.23 | |

| ELECTRIC - DOMESTIC SERVICE | | | | | | | | |
|-----------------------------|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Jun 12 | Jul 12 | 30 | 619 | 1650 | 1 | 1,031 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO: NV ENERGY



| | |
|------------------------------------|-----------------|
| ACCOUNT NUMBER | [REDACTED] |
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 111.23 |
| TOTAL AMOUNT DUE | \$111.23 |
| Current Charges due by Aug 2, 2012 | |

Service Address: [REDACTED] RENO, NV 89521

DO NOT PAY!
 The above amount will be withdrawn from your bank account on or after the due date.

89520

THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] RENO, NV 89521
 Customer Premises: [REDACTED]

| ELECTRIC - DOMESTIC SERVICE - Continued | | | |
|---|----------|------------------|-----------------|
| ELECTRIC CONSUMPTION (PRIOR RATE) | 618.60 | KWH x .1029000 | 63.65 |
| ELECTRIC CONSUMPTION (NEW RATE) | 412.40 | KWH x .1009000 | 41.61 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | 618.60 | KWH x .0131500CR | 8.13CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | 412.40 | KWH x .0106500CR | 4.39CR |
| TEMP. GREEN POWER FINANCING (TRED) | 1,031.00 | KWH x .0014200 | 1.47 |
| RENEWABLE ENERGY PROGRAM (REPR) | 1,031.00 | KWH x .0059500 | 6.13 |
| ENERGY EFFICIENCY (EE) CHARGE | 1,031.00 | KWH x .0029800 | 3.07 |
| BASIC SERVICE CHARGE | | | 9.25 |
| LOCAL GOVERNMENT FEE | | 4% | 4.50 |
| UNIVERSAL ENERGY CHARGE | 1,031.00 | KWH x .0003900 | .40 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 1,031.00 | KWH x .0015900 | 1.64 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$119.20 |

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
|---------------|----------|-------|-----------------|------------------|
| THIS MONTH | 30 | 1,031 | 34.4 | 3.97 |
| LAST MONTH | 32 | 504 | 15.8 | |
| LAST YEAR | 30 | 801 | 26.7 | |

| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | | | |
|---------------------------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|------------|-----------------|---------------|
| Meter Number | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU | Pressure Factor | Billing Usage |
| [REDACTED] | Jun 12 | Jul 12 | 30 | 6050 | 6069 | 0.0010 | 1032.35500 | .86200 | 17 |

| | | | |
|---|-------|-----------------------|----------------|
| GAS CONSUMPTION CHARGE (PRIOR RATE) | 10.20 | THERMS x 0.8143200 | 8.30 |
| GAS CONSUMPTION CHARGE (NEW RATE) | 6.80 | THERMS x 0.7306400 | 4.97 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | 10.20 | THERMS x 0.1993300 CR | 2.03CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | 6.80 | THERMS x 0.1858300 CR | 1.26CR |
| RENEWABLE ENERGY PROGRAM (REPR) | 17.00 | THERMS x 0.0023300 | .04 |
| BASIC SERVICE CHARGE | | | 8.50 |
| LOCAL GOVERNMENT FEE | | 4% | .74 |
| UNIVERSAL ENERGY CHARGE | 17.00 | THERMS x 0.0033000 | .05 |
| TOTAL GAS SERVICE AMOUNT | | | \$19.31 |

| USAGE HISTORY | NO. DAYS | GAS THERMS | AVG THERMS PER DAY | AVG COST PER DAY |
|---------------|----------|------------|--------------------|------------------|
| THIS MONTH | 30 | 17 | 0.6 | 0.64 |
| LAST MONTH | 32 | 22 | 0.7 | |
| LAST YEAR | 30 | 13 | 0.4 | |

Year 1 Summer North CPP EPP Customer Bill

B 9297 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 1 of 3
 Service Address: [REDACTED] RENO, NV 89521
 Customer Premises: [REDACTED]
 Co-Applicants: [REDACTED]

B 9298 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 2 of 3
 Service Address: [REDACTED] RENO, NV 89521
 Customer Premises: [REDACTED]

| | | | |
|-----------|----------------------|--------------|------------------|
| 7/04/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| E A21 B21 | Jul 31, 2013 | Jul 22, 2013 | \$110.08 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$107.30 | \$107.30CR | \$.00 | \$.00 | \$110.08 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13north.

Your bill presentation has changed. With the installation of smart meters, the company is able to eliminate proration of usage in a billing cycle with a rate change. The most significant changes will be seen by TOU customers. TOU customers will see more detailed line item charges within TOU periods. If your smart meter has not yet been installed, and your billing cycle contains a rate change your bill is still being prorated based on the days of service.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| EQUAL PAYMENT PLAN (EPP) SUMMARY | | |
|----------------------------------|-----------------------|--------------------|
| IMPORTANT MESSAGE | | |
| | <u>Actual Amounts</u> | <u>EPP Amounts</u> |
| Balance Forward | 97.75CR | .00 |
| Current Charges | 96.10 | 110.08 |
| Total Amount Due | \$1.65CR | \$110.08 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



| | | |
|----------------|--|-----------------|
| ACCOUNT NUMBER | BALANCE FORWARD | .00 |
| [REDACTED] | CURRENT CHARGES | 110.08 |
| | TOTAL AMOUNT DUE | \$110.08 |
| | Current Charges due by Jul 22, 2013 | |

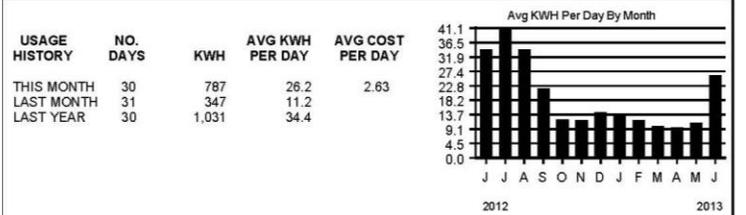
Service Address: [REDACTED] RENO, NV 89521

ZNDPT2

DO NOT PAY!
 The above amount will be withdrawn from your bank account on or after the due date.

89520

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP | | | | | | | | | |
|--------------------------------------|-------------------------------------|---------------------|--------|-----------|-------------------------|----------------|------------------|----------------|--|
| Meter Number | Service Category | Service Period From | To | Bill Days | Meter Readings Previous | Current | Meter Multiplier | Billing Usage | |
| [REDACTED] | Win On | May 31 | Jun 30 | 30 | 257 | 587 | 1 | 330 | |
| | Win Off | May 31 | Jun 30 | 30 | 700 | 1157 | 1 | 457 | |
| | Sum On | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 | |
| | Sum Mid | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 | |
| | Sum Off | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 | |
| | Sum CP | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 | |
| | WINTER ON PEAK USE (5PM-9PM) | | | | 330.000 | KWH x .09616 | | 31.73 | |
| | DEFERRED ENERGY ADJUSTMENT | | | | 330.000 | KWH x .00493CR | | 1.63 CR | |
| | TEMP. GREEN POWER FINANCING (TRED) | | | | 330.000 | KWH x .00095 | | .31 | |
| | RENEWABLE ENERGY PROGRAM (REPR) | | | | 330.000 | KWH x .00669 | | 2.21 | |
| | ENERGY EFFICIENCY (EE) CHARGE | | | | 330.000 | KWH x .00226 | | .75 | |
| | UNIVERSAL ENERGY CHARGE | | | | 330.000 | KWH x .00039 | | .13 | |
| | WASHOE CO. UNDERGROUNDING SURCHARGE | | | | 330.000 | KWH x .00159 | | .52 | |
| | WINTER OFF PEAK USE (9PM-5PM) | | | | 457.000 | KWH x .06295 | | 28.77 | |
| | DEFERRED ENERGY ADJUSTMENT | | | | 457.000 | KWH x .00493CR | | 2.25 CR | |
| | TEMP. GREEN POWER FINANCING (TRED) | | | | 457.000 | KWH x .00095 | | .43 | |
| | RENEWABLE ENERGY PROGRAM (REPR) | | | | 457.000 | KWH x .00669 | | 3.06 | |
| | ENERGY EFFICIENCY (EE) CHARGE | | | | 457.000 | KWH x .00226 | | 1.03 | |
| | UNIVERSAL ENERGY CHARGE | | | | 457.000 | KWH x .00039 | | .18 | |
| | WASHOE CO. UNDERGROUNDING SURCHARGE | | | | 457.000 | KWH x .00159 | | .73 | |
| | BASIC SERVICE CHARGE | | | | | | | 9.25 | |
| | LOCAL GOVERNMENT FEE | | | | | | 5% | 3.68 | |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$78.90 | |



| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | | | |
|---------------------------------------|---------------------------------|--------|-----------|-------------------------|---------|---------------------|------------|-----------------|---------------|
| Meter Number | Service Period From | To | Bill Days | Meter Readings Previous | Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage |
| [REDACTED] | May 31 | Jun 30 | 30 | 6871 | 6889 | 0.0010 | 1032.64500 | .86200 | 16 |
| | GAS CONSUMPTION CHARGE | | | | 16.000 | THERMS x 0.66233 | | | 10.60 |
| | DEFERRED ENERGY ADJUSTMENT | | | | 16.000 | THERMS x 0.17687 CR | | | 2.83 CR |
| | RENEWABLE ENERGY PROGRAM (REPR) | | | | 16.000 | THERMS x 0.00365 | | | .06 |
| | BASIC SERVICE CHARGE | | | | | | | | 8.50 |
| | LOCAL GOVERNMENT FEE | | | | | | 5% | | .82 |
| | UNIVERSAL ENERGY CHARGE | | | | 16.000 | THERMS x 0.00330 | | | .05 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | | \$17.20 | |



Year 0 Winter North CPP EPP Customer Bill

THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] RENO, NV 89521
 Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

11/15/2012
 E A13 B13

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|-------------|------------------|
| Dec 12, 2012 | Dec 4, 2012 | \$107.30 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$107.30 | \$107.30CR | \$.00 | \$.00 | \$107.30 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| EQUAL PAYMENT PLAN (EPP) SUMMARY | | |
|----------------------------------|-----------------------|--------------------|
| IMPORTANT MESSAGE | | |
| | <u>Actual Amounts</u> | <u>EPP Amounts</u> |
| Balance Forward | 87.68CR | .00 |
| Current Charges | 75.71 | 107.30 |
| Total Amount Due | \$11.97CR | \$107.30 |

| ELECTRIC - DOMESTIC SERVICE | | | | | | | | |
|-----------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Oct 11 | Nov 9 | 29 | 4638 | 4990 | 1 | 352 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER

[REDACTED]

| | |
|------------------------------------|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 107.30 |
| TOTAL AMOUNT DUE | \$107.30 |
| Current Charges due by Dec 4, 2012 | |

DO NOT PAY!
 The above amount will be withdrawn from your bank account on or after the due date.

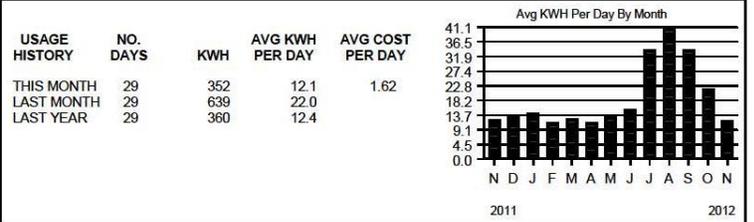
89520

THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

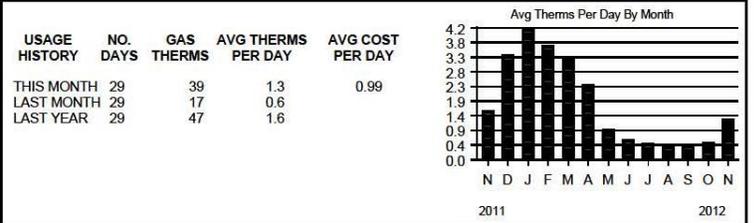
ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] RENO, NV 89521
 Customer Premises: [REDACTED]

| ELECTRIC - DOMESTIC SERVICE- Continued | | | |
|--|--------|------------------|----------------|
| ELECTRIC CONSUMPTION | 352.00 | KWH x .0974500 | 34.30 |
| DEFERRED ENERGY ADJUSTMENT | 352.00 | KWH x .0081500CR | 2.87 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 352.00 | KWH x .0009500 | .33 |
| RENEWABLE ENERGY PROGRAM (REPR) | 352.00 | KWH x .0068900 | 2.35 |
| ENERGY EFFICIENCY (EE) CHARGE | 352.00 | KWH x .0029800 | 1.05 |
| BASIC SERVICE CHARGE | | | 9.25 |
| LOCAL GOVERNMENT FEE | | 4% | 1.77 |
| UNIVERSAL ENERGY CHARGE | 352.00 | KWH x .0003900 | .14 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 352.00 | KWH x .0015900 | .56 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$46.88 |



| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | | | |
|---------------------------------------|--------------|-----------------------|----------------|-------------------------|------------------------|------------------|------------|-----------------|---------------|
| Meter Number | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage |
| [REDACTED] | Oct 11 | Nov 9 | 29 | 6122 | 6166 | 0.0010 | 1022.70000 | .86200 | 39 |
| GAS CONSUMPTION CHARGE | 39.00 | THERMS x 0.6905500 | 26.93 | | | | | | |
| DEFERRED ENERGY ADJUSTMENT | 39.00 | THERMS x 0.2046200 CR | 7.98 CR | | | | | | |
| RENEWABLE ENERGY PROGRAM (REPR) | 39.00 | THERMS x 0.0036500 | .14 | | | | | | |
| BASIC SERVICE CHARGE | | | 8.50 | | | | | | |
| LOCAL GOVERNMENT FEE | | 4% | 1.11 | | | | | | |
| UNIVERSAL ENERGY CHARGE | 39.00 | THERMS x 0.0033000 | .13 | | | | | | |
| TOTAL GAS SERVICE AMOUNT | | | \$28.83 | | | | | | |



Year 1 Winter North CPP EPP Customer Bill

B 5721 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 3

Service Address: [REDACTED] RENO, NV 89521 Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

| | | | | |
|------------------|----------------------|--------------|------------------|-----------------|
| 11/05/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE | |
| E A21 B07 | Nov 30, 2013 | Nov 22, 2013 | \$122.12 | |
| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
| \$110.08 | \$110.08CR | \$.00 | \$.00 | \$122.12 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nveenergy.com/rule13north.

The Energy Efficiency (EE) Amortization is an adjustment to account for over or under collection of the cost for Energy Efficiency and Conservation Programs.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nveenergy.com.

As publicized earlier, rates increased October 1, 2013. Please see the enclosed insert(s) for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dsvs.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| EQUAL PAYMENT PLAN (EPP) SUMMARY | | | |
|----------------------------------|-----------------------|--------------------|--|
| IMPORTANT MESSAGE | | | |
| | <u>Actual Amounts</u> | <u>EPP Amounts</u> | |
| Balance Forward | 25.07 | .00 | |
| Current Charges | 81.73 | 122.12 | |
| Total Amount Due | \$106.80 | \$122.12 | |

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP | | | | | | | |
|---|------------------|--------------|------------|-----------|-------------------------|------------------------|---------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Billing Usage |
| [REDACTED] | Win On | Sep 30 | Oct 31 | 31 | 587 | 673 | 86 |
| Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520 | | | | | | | |

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER: [REDACTED]

| | |
|--|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 122.12 |
| TOTAL AMOUNT DUE | \$122.12 |
| Current Charges due by Nov 22, 2013 | |

Service Address: [REDACTED] RENO, NV 89521

ZNDPT2

DO NOT PAY!
The above amount will be withdrawn from your bank account on or after the due date.

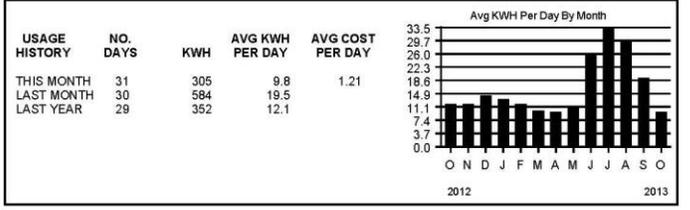
89520

B 5722 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 3

Service Address: [REDACTED] RENO, NV 89521 Customer Premises: [REDACTED]

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP - Continued | | | | | | | |
|---|------------------|--------------|------------|-----------|-------------------------|------------------------|----------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Billing Usage |
| | Win Off | Sep 30 | Oct 31 | 31 | 1157 | 1376 | 219 |
| | Sum On | Sep 30 | Oct 31 | 31 | 205 | 205 | 0 |
| | Sum Mid | Sep 30 | Oct 31 | 31 | 741 | 741 | 0 |
| | Sum Off | Sep 30 | Oct 31 | 31 | 1562 | 1562 | 0 |
| | Sum CP | Sep 30 | Oct 31 | 31 | 28 | 28 | 0 |
| WINTER ON PEAK USE (5PM-9PM) | | | | | 86.000 | KWH x .0021 | 8.62 |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 86.000 | KWH x .00111 | .10 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 86.000 | KWH x .00638 | .55 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 86.000 | KWH x .00185 | .16 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | | | | | 86.000 | KWH x .00087CR | .07 CR |
| UNIVERSAL ENERGY CHARGE | | | | | 86.000 | KWH x .00039 | .03 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | | | | | 86.000 | KWH x .00159 | .14 |
| WINTER OFF PEAK USE (9PM-5PM) | | | | | 219.000 | KWH x .06700 | 14.67 |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 219.000 | KWH x .00111 | .24 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 219.000 | KWH x .00638 | 1.40 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 219.000 | KWH x .00185 | .41 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | | | | | 219.000 | KWH x .00087CR | .19 CR |
| UNIVERSAL ENERGY CHARGE | | | | | 219.000 | KWH x .00039 | .09 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | | | | | 219.000 | KWH x .00159 | .35 |
| BASIC SERVICE CHARGE | | | | | | | 9.25 |
| LOCAL GOVERNMENT FEE | | | | | | 5% | 1.76 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | \$37.51 |
| TOTAL CONSUMPTION = 305,000 KWH | | | | | | | |



| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | |
|---------------------------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|----------------|
| Meter Number | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | Sep 30 | Oct 31 | 31 | 6948 | 7001 | 0.0010 | 1024.13300 |
| GAS CONSUMPTION CHARGE | | | | | 47.000 | THERMS x 0.70954 | 33.35 |
| RENEWABLE ENERGY PROGRAM | | | | | 47.000 | THERMS x 0.00226 | .11 |
| BASIC SERVICE CHARGE | | | | | | | 8.50 |
| LOCAL GOVERNMENT FEE | | | | | | 5% | 2.10 |
| UNIVERSAL ENERGY CHARGE | | | | | 47.000 | THERMS x 0.00330 | .16 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | \$44.22 |

B 5723 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 3 of 3

Service Address: [REDACTED] RENO, NV 89521 Customer Premises: [REDACTED]

| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | Continued | |
|---------------------------------------|----------|------------|--------------------|------------------|-----------|--|
| USAGE HISTORY | NO. DAYS | GAS THERMS | AVG THERMS PER DAY | AVG COST PER DAY | | |
| THIS MONTH | 31 | 47 | 1.5 | 1.43 | | |
| LAST MONTH | 30 | 20 | 0.7 | | | |
| LAST YEAR | 29 | 39 | 1.3 | | | |

Year 0 Summer North CPP Customer Bill

C 11306 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 1 of 2

ACCOUNT NUMBER: [REDACTED]
 Service Address: [REDACTED] RENO, NV 89523
 Customer Premises: [REDACTED]

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|-------------|------------------|
| Aug 14, 2012 | Aug 3, 2012 | \$62.86 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|-----------|-------------|-----------------|-----------------|
| \$70.12 | \$70.12CR | \$.00 | \$.00 | \$62.86 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.
 As previously communicated, BTER and DEAA rates changed July 1, 2012. This is a transitional bill which shows the prior and new rate schedules. Your next bill will display the new rate changes.
 The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.
 Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
|---|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|----------------|
| [REDACTED] | KWH | Jun 13 | Jul 13 | 30 | 482 | 848 | 1 | 366 |
| ELECTRIC CONSUMPTION (PRIOR RATE) | | | | | 207.40 | KWH x .1029000 | | 21.34 |
| ELECTRIC CONSUMPTION (NEW RATE) | | | | | 158.60 | KWH x .1009000 | | 16.00 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | | | | | 207.40 | KWH x .0131500CR | | 2.73 CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | | | | | 158.60 | KWH x .0106500CR | | 1.69 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 366.00 | KWH x .0014200 | | .52 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 366.00 | KWH x .0059500 | | 2.17 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 366.00 | KWH x .0029800 | | 1.09 |
| BASIC SERVICE CHARGE | | | | | | | | 9.25 |
| LOCAL GOVERNMENT FEE | | | | | | 4% | | 1.83 |
| UNIVERSAL ENERGY CHARGE | | | | | 366.00 | KWH x .0003900 | | .14 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | | | | | 366.00 | KWH x .0015900 | | .58 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$48.50 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO: NV ENERGY



| | |
|---|----------------|
| ACCOUNT NUMBER | [REDACTED] |
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 62.86 |
| TOTAL AMOUNT DUE | \$62.86 |
| Current Charges due by Aug 3, 2012 | |

Please enter amount paid below
 \$ _____

RENO NV 89523-2143

89520

C 11307 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 2 of 2

ACCOUNT NUMBER: [REDACTED]
 Service Address: [REDACTED] RENO, NV 89523
 Customer Premises: [REDACTED]

ELECTRIC - DOMESTIC SERVICE- Continued

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
|---------------|----------|-----|-----------------|------------------|
| THIS MONTH | 30 | 366 | 12.2 | 1.62 |
| LAST MONTH | 29 | 335 | 11.6 | |
| LAST YEAR | 30 | 364 | 12.1 | |

GAS - RESIDENTIAL NATURAL GAS SERVICE

| Meter Number | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage |
|---|---------------------|-------------------|-----------|-------------------------|------------------------|----------------------------|------------|-----------------|----------------|
| [REDACTED] | Jun 13 | Jul 13 | 30 | 2670 | 2680 | 0.0010 | 1032.35500 | .86200 | 9 |
| GAS CONSUMPTION CHARGE (PRIOR RATE) | | | | | | 5.10 THERMS x 0.8143200 | | | 4.15 |
| GAS CONSUMPTION CHARGE (NEW RATE) | | | | | | 3.90 THERMS x 0.7306400 | | | 2.85 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | | | | | | 5.10 THERMS x 0.1993300 CR | | | 1.02 CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | | | | | | 3.90 THERMS x 0.1858300 CR | | | .72 CR |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | | 9.00 THERMS x 0.0023300 | | | .02 |
| BASIC SERVICE CHARGE | | | | | | | | | 8.50 |
| LOCAL GOVERNMENT FEE | | | | | | | 4% | | .55 |
| UNIVERSAL ENERGY CHARGE | | | | | | 9.00 THERMS x 0.0033000 | | | .03 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | | | \$14.36 |

Year 1 Summer North CPP Customer Bill

B 7255 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 3

Service Address: [REDACTED] RENO, NV 89523

Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|--------------|------------------|
| Jul 31, 2013 | Jul 22, 2013 | \$67.30 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|-----------|-------------|-----------------|-----------------|
| \$71.48 | \$71.48CR | \$0.00 | \$0.00 | \$67.30 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13north.

Your bill presentation has changed. With the installation of smart meters, the company is able to eliminate proration of usage in a billing cycle with a rate change. The most significant changes will be seen by TOU customers. TOU customers will see more detailed line item charges within TOU periods. If your smart meter has not yet been installed, and your billing cycle contains a rate change your bill is still being prorated based on the days of service.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP | | | | | | | |
|-------------------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|---------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Billing Usage |
| [REDACTED] | Win On | May 31 | Jun 30 | 30 | 343 | 501 | 158 |
| [REDACTED] | Win Off | May 31 | Jun 30 | 30 | 1100 | 1425 | 325 |
| [REDACTED] | Sum On | May 31 | Jun 30 | 30 | 0 | 0 | 0 |
| [REDACTED] | Sum Mid | May 31 | Jun 30 | 30 | 0 | 0 | 0 |
| [REDACTED] | Sum Off | May 31 | Jun 30 | 30 | 0 | 0 | 0 |
| [REDACTED] | Sum CP | May 31 | Jun 30 | 30 | 0 | 0 | 0 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY

| ACCOUNT NUMBER | BALANCE FORWARD |
|----------------|-------------------------------------|
| [REDACTED] | .00 |
| [REDACTED] | CURRENT CHARGES 67.30 |
| [REDACTED] | TOTAL AMOUNT DUE \$67.30 |
| [REDACTED] | Current Charges due by Jul 22, 2013 |

Service Address: [REDACTED] RENO, NV 89523

ZNDPT1

Please enter amount paid below

\$ _____

89520

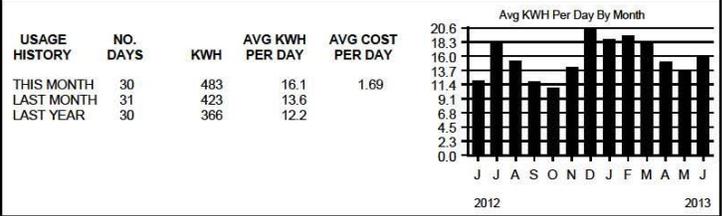
B 7256 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 3

Service Address: [REDACTED] RENO, NV 89523

Customer Premises: [REDACTED]

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP - Continued | | | |
|---|---------|----------------|----------------|
| WINTER ON PEAK USE (6PM-9PM) | 158.000 | KWH x .09616 | 15.19 |
| DEFERRED ENERGY ADJUSTMENT | 158.000 | KWH x .00493CR | .78 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 158.000 | KWH x .00095 | .15 |
| RENEWABLE ENERGY PROGRAM (REPR) | 158.000 | KWH x .00689 | 1.06 |
| ENERGY EFFICIENCY (EE) CHARGE | 158.000 | KWH x .00226 | .36 |
| UNIVERSAL ENERGY CHARGE | 158.000 | KWH x .00039 | .06 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 158.000 | KWH x .00159 | .25 |
| WINTER OFF PEAK USE (9PM-5PM) | 325.000 | KWH x .06295 | 20.46 |
| DEFERRED ENERGY ADJUSTMENT | 325.000 | KWH x .00493CR | 1.60 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 325.000 | KWH x .00095 | .31 |
| RENEWABLE ENERGY PROGRAM (REPR) | 325.000 | KWH x .00689 | 2.17 |
| ENERGY EFFICIENCY (EE) CHARGE | 325.000 | KWH x .00226 | .73 |
| UNIVERSAL ENERGY CHARGE | 325.000 | KWH x .00039 | .13 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 325.000 | KWH x .00159 | .52 |
| BASIC SERVICE CHARGE | | | 9.25 |
| LOCAL GOVERNMENT FEE | | 5% | 2.37 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$50.63 |



| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | | |
|---------------------------------------|--------------|------------|-----------|-------------------------|------------------------|----------------|-----------------|---|
| Meter Number | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | BTU Multiplier | Pressure Factor | Billing Usage |
| [REDACTED] | May 31 | Jun 30 | 30 | 3405 | 3422 | 0.0010 | 1032.64500 | 86200 15 |
| | | | | | | | | GAS CONSUMPTION CHARGE 15.000 THERMS x 0.66233 9.93 |
| | | | | | | | | DEFERRED ENERGY ADJUSTMENT 15.000 THERMS x 0.17687 CR 2.65 CR |
| | | | | | | | | RENEWABLE ENERGY PROGRAM (REPR) 15.000 THERMS x 0.00365 .05 |
| | | | | | | | | BASIC SERVICE CHARGE 8.50 |
| | | | | | | | | LOCAL GOVERNMENT FEE .79 |
| | | | | | | | | UNIVERSAL ENERGY CHARGE 15.000 THERMS x 0.00330 .05 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | | \$16.67 |

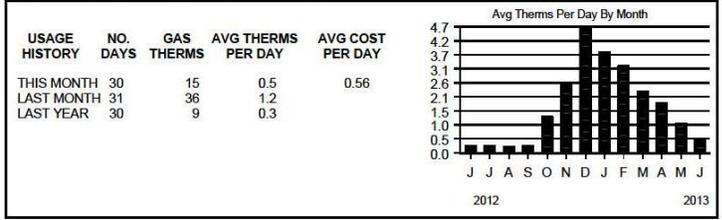
B 7257 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 3 of 3

Service Address: [REDACTED] RENO, NV 89523

Customer Premises: [REDACTED]

| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | |
|---------------------------------------|----------|------------|--------------------|------------------|
| USAGE HISTORY | NO. DAYS | GAS THERMS | AVG THERMS PER DAY | AVG COST PER DAY |
| THIS MONTH | 30 | 15 | 0.5 | 0.56 |
| LAST MONTH | 31 | 36 | 1.2 | |
| LAST YEAR | 30 | 9 | 0.3 | |





Year 0 Winter North CPP Customer Bill

C6185 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] RENO, NV 89523 Customer Premises: [REDACTED]

| | | | |
|------------|----------------------|-------------|------------------|
| 11/16/2012 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A14 B14 | Dec 13, 2012 | Dec 5, 2012 | \$78.68 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|-----------|-------------|-----------------|-----------------|
| \$60.27 | \$60.27CR | \$.00 | \$.00 | \$78.68 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.
 The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.
 Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - DOMESTIC SERVICE | | | | | | | | |
|--------------------------------------|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|----------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Oct 12 | Nov 13 | 32 | 2247 | 2598 | 1 | 351 |
| ELECTRIC CONSUMPTION | | | | | 351.00 | KWH | x .0974500 | 34.20 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 351.00 | KWH | x .0081500CR | 2.86 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 351.00 | KWH | x .0009500 | .33 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 351.00 | KWH | x .0066900 | 2.35 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 351.00 | KWH | x .0029800 | 1.05 |
| BASIC SERVICE CHARGE | | | | | | | | 9.25 |
| LOCAL GOVERNMENT FEE | | | | | | | 4% | 1.77 |
| UNIVERSAL ENERGY CHARGE | | | | | 351.00 | KWH | x .0003900 | .14 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | | | | | 351.00 | KWH | x .0015900 | .56 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$46.79 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



| | | |
|---------------------|---|----------------|
| ACCOUNT NUMBER | BALANCE FORWARD | .00 |
| 1000069605405123749 | CURRENT CHARGES | 78.68 |
| | TOTAL AMOUNT DUE | \$78.68 |
| | Current Charges due by Dec 5, 2012 | |

Service Address: [REDACTED] RENO, NV 89523

Please enter amount paid below
 \$ _____

[REDACTED]
 RENO NV 89523-2143

89520

C6186 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] RENO, NV 89523 Customer Premises: [REDACTED]

ELECTRIC - DOMESTIC SERVICE- Continued

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
|---------------|----------|-----|-----------------|------------------|
| THIS MONTH | 32 | 351 | 11.0 | 1.46 |
| LAST MONTH | 29 | 347 | 12.0 | |
| LAST YEAR | 31 | 407 | 13.1 | |

GAS - RESIDENTIAL NATURAL GAS SERVICE

| Meter Number | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage |
|---------------------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|------------|-----------------|----------------|
| [REDACTED] | Oct 12 | Nov 13 | 32 | 2710 | 2761 | 0.0010 | 1022.70000 | .86200 | 45 |
| GAS CONSUMPTION CHARGE | | | | | 45.00 THERMS | x 0.6905500 | | | 31.07 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 45.00 THERMS | x 0.2046200 CR | | | 9.21 CR |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 45.00 THERMS | x 0.0036500 | | | .16 |
| BASIC SERVICE CHARGE | | | | | | | | | 8.50 |
| LOCAL GOVERNMENT FEE | | | | | | | 4% | | 1.22 |
| UNIVERSAL ENERGY CHARGE | | | | | 45.00 THERMS | x 0.0033000 | | | .15 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | | | \$31.89 |

Year 1 Winter North CPP Customer Bill

B 3863 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 1 of 3
 Service Address: [REDACTED] RENO, NV 89523
 Customer Premises: [REDACTED]
 Co-Applicants: [REDACTED]

| | | | |
|------------|----------------------|--------------|------------------|
| 11/05/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A21 B07 | Nov 30, 2013 | Nov 22, 2013 | \$86.69 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$118.77 | \$118.77CR | \$0.00 | \$0.00 | \$86.69 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13north.

The Energy Efficiency (EE) Amortization is an adjustment to account for over or under collection of the cost for Energy Efficiency and Conservation Programs.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

As publicized earlier, rates increased October 1, 2013. Please see the enclosed insert(s) for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP | | | | | | | | |
|-------------------------------------|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | Win On | Sep 30 | Oct 31 | 31 | 501 | 620 | 1 | 119 |
| | Win Off | Sep 30 | Oct 31 | 31 | 1425 | 1714 | 1 | 289 |
| | Sum On | Sep 30 | Oct 31 | 31 | 198 | 198 | 1 | 0 |
| | Sum Mid | Sep 30 | Oct 31 | 31 | 359 | 359 | 1 | 0 |
| | Sum Off | Sep 30 | Oct 31 | 31 | 934 | 934 | 1 | 0 |
| | Sum CP | Sep 30 | Oct 31 | 31 | 67 | 67 | 1 | 0 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



| | | |
|----------------------------|--|----------------|
| ACCOUNT NUMBER: [REDACTED] | BALANCE FORWARD | .00 |
| | CURRENT CHARGES | 86.69 |
| | TOTAL AMOUNT DUE | \$86.69 |
| | Current Charges due by Nov 22, 2013 | |

Service Address: [REDACTED] RENO, NV 89523

ZNDPT1

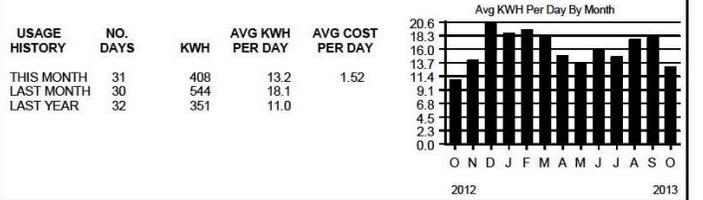
Please enter amount paid below
\$ _____

89520

B 3864 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 2 of 3
 Service Address: [REDACTED] RENO, NV 89523
 Customer Premises: [REDACTED]

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP - Continued | | | |
|---|---------|-----|----------------|
| WINTER ON PEAK USE (5PM-9PM) | 119,000 | KWH | x .10021 11.92 |
| TEMP. GREEN POWER FINANCING (TRED) | 119,000 | KWH | x .00111 .13 |
| RENEWABLE ENERGY PROGRAM (REPR) | 119,000 | KWH | x .00638 .76 |
| ENERGY EFFICIENCY (EE) CHARGE | 119,000 | KWH | x .00185 .22 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | 119,000 | KWH | x .00087CR .10 |
| UNIVERSAL ENERGY CHARGE | 119,000 | KWH | x .00039 .05 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 119,000 | KWH | x .00159 .19 |
| WINTER OFF PEAK USE (9PM-5PM) | 289,000 | KWH | x .06700 19.36 |
| TEMP. GREEN POWER FINANCING (TRED) | 289,000 | KWH | x .00111 .32 |
| RENEWABLE ENERGY PROGRAM (REPR) | 289,000 | KWH | x .00638 1.84 |
| ENERGY EFFICIENCY (EE) CHARGE | 289,000 | KWH | x .00185 .53 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | 289,000 | KWH | x .00087CR .25 |
| UNIVERSAL ENERGY CHARGE | 289,000 | KWH | x .00039 .11 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 289,000 | KWH | x .00159 .46 |
| BASIC SERVICE CHARGE | | | 9.25 |
| LOCAL GOVERNMENT FEE | | 5% | 2.20 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$46.99 |

TOTAL CONSUMPTION = 408.000 KWH



| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | | | |
|---------------------------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|------------|----------|----------------|
| Meter Number | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU Factor | Pressure | Billing Usage |
| [REDACTED] | Sep 30 | Oct 31 | 31 | 3462 | 3508 | 0.0010 | 1024.13300 | .86200 | 41 |
| GAS CONSUMPTION CHARGE | | | | 41.000 | THERMS | x 0.70954 | | | 29.09 |
| RENEWABLE ENERGY PROGRAM | | | | 41.000 | THERMS | x 0.00226 | | | .09 |
| BASIC SERVICE CHARGE | | | | | | | | | 8.50 |
| LOCAL GOVERNMENT FEE | | | | | | 5% | | | 1.88 |
| UNIVERSAL ENERGY CHARGE | | | | 41.000 | THERMS | x 0.00330 | | | .14 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | | | \$39.70 |

B 3865 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 3 of 3
 Service Address: [REDACTED] RENO, NV 89523
 Customer Premises: [REDACTED]

| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | Continued | |
|---------------------------------------|----------|------------|--------------------|------------------|-----------------------------|--|
| USAGE HISTORY | NO. DAYS | GAS THERMS | AVG THERMS PER DAY | AVG COST PER DAY | Avg Therms Per Day By Month | |
| THIS MONTH | 31 | 41 | 1.3 | 1.28 | | |
| LAST MONTH | 30 | 18 | 0.6 | | | |
| LAST YEAR | 32 | 45 | 1.4 | | | |



Year 0 Summer North TOU Customer Bill

B 2000 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] RENO, NV 895092537
 Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

7/14/2012

A12 B12

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|-------------|------------------|
| Aug 10, 2012 | Aug 1, 2012 | \$228.05 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$228.28 | \$228.28CR | \$.00 | \$.00 | \$228.05 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nveenergy.com.

As previously communicated, BTER and DEAA rates increased slightly effective July 1, 2012. This is a transitional bill which shows the prior and new rate schedules. Your next bill will display the new rate changes.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - DOMESTIC SERVICE | | | | | | | | |
|---|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|-----------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Jun 12 | Jun 28 | 16 | 82333 | 83297 | 1 | 964 |
| [REDACTED] | KWH | Jun 28 | Jul 11 | 13 | 0 | 1008 | 1 | 1,008 |
| ELECTRIC CONSUMPTION (PRIOR RATE) | | | | | 1,224.00 | KWH x .1029000 | | 125.95 |
| ELECTRIC CONSUMPTION (NEW RATE) | | | | | 748.00 | KWH x .1009000 | | 75.47 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | | | | | 1,224.00 | KWH x .0131500CR | | 16.10 CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | | | | | 748.00 | KWH x .0106500CR | | 7.97 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 1,972.00 | KWH x .0014200 | | 2.80 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 1,972.00 | KWH x .0059500 | | 11.73 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 1,972.00 | KWH x .0029800 | | 5.88 |
| BASIC SERVICE CHARGE | | | | | | | | 9.25 |
| LOCAL GOVERNMENT FEE | | | | | | 4% | | 8.29 |
| UNIVERSAL ENERGY CHARGE | | | | | 1,972.00 | KWH x .0003900 | | .77 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | | | | | 1,972.00 | KWH x .0015900 | | 3.14 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$219.21 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



Service Address: [REDACTED]

ACCOUNT NUMBER [REDACTED]

| | |
|---|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 228.05 |
| TOTAL AMOUNT DUE | \$228.05 |
| Current Charges due by Aug 1, 2012 | |

Please enter amount paid below

\$ _____

89520

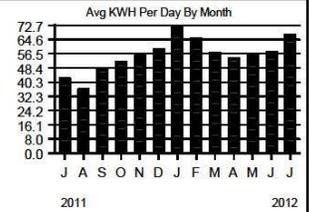
B 2001 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] Customer Premises: [REDACTED]

ELECTRIC - DOMESTIC SERVICE - Continued

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
|---------------|----------|-------|-----------------|------------------|
| THIS MONTH | 29 | 1,972 | 68.0 | 7.56 |
| LAST MONTH | 33 | 1,917 | 58.1 | |
| LAST YEAR | 32 | 1,381 | 43.2 | |

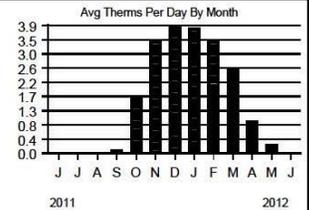


GAS - RESIDENTIAL NATURAL GAS SERVICE

| Meter Number | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage |
|--------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|------------|-----------------|---------------|
| [REDACTED] | Jun 12 | Jul 11 | 29 | 2250 | 2250 | 0.0010 | 1032 35500 | 86200 | 0 |

| | | |
|---------------------------------|----|---------------|
| BASIC SERVICE CHARGE | | 8.50 |
| LOCAL GOVERNMENT FEE | 4% | .34 |
| TOTAL GAS SERVICE AMOUNT | | \$8.84 |

| USAGE HISTORY | NO. DAYS | GAS THERMS | AVG THERMS PER DAY | AVG COST PER DAY |
|---------------|----------|------------|--------------------|------------------|
| THIS MONTH | 29 | 0.0 | 0.0 | 0.30 |
| LAST MONTH | 33 | 10 | 0.3 | |
| LAST YEAR | 32 | 0.0 | 0.0 | |



Year 1 Summer North TOU Customer Bill

B 7256 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 3

Service Address: [REDACTED] Customer Premises [REDACTED]
RENO, NV 89523

Co-Applicants: [REDACTED]

| | | | |
|-----------|----------------------|--------------|------------------|
| 7/04/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A21 B21 | Jul 31, 2013 | Jul 22, 2013 | \$67.30 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|-----------|-------------|-----------------|-----------------|
| \$71.48 | \$71.48CR | \$.00 | \$.00 | \$67.30 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13north.

Your bill presentation has changed. With the installation of smart meters, the company is able to eliminate proration of usage in a billing cycle with a rate change. The most significant changes will be seen by TOU customers. TOU customers will see more detailed line item charges within TOU periods. If your smart meter has not yet been installed, and your billing cycle contains a rate change your bill is still being prorated based on the days of service.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP | | | | | | | | |
|-------------------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | Win On | May 31 | Jun 30 | 30 | 343 | 501 | 1 | 158 |
| | Win Off | May 31 | Jun 30 | 30 | 1100 | 1425 | 1 | 325 |
| | Sum On | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| | Sum Mid | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| | Sum Off | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| | Sum CP | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO: NV ENERGY



| | |
|--|----------------|
| ACCOUNT NUMBER | [REDACTED] |
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 67.30 |
| TOTAL AMOUNT DUE | \$67.30 |
| Current Charges due by Jul 22, 2013 | |

Service Address: [REDACTED]
RENO, NV 89523

ZNDPT1

Please enter amount paid below
\$ _____

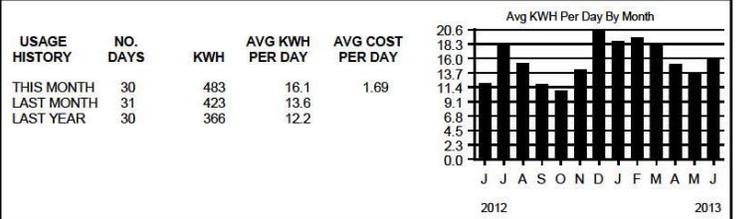
89520

B 7256 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 3

Service Address: [REDACTED] Customer Premises [REDACTED]
RENO, NV 89523

| ELECTRIC - NDPT D-1 TIME-OF-USE CPP - Continued | | | | |
|---|---------|-----|------------|----------------|
| WINTER ON PEAK USE (6PM-9PM) | 158.000 | KWH | x .09616 | 15.19 |
| DEFERRED ENERGY ADJUSTMENT | 158.000 | KWH | x .00493CR | .78 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 158.000 | KWH | x .00095 | .15 |
| RENEWABLE ENERGY PROGRAM (REPR) | 158.000 | KWH | x .00669 | 1.06 |
| ENERGY EFFICIENCY (EE) CHARGE | 158.000 | KWH | x .00226 | .36 |
| UNIVERSAL ENERGY CHARGE | 158.000 | KWH | x .00039 | .06 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 158.000 | KWH | x .00159 | .25 |
| WINTER OFF PEAK USE (9PM-5PM) | 325.000 | KWH | x .06295 | 20.46 |
| DEFERRED ENERGY ADJUSTMENT | 325.000 | KWH | x .00493CR | 1.60 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 325.000 | KWH | x .00095 | .31 |
| RENEWABLE ENERGY PROGRAM (REPR) | 325.000 | KWH | x .00669 | 2.17 |
| ENERGY EFFICIENCY (EE) CHARGE | 325.000 | KWH | x .00226 | .73 |
| UNIVERSAL ENERGY CHARGE | 325.000 | KWH | x .00039 | .13 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 325.000 | KWH | x .00159 | .52 |
| BASIC SERVICE CHARGE | | | | 9.25 |
| LOCAL GOVERNMENT FEE | | | 5% | 2.37 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | \$50.63 |



| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | | | | | |
|---------------------------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|------------|-----------------|---------------|--------------|----------------|
| Meter Number | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage | | |
| [REDACTED] | May 31 | Jun 30 | 30 | 3405 | 3422 | 0.0010 | 1032.64500 | 86200 | 15 | | |
| GAS CONSUMPTION CHARGE | | | | | | | | 15.000 | THERMS | x 0.66233 | 9.93 |
| DEFERRED ENERGY ADJUSTMENT | | | | | | | | 15.000 | THERMS | x 0.17687 CR | 2.65 CR |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | | | | 15.000 | THERMS | x 0.00365 | .05 |
| BASIC SERVICE CHARGE | | | | | | | | | | | 8.50 |
| LOCAL GOVERNMENT FEE | | | | | | | | | | 5% | .79 |
| UNIVERSAL ENERGY CHARGE | | | | | | | | 15.000 | THERMS | x 0.00330 | .05 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | | | | | \$16.67 |

B 7257 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 3 of 3

Service Address: [REDACTED] Customer Premises [REDACTED]
RENO, NV 89523

| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | |
|---------------------------------------|----------|------------|--------------------|------------------|
| Usage History | No. Days | Gas Therms | Avg Therms Per Day | Avg Cost Per Day |
| THIS MONTH | 30 | 15 | 0.5 | 0.56 |
| LAST MONTH | 31 | 36 | 1.2 | |
| LAST YEAR | 30 | 9 | 0.3 | |



Year 0 Winter North TOU Customer Bill

C 8970 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 1 of 2
 Service Address: [REDACTED] Customer Premises: [REDACTED]
 Co-Applicants: [REDACTED]

| | | | | |
|------------------|----------------------|-------------|------------------|-----------------|
| 11/14/2012 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE | |
| A12 B12 | Dec 11, 2012 | Dec 3, 2012 | \$215.60 | |
| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
| \$183.32 | \$183.32CR | \$.00 | \$.00 | \$215.60 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenery.com.
 The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.
 Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - DOMESTIC SERVICE | | | | | | | | |
|--------------------------------------|------------------|---------------------|-------|-----------|-------------------------|------------------|------------------|-----------------|
| Meter Number | Service Category | Service Period From | To | Bill Days | Meter Readings Previous | Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Oct 10 | Nov 8 | 29 | 6651 | 8319 | 1 | 1,668 |
| ELECTRIC CONSUMPTION | | | | | 1,668.00 | KWH x .0974500 | | 162.55 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 1,668.00 | KWH x .0081500CR | | 13.59 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 1,668.00 | KWH x .0009500 | | 1.58 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 1,668.00 | KWH x .0066900 | | 11.16 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 1,668.00 | KWH x .0029800 | | 4.97 |
| BASIC SERVICE CHARGE | | | | | | | | 9.25 |
| LOCAL GOVERNMENT FEE | | | | | | 4% | | 7.04 |
| UNIVERSAL ENERGY CHARGE | | | | | 1,668.00 | KWH x .0003900 | | .65 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | | | | | 1,668.00 | KWH x .0015900 | | 2.65 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$186.26 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



Service Address: [REDACTED]

| | |
|---|-----------------|
| ACCOUNT NUMBER | [REDACTED] |
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 215.60 |
| TOTAL AMOUNT DUE | \$215.60 |
| Current Charges due by Dec 3, 2012 | |

Please enter amount paid below
 \$ _____

89520

C 8971 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 2 of 2
 Service Address: [REDACTED] Customer Premises: [REDACTED]

| ELECTRIC - DOMESTIC SERVICE- Continued | | | | |
|--|----------|-------|-----------------|------------------|
| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
| THIS MONTH | 29 | 1,668 | 57.5 | 6.42 |
| LAST MONTH | 29 | 1,550 | 53.4 | |
| LAST YEAR | 29 | 1,629 | 56.2 | |

| GAS - RESIDENTIAL NATURAL GAS SERVICE | | | | | | | | | |
|---------------------------------------|---------------------|-------|-----------|-------------------------|---------|-----------------------|------------|-----------------|----------------|
| Meter Number | Service Period From | To | Bill Days | Meter Readings Previous | Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage |
| [REDACTED] | Oct 10 | Nov 8 | 29 | 2250 | 2295 | 0.0010 | 1022.70000 | 86200 | 40 |
| GAS CONSUMPTION CHARGE | | | | | 40.00 | THERMS x 0.6905500 | | | 27.62 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 40.00 | THERMS x 0.2046200 CR | | | 8.18 CR |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 40.00 | THERMS x 0.0036500 | | | .15 |
| BASIC SERVICE CHARGE | | | | | | | | | 8.50 |
| LOCAL GOVERNMENT FEE | | | | | | 4% | | | 1.12 |
| UNIVERSAL ENERGY CHARGE | | | | | 40.00 | THERMS x 0.0033000 | | | .13 |
| TOTAL GAS SERVICE AMOUNT | | | | | | | | | \$29.34 |

| USAGE HISTORY | NO. DAYS | GAS THERMS | AVG THERMS PER DAY | AVG COST PER DAY |
|---------------|----------|------------|--------------------|------------------|
| THIS MONTH | 29 | 40 | 1.4 | 1.01 |
| LAST MONTH | 29 | | 0.0 | |
| LAST YEAR | 29 | 51 | 1.8 | |

Year 1 Winter North TOU Customer Bill

B 3216 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 1 of 3
 Service Address: [REDACTED] RENO, NV 89509
 Customer Premises: [REDACTED]
 Co-Applicants: [REDACTED]

| | | | |
|------------|----------------------|--------------|------------------|
| 11/05/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A21 B07 | Nov 30, 2013 | Nov 22, 2013 | \$174.22 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$288.60 | \$288.60CR | \$.00 | \$.00 | \$174.22 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13north.

The Energy Efficiency (EE) Amortization is an adjustment to account for over or under collection of the cost for Energy Efficiency and Conservation Programs.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

As publicized earlier, rates increased October 1, 2013. Please see the enclosed insert(s) for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (775) 684-0730 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - NDPT D-1 ENHANCED TIME-OF-USE | | | | | | | | |
|--|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | Win On | Sep 30 | Oct 31 | 31 | 1328 | 1603 | 1 | 275 |
| | Win Off | Sep 30 | Oct 31 | 31 | 5422 | 6630 | 1 | 1,208 |
| | Sum On | Sep 30 | Oct 31 | 31 | 919 | 919 | 1 | 0 |
| | Sum Mid | Sep 30 | Oct 31 | 31 | 1038 | 1038 | 1 | 0 |
| | Sum Off | Sep 30 | Oct 31 | 31 | 3589 | 3589 | 1 | 0 |

Call (775) 834-4444 or (800) 962-0399 for assistance Monday-Friday 7:30-5:30 excluding holidays
 After hours emergencies call: (775) 834-4100 Mail Payment to: PO BOX 30065 Reno NV 89520

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER

[REDACTED]

| | |
|-------------------------------------|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 174.22 |
| TOTAL AMOUNT DUE | \$174.22 |
| Current Charges due by Nov 22, 2013 | |

Service Address: [REDACTED] RENO, NV 89509

ZNDPT1

Please enter amount paid below

\$ _____

89520

B 3217 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 2 of 3
 Service Address: [REDACTED] RENO, NV 89509
 Customer Premises: [REDACTED]

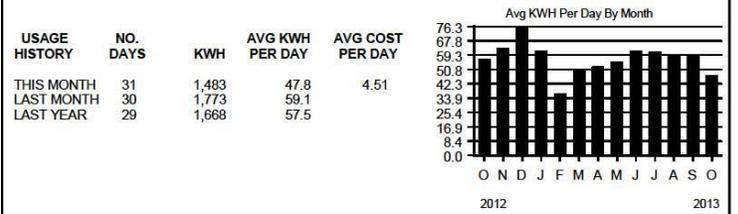
ELECTRIC - NDPT D-1 ENHANCED TIME-OF-USE - Continued

| | | | | |
|---|-----------|-----|------------|-------|
| WINTER ON PEAK USE (5PM-9PM) | 275.000 | KWH | x .10021 | 27.56 |
| TEMP. GREEN POWER FINANCING (TRED) | 275.000 | KWH | x .00111 | .31 |
| RENEWABLE ENERGY PROGRAM (REPR) | 275.000 | KWH | x .00638 | 1.75 |
| ENERGY EFFICIENCY (EE) CHARGE | 275.000 | KWH | x .00185 | .51 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | 275.000 | KWH | x .00087CR | .24 |
| UNIVERSAL ENERGY CHARGE | 275.000 | KWH | x .00039 | .11 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 275.000 | KWH | x .00159 | .44 |
| WINTER OFF PEAK USE (9PM-5PM) | 1,208.000 | KWH | x .06700 | 80.94 |
| TEMP. GREEN POWER FINANCING (TRED) | 1,208.000 | KWH | x .00111 | 1.34 |
| RENEWABLE ENERGY PROGRAM (REPR) | 1,208.000 | KWH | x .00638 | 7.71 |
| ENERGY EFFICIENCY (EE) CHARGE | 1,208.000 | KWH | x .00185 | 2.23 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | 1,208.000 | KWH | x .00087CR | 1.05 |
| UNIVERSAL ENERGY CHARGE | 1,208.000 | KWH | x .00039 | .47 |
| WASHOE CO. UNDERGROUNDING SURCHARGE | 1,208.000 | KWH | x .00159 | 1.92 |
| BASIC SERVICE CHARGE | | | | 9.25 |
| LOCAL GOVERNMENT FEE | | | 5% | 6.52 |

TOTAL ELECTRIC SERVICE AMOUNT

\$139.77

TOTAL CONSUMPTION = 1,483.000 KWH

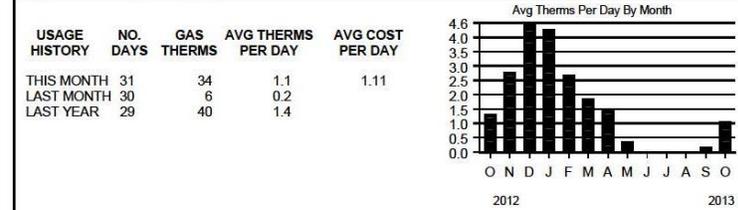


GAS - RESIDENTIAL NATURAL GAS SERVICE

| Meter Number | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | BTU Factor | Pressure Factor | Billing Usage |
|---------------------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|------------|-----------------|---------------|
| [REDACTED] | Sep 30 | Oct 31 | 31 | 2911 | 2950 | 0.0010 | 1024.13300 | 86200 | 34 |
| GAS CONSUMPTION CHARGE | 34.000 | THERMS | x 0.70954 | 24.12 | | | | | |
| RENEWABLE ENERGY PROGRAM | 34.000 | THERMS | x 0.00226 | .08 | | | | | |
| BASIC SERVICE CHARGE | | | | 8.50 | | | | | |
| LOCAL GOVERNMENT FEE | | | 5% | 1.64 | | | | | |
| UNIVERSAL ENERGY CHARGE | 34.000 | THERMS | x 0.00330 | .11 | | | | | |
| TOTAL GAS SERVICE AMOUNT | | | | \$34.45 | | | | | |

B 3218 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 3 of 3
 Service Address: [REDACTED] RENO, NV 89509
 Customer Premises: [REDACTED]

GAS - RESIDENTIAL NATURAL GAS SERVICE Continued





Year 0 Summer South CPP EPP Customer Bill

C4972 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] Henderson, NV 89011
 Customer Premises: [REDACTED]

7/06/2012

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|--------------|------------------|
| Aug 1, 2012 | Jul 24, 2012 | \$299.54 |

A05 B05

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$299.54 | \$299.54CR | \$.00 | \$.00 | \$299.54 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

BTER and DEAA rates decreased effective July 1, 2012. This is a transitional bill which shows the prior and new rate schedules. Your next bill will display the new rate changes. Please see the enclosed inserts for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dws.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| EQUAL PAYMENT PLAN (EPP) SUMMARY | | |
|----------------------------------|-----------------------|--------------------|
| IMPORTANT MESSAGE | | |
| | <u>Actual Amounts</u> | <u>EPP Amounts</u> |
| Balance Forward | 342.95CR | .00 |
| Current Charges | 471.15 | 299.54 |
| Total Amount Due | \$128.20 | \$299.54 |

| ELECTRIC - RESIDENTIAL SERVICE | | | | | | | | |
|--------------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Jun 1 | Jul 2 | 31 | 6106 | 9892 | 1 | 3,786 |

C4973 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] Henderson, NV 89011
 Customer Premises: [REDACTED]

| ELECTRIC - RESIDENTIAL SERVICE - Continued | | | |
|--|----------|------------------|-----------------|
| ELECTRIC CONSUMPTION (PRIOR RATE) | 3,541.74 | KWH x .1185000 | 419.70 |
| ELECTRIC CONSUMPTION (NEW RATE) | 244.26 | KWH x .1169700 | 28.57 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | 3,541.74 | KWH x .0096400CR | 34.14 CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | 244.26 | KWH x .0097800CR | 2.39 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 3,786.00 | KWH x .0008200 | 3.10 |
| RENEWABLE ENERGY PROGRAM (REPR) | 3,786.00 | KWH x .0004100 | 1.55 |
| ENERGY EFFICIENCY (EE) CHARGE | 3,786.00 | KWH x .0055200 | 20.90 |
| BASIC SERVICE CHARGE | | | 10.00 |
| LOCAL GOVERNMENT FEE | | 5% | 22.38 |
| UNIVERSAL ENERGY CHARGE | 3,786.00 | KWH x .0003900 | 1.48 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$471.15 |

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
|---------------|----------|-------|-----------------|------------------|
| THIS MONTH | 31 | 3,786 | 122.1 | 15.20 |
| LAST MONTH | 29 | 3,023 | 104.2 | |
| LAST YEAR | 30 | 3,068 | 102.3 | |

Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER: [REDACTED]

| | |
|--|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 299.54 |
| TOTAL AMOUNT DUE | \$299.54 |
| Current Charges due by Jul 24, 2012 | |

Service Address: [REDACTED] Henderson, NV 89011

DO NOT PAY!
 The above amount will be withdrawn from your bank account on or after the due date.

[REDACTED] Henderson, NV 89011

89520

Year 1 Summer South CPP EPP Customer Bill

B 10036 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 1 of 3
 Service Address: [REDACTED] HENDERSON, NV 89011
 Customer Premises: [REDACTED]

B 10037 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 2 of 3
 Service Address: [REDACTED] HENDERSON, NV 89011
 Customer Premises: [REDACTED]

| | | | |
|-----------|----------------------|--------------|------------------|
| 7/03/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A21 | Jul 31, 2013 | Jul 22, 2013 | \$290.24 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$290.24 | \$290.24CR | \$.00 | \$.00 | \$290.24 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nenergy.com/rule13south.

Your bill presentation has changed. With the installation of smart meters, the company is able to eliminate proration of usage in a billing cycle with a rate change. The most significant changes will be seen by TOU customers. TOU customers will see more detailed line item charges within TOU periods. If your smart meter has not yet been installed, and your billing cycle contains a rate change your bill is still being prorated based on the days of service.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

Good news! Our records show that you have one or more Cool Share devices at your location. Cool Share is a voluntary clean energy program that helps you earn and save money. By participating, you allow NV Energy to briefly reduce your air conditioning usage on select hot summer days when the demand for electricity reaches peak conditions. Your participation helps you and the entire community save energy and money. Visit us at nenergy.com/CoolShare or call (702) 402-1111 for complete details. Thanks!

Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO: NV ENERGY



Service Address: [REDACTED] HENDERSON, NV 89011

ZNDPT2 / 001533298-1675726 /

| | | |
|----------------|-------------------------------------|----------|
| ACCOUNT NUMBER | BALANCE FORWARD | .00 |
| [REDACTED] | CURRENT CHARGES | 290.24 |
| | TOTAL AMOUNT DUE | \$290.24 |
| | Current Charges due by Jul 22, 2013 | |

DO NOT PAY!
 The above amount will be withdrawn from your bank account on or after the due date.

89520

| EQUAL PAYMENT PLAN (EPP) SUMMARY | | |
|----------------------------------|-------------------------|----------------|
| IMPORTANT MESSAGE | | |
| Balance Forward | Actual Amounts 584.64CR | EPP Amounts 00 |
| Current Charges | 375.77 | 290.24 |
| Total Amount Due | \$208.87CR | \$290.24 |

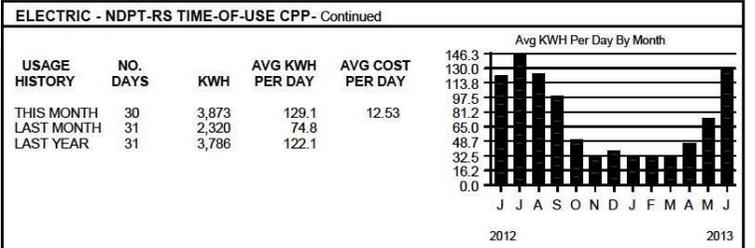
ELECTRIC - NDPT-RS TIME-OF-USE CPP
 As a Choose When You Use customer, you can minimize your bill during June 1 through Sept. 30. This includes the Core Summer Period from July 1 - Aug. 31. The Shoulder (SHLDR) Summer Period includes all the days in June and September. Use as little electricity as possible during the On-Peak hours from 2 p.m. - 7 p.m. and during Critical Peak Event (CPE) days between 3 p.m. - 7 p.m.

| Meter Number | Service Category | Service From | Service To | Period | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
|--------------|------------------|--------------|------------|--------|-----------|-------------------------|------------------------|------------------|---------------|
| [REDACTED] | ShldrSum CP | May 31 | Jun 30 | 30 | 30 | 0 | 79 | 1 | 79 |
| | ShldrSum On | May 31 | Jun 30 | 30 | 30 | 0 | 721 | 1 | 721 |
| | ShldrSum Off | May 31 | Jun 30 | 30 | 30 | 0 | 3073 | 1 | 3,073 |
| | Core Sum CP | May 31 | Jun 30 | 30 | 30 | 0 | 0 | 1 | 0 |
| | Core Sum On | May 31 | Jun 30 | 30 | 30 | 0 | 0 | 1 | 0 |
| | Core Sum Off | May 31 | Jun 30 | 30 | 30 | 0 | 0 | 1 | 0 |

| | | | | |
|--------------------------------------|-----------|-----|------------|-----------------|
| SHLDR SUM CRITICAL PEAK USE(3-7PM*) | 79.000 | KWH | x .43766 | 34.58 |
| DEFERRED ENERGY ADJUSTMENT | 79.000 | KWH | x .00520CR | .41 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 79.000 | KWH | x .00071 | .06 |
| RENEWABLE ENERGY PROGRAM (REPR) | 79.000 | KWH | x .00180 | .14 |
| ENERGY EFFICIENCY (EE) CHARGE | 79.000 | KWH | x .00336 | .27 |
| UNIVERSAL ENERGY CHARGE | 79.000 | KWH | x .00039 | .03 |
| SHLDR SUM ON PEAK USE (2-7PM) | 721.000 | KWH | x .12474 | 89.94 |
| DEFERRED ENERGY ADJUSTMENT | 721.000 | KWH | x .00520CR | 3.75 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 721.000 | KWH | x .00071 | .51 |
| RENEWABLE ENERGY PROGRAM (REPR) | 721.000 | KWH | x .00180 | 1.30 |
| ENERGY EFFICIENCY (EE) CHARGE | 721.000 | KWH | x .00336 | 2.42 |
| UNIVERSAL ENERGY CHARGE | 721.000 | KWH | x .00039 | .28 |
| SHLDR SUM OFF PEAK USE (7PM-2PM) | 3,073.000 | KWH | x .07137 | 219.32 |
| DEFERRED ENERGY ADJUSTMENT | 3,073.000 | KWH | x .00520CR | 15.98 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 3,073.000 | KWH | x .00071 | 2.18 |
| RENEWABLE ENERGY PROGRAM (REPR) | 3,073.000 | KWH | x .00180 | 5.53 |
| ENERGY EFFICIENCY (EE) CHARGE | 3,073.000 | KWH | x .00336 | 10.33 |
| UNIVERSAL ENERGY CHARGE | 3,073.000 | KWH | x .00039 | 1.20 |
| BASIC SERVICE CHARGE | | | | 10.00 |
| LOCAL GOVERNMENT FEE | | | 5% | 17.82 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | \$375.77 |

* Period only applicable to when Critical Peak Events are called

B 10038 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 3 of 3
 Service Address: [REDACTED] HENDERSON, NV 89011
 Customer Premises: [REDACTED]



Year 0 Winter South CPP EPP Customer Bill

B 3615 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] HENDERSON, NV 89011 Customer Premises [REDACTED]

| | | | |
|------------|----------------------|--------------|------------------|
| 11/03/2012 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A05 B05 | Dec 3, 2012 | Nov 21, 2012 | \$290.24 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$290.24 | \$290.24CR | \$.00 | \$.00 | \$290.24 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.
 The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.
 Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

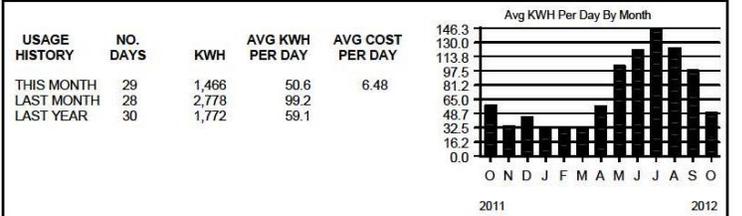
| EQUAL PAYMENT PLAN (EPP) SUMMARY | | |
|----------------------------------|-----------------------|--------------------|
| IMPORTANT MESSAGE | | |
| | <u>Actual Amounts</u> | <u>EPP Amounts</u> |
| Balance Forward | 342.37 | .00 |
| Current Charges | 187.97 | 290.24 |
| Total Amount Due | \$530.34 | \$290.24 |

| ELECTRIC - RESIDENTIAL SERVICE | | | | | | | | |
|--------------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Oct 2 | Oct 31 | 29 | 21317 | 22783 | 1 | 1,466 |

B 3616 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] HENDERSON, NV 89011 Customer Premises [REDACTED]

| ELECTRIC - RESIDENTIAL SERVICE- Continued | | | |
|---|----------|------------------|-----------------|
| ELECTRIC CONSUMPTION | 1,466.00 | KWH x .1159500 | 169.98 |
| DEFERRED ENERGY ADJUSTMENT | 1,466.00 | KWH x .0090500CR | 13.27 CR |
| TEMP. GREEN POWER FINANCING (TRED) | 1,466.00 | KWH x .0007100 | 1.04 |
| RENEWABLE ENERGY PROGRAM (REPR) | 1,466.00 | KWH x .0018000 | 2.64 |
| ENERGY EFFICIENCY (EE) CHARGE | 1,466.00 | KWH x .0055200 | 8.09 |
| BASIC SERVICE CHARGE | | | 10.00 |
| LOCAL GOVERNMENT FEE | | 5% | 8.92 |
| UNIVERSAL ENERGY CHARGE | 1,466.00 | KWH x .0003900 | .57 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$187.97 |



Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



| ACCOUNT NUMBER | |
|----------------|-------------------------------------|
| [REDACTED] | BALANCE FORWARD .00 |
| | CURRENT CHARGES 290.24 |
| | TOTAL AMOUNT DUE \$290.24 |
| | Current Charges due by Nov 21, 2012 |

Service Address: [REDACTED] HENDERSON, NV 89011

MS54ASD2 / 001533298-1675726 /

DO NOT PAY!
 The above amount will be withdrawn from your bank account on or after the due date.

[REDACTED] HENDERSON NV 89011

89520



Year 1 Winter South CPP EPP Customer

B 21434 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] HENDERSON, NV 89011 Customer Premises [REDACTED]

11/02/2013

A21 B06

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|--------------|------------------|
| Nov 30, 2013 | Nov 21, 2013 | \$290.24 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$290.24 | \$290.24CR | \$.00 | \$.00 | \$290.24 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13south.

The Energy Efficiency (EE) Amortization is an adjustment to account for over or under collection of the cost for Energy Efficiency and Conservation Programs.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

As publicized earlier, rates increased October 1, 2013. Please see the enclosed insert for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| EQUAL PAYMENT PLAN (EPP) SUMMARY | | |
|----------------------------------|-----------------------|--------------------|
| IMPORTANT MESSAGE | | |
| | <u>Actual Amounts</u> | <u>EPP Amounts</u> |
| Balance Forward | 12.80 | .00 |
| Current Charges | 97.30 | 290.24 |
| Total Amount Due | \$110.10 | \$290.24 |

| ELECTRIC - NDPT-RS TIME-OF-USE CPP | | | | | | | | |
|------------------------------------|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | Winter | Sep 30 | Oct 31 | 31 | 4760 | 5829 | 1 | 1,069 |

Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER [REDACTED]

Service Address: [REDACTED] HENDERSON, NV 89011

| | |
|--|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 290.24 |
| TOTAL AMOUNT DUE | \$290.24 |
| Current Charges due by Nov 21, 2013 | |

DO NOT PAY!
The above amount will be withdrawn from your bank account on or after the due date.

ZNDPT2 / 001533298-1675726 /



89520

B 21435 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

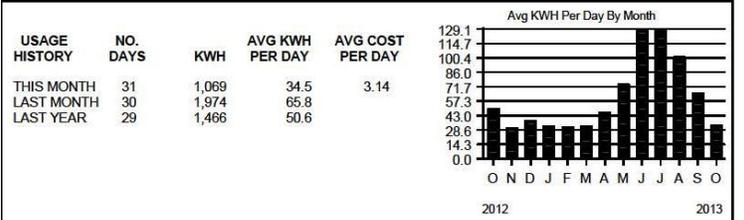
ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] HENDERSON, NV 89011 Customer Premises [REDACTED]

ELECTRIC - NDPT-RS TIME-OF-USE CPP - Continued

| | | | |
|---|-----------|----------------|----------------|
| WINTER ELECTRIC USE (ALL HRS) | 1,069.000 | KWH x .07356 | 78.64 |
| TEMP. GREEN POWER FINANCING (TRED) | 1,069.000 | KWH x .00083 | .89 |
| RENEWABLE ENERGY PROGRAM (REPR) | 1,069.000 | KWH x .00132 | 1.41 |
| ENERGY EFFICIENCY (EE) CHARGE | 1,069.000 | KWH x .00343 | 3.67 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | 1,069.000 | KWH x .00219CR | 2.34 CR |
| UNIVERSAL ENERGY CHARGE | 1,069.000 | KWH x .00039 | .42 |
| BASIC SERVICE CHARGE | | | 10.00 |
| LOCAL GOVERNMENT FEE | | 5% | 4.61 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$97.30 |

TOTAL CONSUMPTION = 1,069.000 KWH





Year 0 Summer CPP Customer Bill

C 18163 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 1 of 2
 Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031
 Customer Premises: [REDACTED]
 Co-Applicants: [REDACTED]

7/27/2012
 A19 B19

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|--------------|------------------|
| Aug 22, 2012 | Aug 14, 2012 | \$194.49 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$157.47 | \$157.47CR | \$0.00 | \$0.00 | \$194.49 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

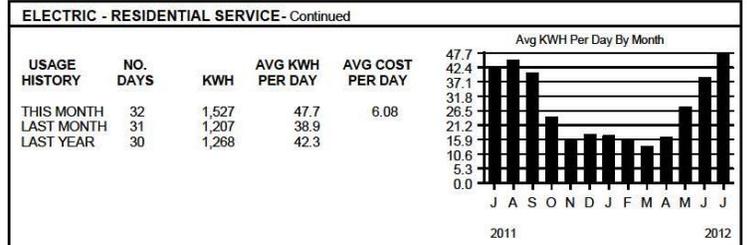
As previously communicated, BTER and DEAA rates decreased July 1, 2012. This is a transitional bill which shows the prior and new rate schedules. Your next bill will display the new rate changes.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - RESIDENTIAL SERVICE | | | | | | | | |
|---|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|-----------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Jun 22 | Jul 24 | 32 | 11747 | 13274 | 1 | 1,527 |
| ELECTRIC CONSUMPTION (PRIOR RATE) | | | | | 381.75 | KWH x .1185000 | | 45.24 |
| ELECTRIC CONSUMPTION (NEW RATE) | | | | | 1,145.25 | KWH x .1169700 | | 133.96 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | | | | | 381.75 | KWH x .0096400CR | | 3.68 CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | | | | | 1,145.25 | KWH x .0097900CR | | 11.20 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 1,527.00 | KWH x .0008200 | | 1.25 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 1,527.00 | KWH x .0004100 | | .63 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 1,527.00 | KWH x .0055200 | | 8.43 |
| BASIC SERVICE CHARGE | | | | | | | | 10.00 |
| LOCAL GOVERNMENT FEE | | | | | | 5% | | 9.26 |
| UNIVERSAL ENERGY CHARGE | | | | | 1,527.00 | KWH x .0003900 | | .60 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$194.49 |

C 18164 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.
 ACCOUNT NUMBER: [REDACTED] Page 2 of 2
 Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031
 Customer Premises: [REDACTED]



Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays.
 After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER

[REDACTED]

| | |
|--|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 194.49 |
| TOTAL AMOUNT DUE | \$194.49 |
| Current Charges due by Aug 14, 2012 | |

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031

Please enter amount paid below

\$ _____

89520

Year 1 Summer South CPP Customer Bill



B 5018 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031

Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

7/03/2013 A21

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|--------------|------------------|
| Jul 31, 2013 | Jul 22, 2013 | \$148.87 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|-----------|-------------|-----------------|-----------------|
| \$72.25 | \$72.25CR | \$0.00 | \$0.00 | \$148.87 |

B 5019 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031

Customer Premises: [REDACTED]

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13south.

Your bill presentation has changed. With the installation of smart meters, the company is able to eliminate proration of usage in a billing cycle with a rate change. The most significant changes will be seen by TOU customers. TOU customers will see more detailed line item charges within TOU periods. If your smart meter has not yet been installed, and your billing cycle contains a rate change your bill is still being prorated based on the days of service.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

Good news! Our records show that you have one or more Cool Share devices at your location. Cool Share is a voluntary clean energy program that helps you earn and save money. By participating, you allow NV Energy to briefly reduce your air conditioning usage on select hot summer days when the demand for electricity reaches peak conditions. Your participation helps you and the entire community save energy and money. Visit us at nvenergy.com/CoolShare or call (702) 402-1111 for complete details. Thanks!

ELECTRIC - NDPT-RS TIME-OF-USE CPP

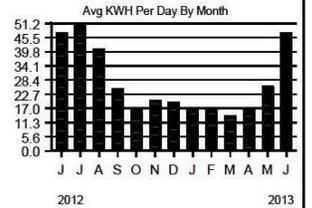
As a Choose When You Use customer, you can minimize your bill during June 1 through Sept. 30. This includes the Core Summer Period from July 1 - Aug. 31. The Shoulder (SHLDR) Summer Period includes all the days in June and September. Use as little electricity as possible during the On-Peak hours from 2 p.m. - 7 p.m. and during Critical Peak Event (CPE) days between 3 p.m. - 7 p.m.

ELECTRIC - NDPT-RS TIME-OF-USE CPP - Continued

| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
|--------------------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|-----------------|
| [REDACTED] | ShldrSum CP | May 31 | Jun 30 | 30 | 0 | 36 | 1 | 36 |
| | ShldrSum On | May 31 | Jun 30 | 30 | 0 | 275 | 1 | 275 |
| | ShldrSum Off | May 31 | Jun 30 | 30 | 0 | 1124 | 1 | 1,124 |
| | Core Sum CP | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| | Core Sum On | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| | Core Sum Off | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| SHLDR SUM CRITICAL PEAK USE(3-7PM*) | | | | | 36.000 | KWH x 43766 | | 15.76 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 36.000 | KWH x 00520CR | | 19 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 36.000 | KWH x 00071 | | .03 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 36.000 | KWH x 00180 | | .06 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 36.000 | KWH x 00336 | | .12 |
| UNIVERSAL ENERGY CHARGE | | | | | 36.000 | KWH x 00039 | | .01 |
| SHLDR SUM ON PEAK USE (2-7PM) | | | | | 275.000 | KWH x 12474 | | 34.30 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 275.000 | KWH x 00520CR | | 1.43 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 275.000 | KWH x 00071 | | .20 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 275.000 | KWH x 00180 | | .50 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 275.000 | KWH x 00336 | | .92 |
| UNIVERSAL ENERGY CHARGE | | | | | 275.000 | KWH x 00039 | | .11 |
| SHLDR SUM OFF PEAK USE (7PM-2PM) | | | | | 1,124.000 | KWH x 07137 | | 80.22 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 1,124.000 | KWH x 00520CR | | 5.84 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 1,124.000 | KWH x 00071 | | .80 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 1,124.000 | KWH x 00180 | | 2.02 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 1,124.000 | KWH x 00336 | | 3.78 |
| UNIVERSAL ENERGY CHARGE | | | | | 1,124.000 | KWH x 00039 | | .44 |
| BASIC SERVICE CHARGE | | | | | | | | 10.00 |
| LOCAL GOVERNMENT FEE | | | | | | | 5% | 7.06 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$148.87 |

* Period only applicable to when Critical Peak Events are called

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
|---------------|----------|-------|-----------------|------------------|
| THIS MONTH | 30 | 1,435 | 47.8 | 4.96 |
| LAST MONTH | 31 | 812 | 26.2 | |
| LAST YEAR | 32 | 1,527 | 47.7 | |



Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY

ACCOUNT NUMBER: [REDACTED]

| | |
|--|-----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 148.87 |
| TOTAL AMOUNT DUE | \$148.87 |
| Current Charges due by Jul 22, 2013 | |

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031

ZNDPT1 / 001365569-1522946 / Please enter amount paid below \$ _____



89520



Year 0 Winter South CPP Customer Bill

C 17037 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031
 Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

11/28/2012
 A19 B19

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|--------------|------------------|
| Dec 21, 2012 | Dec 14, 2012 | \$69.57 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$108.44 | \$108.44CR | \$0.00 | \$0.00 | \$69.57 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - RESIDENTIAL SERVICE | | | | | | | | |
|--------------------------------------|------------------|--------------|------------|-----------|-------------------------|------------------------|------------------|----------------|
| Meter Number | Service Category | Service From | Service To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Oct 23 | Nov 21 | 29 | 16804 | 17292 | 1 | 488 |
| ELECTRIC CONSUMPTION | | | | | 488.00 | KWH x .1159500 | | 56.58 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 488.00 | KWH x .0090500CR | | 4.42CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 488.00 | KWH x .0007100 | | .35 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 488.00 | KWH x .0018000 | | .88 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 488.00 | KWH x .0055200 | | 2.69 |
| BASIC SERVICE CHARGE | | | | | | 5% | | 10.00 |
| LOCAL GOVERNMENT FEE | | | | | | | | 3.30 |
| UNIVERSAL ENERGY CHARGE | | | | | 488.00 | KWH x .0003900 | | .19 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$69.57 |

Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays.
 After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO: NV ENERGY



ACCOUNT NUMBER: [REDACTED]

| | |
|--|----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 69.57 |
| TOTAL AMOUNT DUE | \$69.57 |
| Current Charges due by Dec 14, 2012 | |

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031

Please enter amount paid below

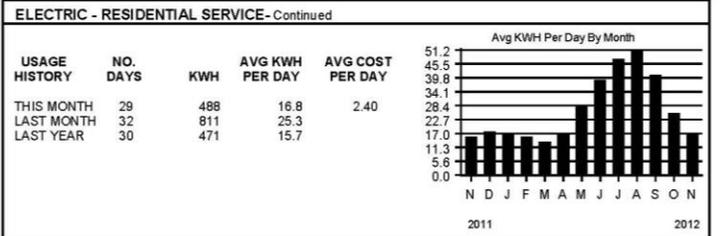
\$ _____

89520

C 17038 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031
 Customer Premises: [REDACTED]





Year 1 Winter South CPP Customer Bill

B 17100 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031
 Customer Premises: [REDACTED]

Co-Applicants: [REDACTED]

11/02/2013

A21 B06

| Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
|----------------------|--------------|------------------|
| Nov 30, 2013 | Nov 21, 2013 | \$47.28 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$108.97 | \$108.97CR | \$.00 | \$.00 | \$47.28 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13south.

The Energy Efficiency (EE) Amortization is an adjustment to account for over or under collection of the cost for Energy Efficiency and Conservation Programs.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

As publicized earlier, rates increased October 1, 2013. Please see the enclosed insert for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dws.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

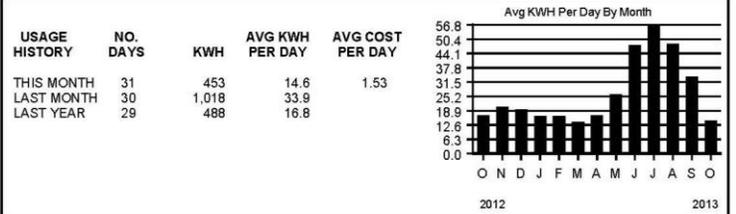
| ELECTRIC - NDPT-RS TIME-OF-USE CPP | | | | | | | | |
|------------------------------------|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | Winter | Sep 30 | Oct 31 | 31 | 1765 | 2218 | 1 | 453 |

B 17101 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031
 Customer Premises: [REDACTED]

| ELECTRIC - NDPT-RS TIME-OF-USE CPP - Continued | | | |
|--|---------|----------------|----------------|
| WINTER ELECTRIC USE (ALL HRS) | 453.000 | KWH x .07356 | 33.32 |
| TEMP. GREEN POWER FINANCING (TRED) | 453.000 | KWH x .00083 | .38 |
| RENEWABLE ENERGY PROGRAM (REPR) | 453.000 | KWH x .00132 | .60 |
| ENERGY EFFICIENCY (EE) CHARGE | 453.000 | KWH x .00343 | 1.55 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | 453.000 | KWH x .00219CR | .99 CR |
| UNIVERSAL ENERGY CHARGE | 453.000 | KWH x .00039 | .18 |
| BASIC SERVICE CHARGE | | | 10.00 |
| LOCAL GOVERNMENT FEE | | 5% | 2.24 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$47.28 |
| TOTAL CONSUMPTION = 453.000 KWH | | | |



Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER

[REDACTED]

| | |
|--|----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 47.28 |
| TOTAL AMOUNT DUE | \$47.28 |
| Current Charges due by Nov 21, 2013 | |

Service Address: [REDACTED] NORTH LAS VEGAS, NV 89031

ZNDPT1 / 001365569-1522946 /

Please enter amount paid below

\$ _____



89520



Year 0 Summer South TOU Customer Bill

C 6526 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 1 of 2

ACCOUNT NUMBER: [REDACTED]

Service Address: [REDACTED] HENDERSON, NV 89011

Customer Premises: [REDACTED]

C 6527 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 2 of 2

ACCOUNT NUMBER: [REDACTED]

Service Address: [REDACTED] HENDERSON, NV 89011

Customer Premises: [REDACTED]

| | | | |
|-----------|----------------------|--------------|------------------|
| 7/06/2012 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A05 B05 | Aug 1, 2012 | Jul 24, 2012 | \$172.68 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$131.02 | \$132.00CR | \$.00 | \$.98CR | \$173.66 |

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

BTER and DEAA rates decreased effective July 1, 2012. This is a transitional bill which shows the prior and new rate schedules. Your next bill will display the new rate changes. Please see the enclosed inserts for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

ELECTRIC - RESIDENTIAL SERVICE- Continued

| USAGE HISTORY | NO. DAYS | KWH | AVG KWH PER DAY | AVG COST PER DAY |
|---------------|----------|-------|-----------------|------------------|
| THIS MONTH | 31 | 1,341 | 43.3 | 5.60 |
| LAST MONTH | 30 | 991 | 33.0 | |
| LAST YEAR | 30 | 1,610 | 53.7 | |

2011 2012

| ELECTRIC - RESIDENTIAL SERVICE | | | | | | | | |
|---|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|-----------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Jun 1 | Jul 2 | 31 | 9275 | 10616 | 1 | 1,341 |
| ELECTRIC CONSUMPTION (PRIOR RATE) | | | | | 1,254.48 | KWH x .1185000 | | 148.66 |
| ELECTRIC CONSUMPTION (NEW RATE) | | | | | 86.52 | KWH x .1169700 | | 10.12 |
| DEFERRED ENERGY ADJUSTMENT (PRIOR RATE) | | | | | 1,254.48 | KWH x .0096400CR | | 12.09 CR |
| DEFERRED ENERGY ADJUSTMENT (NEW RATE) | | | | | 86.52 | KWH x .0097800CR | | .85 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 1,341.00 | KWH x .0008200 | | 1.10 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 1,341.00 | KWH x .0004100 | | .55 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 1,341.00 | KWH x .0055200 | | 7.40 |
| BASIC SERVICE CHARGE | | | | | | | | 10.00 |
| LOCAL GOVERNMENT FEE | | | | | | 5% | | 8.25 |
| UNIVERSAL ENERGY CHARGE | | | | | 1,341.00 | KWH x .0003900 | | .52 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$173.66 |

Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY

ACCOUNT NUMBER: [REDACTED]

| | |
|-------------------------|-----------------|
| BALANCE FORWARD | .98 CR |
| CURRENT CHARGES | 173.66 |
| TOTAL AMOUNT DUE | \$172.68 |

Current Charges due by Jul 24, 2012

Service Address: [REDACTED] HENDERSON, NV 89011

Please enter amount paid below

\$ _____

89520

Year 1 Summer South TOU Customer Bill

B 8108 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 1 of 2

ACCOUNT NUMBER: [REDACTED]
 Service Address: [REDACTED] HENDERSON, NV 89011
 Customer Premises: [REDACTED]

| | | | |
|-----------|----------------------|--------------|------------------|
| 7/03/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A21 | Jul 31, 2013 | Jul 22, 2013 | \$162.19 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|-----------|-------------|-----------------|-----------------|
| \$65.17 | \$65.17CR | \$0.00 | \$0.00 | \$162.19 |

IMPORTANT MESSAGE: A deposit may be assessed after 3 late charges in 12 consecutive months, if a payment is returned, or if service has been disconnected for non-payment. The deposit is based on the actual usage of the account. For further information visit our website at nvenergy.com/rule13south.

Your bill presentation has changed. With the installation of smart meters, the company is able to eliminate proration of usage in a billing cycle with a rate change. The most significant changes will be seen by TOU customers. TOU customers will see more detailed line item charges within TOU periods. If your smart meter has not yet been installed, and your billing cycle contains a rate change your bill is still being prorated based on the days of service.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

Good news! Our records show that you have one or more Cool Share devices at your location. Cool Share is a voluntary clean energy program that helps you earn and save money. By participating, you allow NV Energy to briefly reduce your air conditioning usage on select hot summer days when the demand for electricity reaches peak conditions. Your participation helps you and the entire community save energy and money. Visit us at nvenergy.com/CoolShare or call (702) 402-1111 for complete details. Thanks!

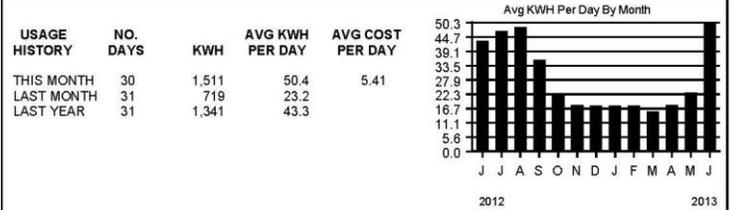
| Meter Number | Service Category | Service From | Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
|--------------|------------------|--------------|-----------|-----------|-------------------------|------------------------|------------------|---------------|
| [REDACTED] | ShldrSum On | May 31 | Jun 30 | 30 | 0 | 499 | 1 | 499 |
| [REDACTED] | ShldrSum Off | May 31 | Jun 30 | 30 | 0 | 1012 | 1 | 1,012 |

Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

B 8109 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 2 of 2

ACCOUNT NUMBER: [REDACTED]
 Service Address: [REDACTED] HENDERSON, NV 89011
 Customer Premises: [REDACTED]

| Meter Number | Service Category | Service From | Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
|--------------------------------------|------------------|--------------|-----------|-----------|-------------------------|------------------------|------------------|-----------------|
| | Core Sum On | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| | Core Sum Off | May 31 | Jun 30 | 30 | 0 | 0 | 1 | 0 |
| SHLDR SUM ON PEAK USE (2-7PM) | | | | | 499,000 | KWH x .14161 | | 70.66 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 499,000 | KWH x 00520CR | | 2.59 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 499,000 | KWH x 00071 | | .35 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 499,000 | KWH x 00180 | | .90 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 499,000 | KWH x 00336 | | 1.68 |
| UNIVERSAL ENERGY CHARGE | | | | | 499,000 | KWH x 00039 | | .19 |
| SHLDR SUM OFF PEAK USE (7PM-2PM) | | | | | 1,012,000 | KWH x 07137 | | 72.23 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 1,012,000 | KWH x 00520CR | | 5.28 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 1,012,000 | KWH x 00071 | | .72 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 1,012,000 | KWH x 00180 | | 1.82 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 1,012,000 | KWH x 00336 | | 3.40 |
| UNIVERSAL ENERGY CHARGE | | | | | 1,012,000 | KWH x 00039 | | .39 |
| BASIC SERVICE CHARGE | | | | | | | | 10.00 |
| LOCAL GOVERNMENT FEE | | | | | | | 5% | 7.70 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$162.19 |



PLEASE RETURN THIS PORTION WITH PAYMENT MAKE CHECKS PAYABLE TO NV ENERGY



| ACCOUNT NUMBER | |
|----------------|-------------------------------------|
| [REDACTED] | BALANCE FORWARD .00 |
| [REDACTED] | CURRENT CHARGES 162.19 |
| [REDACTED] | TOTAL AMOUNT DUE \$162.19 |
| [REDACTED] | Current Charges due by Jul 22, 2013 |

Service Address: [REDACTED] HENDERSON, NV 89011

ZNDPT1 / 002514969-1050958 /
 Please enter amount paid below \$ _____



89520



Year 0 Winter South TOU Customer Bill

C 5427 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 1 of 2

ACCOUNT NUMBER: [REDACTED]

Service Address: [REDACTED] Henderson, NV 89011

Customer Premises: [REDACTED]

C 5428 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION. Page 2 of 2

ACCOUNT NUMBER: [REDACTED]

Service Address: [REDACTED] Henderson, NV 89011

Customer Premises: [REDACTED]

| | | | |
|------------|----------------------|--------------|------------------|
| 11/03/2012 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A05 B05 | Dec 3, 2012 | Nov 21, 2012 | \$87.86 |

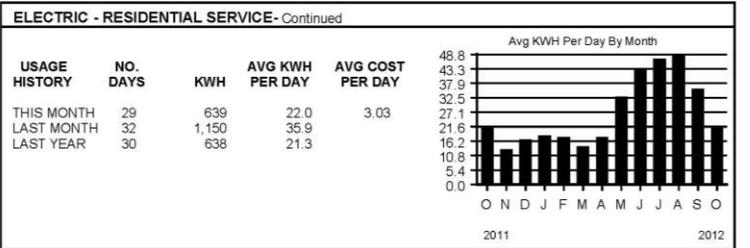
| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$148.50 | \$148.50CR | \$0.00 | \$0.00 | \$87.86 |

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The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dwss.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - RESIDENTIAL SERVICE | | | | | | | | |
|--------------------------------------|------------------|--------------|-----------|-----------|-------------------------|------------------------|------------------|----------------|
| Meter Number | Service Category | Service From | Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | KWH | Oct 2 | Oct 31 | 29 | 14648 | 15287 | 1 | 639 |
| ELECTRIC CONSUMPTION | | | | | 639.00 | KWH x .1159500 | | 74.09 |
| DEFERRED ENERGY ADJUSTMENT | | | | | 639.00 | KWH x .0090500CR | | 5.78 CR |
| TEMP. GREEN POWER FINANCING (TRED) | | | | | 639.00 | KWH x .0007100 | | .45 |
| RENEWABLE ENERGY PROGRAM (REPR) | | | | | 639.00 | KWH x .0018000 | | 1.15 |
| ENERGY EFFICIENCY (EE) CHARGE | | | | | 639.00 | KWH x .0055200 | | 3.53 |
| BASIC SERVICE CHARGE | | | | | | | | 10.00 |
| LOCAL GOVERNMENT FEE | | | | | | 5% | | 4.17 |
| UNIVERSAL ENERGY CHARGE | | | | | 639.00 | KWH x .0003900 | | .25 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | | | | | | \$87.86 |



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PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



Service Address: [REDACTED] Henderson, NV 89011

ACCOUNT NUMBER [REDACTED]

| | |
|--|----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 87.86 |
| TOTAL AMOUNT DUE | \$87.86 |
| Current Charges due by Nov 21, 2012 | |

Please enter amount paid below

\$ _____

89520



Year 1 Winter South TOU Customer Bill

B 19700 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 1 of 2

Service Address: [REDACTED] HENDERSON, NV 89011

Customer Premises: [REDACTED]

B 19701 THIS BILL IS DUE AND PAYABLE UPON RECEIPT. PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

ACCOUNT NUMBER: [REDACTED] Page 2 of 2

Service Address: [REDACTED] HENDERSON, NV 89011

Customer Premises: [REDACTED]

| | | | |
|------------|----------------------|--------------|------------------|
| 11/02/2013 | Next Meter Read Date | Due Date | TOTAL AMOUNT DUE |
| A21 B06 | Nov 30, 2013 | Nov 21, 2013 | \$59.63 |

| PREVIOUS BALANCE | PAYMENTS | ADJUSTMENTS | BALANCE FORWARD | CURRENT CHARGES |
|------------------|------------|-------------|-----------------|-----------------|
| \$102.00 | \$102.00CR | \$.00 | \$.00 | \$59.63 |

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The Energy Efficiency (EE) Amortization is an adjustment to account for over or under collection of the cost for Energy Efficiency and Conservation Programs.

Don't forget to sign up for Paperless Billing. Enroll in MyAccount at nvenergy.com.

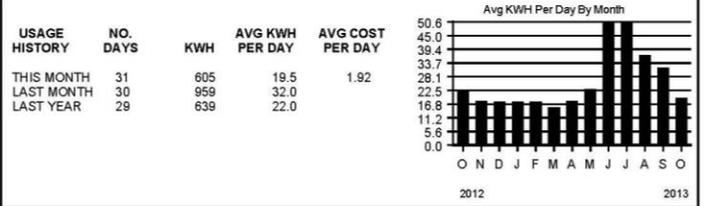
As publicized earlier, rates increased October 1, 2013. Please see the enclosed insert for more details.

The Energy Assistance Program (EAP) may help pay your bill. Call (702) 486-1404 or visit dsws.nv.gov to see if you qualify.

Thank you for maintaining an excellent payment record. We look forward to serving you in the future.

| ELECTRIC - NDPT-RS ENHANCED TIME-OF-USE | | | | | | | | |
|---|------------------|---------------------|-------------------|-----------|-------------------------|------------------------|------------------|---------------|
| Meter Number | Service Category | Service Period From | Service Period To | Bill Days | Meter Readings Previous | Meter Readings Current | Meter Multiplier | Billing Usage |
| [REDACTED] | Winter | Sep 30 | Oct 31 | 31 | 1753 | 2358 | 1 | 605 |

| ELECTRIC - NDPT-RS ENHANCED TIME-OF-USE - Continued | | | |
|---|---------|----------------|----------------|
| WINTER ELECTRIC USE (ALL HRS) | 605.000 | KWH x .07356 | 44.50 |
| TEMP. GREEN POWER FINANCING (TRED) | 605.000 | KWH x .00083 | .50 |
| RENEWABLE ENERGY PROGRAM (REPR) | 605.000 | KWH x .00132 | .80 |
| ENERGY EFFICIENCY (EE) CHARGE | 605.000 | KWH x .00343 | 2.08 |
| ENERGY EFFICIENCY AMORTIZATION (NEW RATE) | 605.000 | KWH x .00219CR | 1.32CR |
| UNIVERSAL ENERGY CHARGE | 605.000 | KWH x .00039 | .24 |
| BASIC SERVICE CHARGE | | | 10.00 |
| LOCAL GOVERNMENT FEE | | 5% | 2.83 |
| TOTAL ELECTRIC SERVICE AMOUNT | | | \$59.63 |
| TOTAL CONSUMPTION = 605.000 KWH | | | |



Call (702) 402-5555 or (800) 331-3103 for assistance Monday-Friday 7:30-5:30 excluding holidays. After hours emergencies call: (702) 402-2900 Mail payment to: PO BOX 30086 Reno, Nevada 89520-3086

PLEASE RETURN THIS PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO NV ENERGY



ACCOUNT NUMBER

[REDACTED]

| | |
|--|----------------|
| BALANCE FORWARD | .00 |
| CURRENT CHARGES | 59.63 |
| TOTAL AMOUNT DUE | \$59.63 |
| Current Charges due by Nov 21, 2013 | |

Service Address: [REDACTED] HENDERSON, NV 89011

ZNDPT1 / 002514969-1050958 /

Please enter amount paid below

\$ _____



89520



Year 1 Reenlistment Savings Letter



February 28, 2014

<CUSTOMER FIRST> <CUSTOMER LAST>
<ADDRESS>
<CITY>, <STATE> <ZIP>

Service Address:
[ADDRESS]
[CITY], [STATE] [ZIP]

Congratulations! You Saved Money!!

Thank you for participating in the first year of the NV Energy *Choose When You Use* program.

As promised when you enrolled in the *Choose When You Use* program last year, below is a report comparing the electric bills you incurred during the first year to the bills you would have received for the same usage under your old electricity rate. We also told you that you would receive a **No-Risk Bill Protection Guarantee** for the first year.

Had you paid more for the first year on your new rate during the test, **NV Energy would issue a credit to make up the difference.**



Congratulations! You decided to try a new pricing plan and **you ended the year with savings.** These numbers use an estimate for the month of February. You'll receive a second letter in March with your final savings amount.

Here's your estimated report for March 1, 2013 – February 28, 2014:

| On Your New Rate, You Paid: | On Your Old Rate, You Would Have Paid: | Your Savings: |
|---|--|---------------|
| \$1,700 | \$1,875 | \$175 |
| You saved money with <i>Choose When You Use</i>! | | |

Keep saving! The *Choose When You Use* program will continue for another year, until February 28, 2015.

You signed on for the full trial; however, please keep in mind that the **No-Risk Bill Protection Guarantee** only applied to your first year in *Choose When You Use*. From now on, if your annual electric bill is higher than it would have been under your old rate, there is no credit of the difference.

We hope you decide to keep saving. But, if you prefer to drop out of the *Choose When You Use* program, that's OK with us. It's your choice. You tried it, and we appreciate your effort. Just let us know if you'd like to switch back to your old rate any time during March 2014, by calling us at 1-800-255-0990 or e-mailing us at choose@nvenergy.com, including your account information to the right to verify your identity. We'll return you to your old rate effective April 1, 2014. You must take action by March 31, 2014 or you will automatically continue with the program without the ability to leave until the end of the second year.

| |
|----------------------------------|
| Customer Code: [XXXXXXXX] |
| Premise: [XXXXXXXX] |
| Address: [ADDRESS] |

If you decide to stay with the *Choose When You Use* program and graduate to the second year, **no action is needed to reenroll.**

That way, you don't miss out on the opportunity to save even more money by continuing to use electricity at less expensive times of the day. If you do leave the *Choose When You Use* program, you can't get back in. You won't receive your monthly energy reports and you'll miss out on any new features or benefits.

We'll keep sending you your monthly energy reports and you'll receive any new features and benefits we introduce. Most important, you will have the opportunity to save more and more by reducing your electricity use and shifting your electricity use away from the expensive times of day.

We appreciate your participation and look forward to serving you in the second year of the program!

Sincerely,

Your NVEnergize *Choose When You Use* team

P.S. If you have any questions, please call us at 1-800-255-0990, and talk to one of our experts or read the special Savings Recommendations enclosed with this letter. The recommendations could help you save more with *Choose When You Use*.



Year 1 Reenlistment Non-Saving Letter



February 28, 2014

<CUSTOMER FIRST> <CUSTOMER LAST>
<ADDRESS>
<CITY>, <STATE> <ZIP>

Service Address:
[ADDRESS]
[CITY], [STATE] [ZIP]

We Appreciate Your Participation!

Thank you for participating in the first year of the NV Energy *Choose When You Use* program.

As promised when you enrolled in the *Choose When You Use* program last year, below is a report comparing the electric bills you incurred during the first year to the bills you would have received for the same usage under your old electricity rate. We also told you that you would receive a **No-Risk Bill Protection Guarantee** for the first year and that if you had paid more for the first year on your new rate during the test, **NV Energy would issue a credit to make up the difference.**

Here's your estimated report for March 1, 2013 – February 28, 2014:

| On Your New Rate, You Paid: | On Your Old Rate, You Would Have Paid: | Your Credit: |
|--|--|--------------|
| \$1,875 | \$1,700 | \$175 |
| You receive a credit with <i>Choose When You Use</i>! | | |

Congratulations! You decided to try a new pricing plan that included a first-year guarantee and **you ended the year with a credit under that guarantee.** These numbers use an estimate for the month of February. You'll receive a second letter in March with your final credited amount and distribution date.

Try again to save. The *Choose When You Use* program will continue for another year, until February 28, 2015.

You signed on for the full trial; however, please keep in mind that the **No-Risk Bill Protection Guarantee** only applied to your first year in *Choose When You Use*. From now on, if your annual electric bill is higher than it would have been under your old rate, you will no longer receive a credit of the difference.

If you'd like to switch back to your old rate, you can do so any time during March 2014. Simply let us know by calling 1-800-255-0990 or e-mailing us at choose@nvenergy.com including your account information to the right to verify your identity and we'll return you to your old rate effective April 1, 2014. You must take action by March 31, 2014 or you will automatically continue with the program without the ability to leave until the end of the second year.

| |
|----------------------------------|
| Customer code: [XXXXXXXX] |
| Premise: [XXXXXXXX] |
| Address: [ADDRESS] |

If you do decide to drop out of the *Choose When You Use* program, that's OK with us. It's your choice. You tried it, and we appreciate your effort.

But if you do leave the *Choose When You Use* program, you'll no longer have the opportunity to save money according to the plan, by switching when you use electricity away from the expensive times of day. Once you leave the *Choose When You Use* program, you can't get back in. You won't receive your monthly energy reports and you'll miss out on any new features or benefits.

If you decide to stay with the *Choose When You Use* program and graduate to the second year, **no action is needed to reenroll.**

We'll keep sending you your monthly energy reports and you'll receive any new features and benefits we introduce. Most important, you will have the opportunity to save more and more by reducing your electricity use and shifting your electricity use away from the expensive times of day.

We appreciate your participation and hope to serve you in the second year of the program!

Sincerely,

Your NVEnergize *Choose When You Use* team

P.S. If you're still thinking about dropping out of *Choose When You Use*, please read the special Savings Recommendations enclosed with this letter. The recommendations could help you **save money** in the coming year.



Year 1 Reenlistment Savings Recommendations



Savings Recommendations



It's as easy as 1, 2, 3!

Some customers found success using the following tips to save more with the *Choose When You Use* program. Only three simple steps, but they will take some time and effort. It comes down to this:

Turn it off. Change the time. Tune it up.

1

TURN IT OFF

Read the **Household Appliance Guide** we have enclosed and make a list of the major energy uses in your household. Plan to use these appliances less often or at less expensive times. Count the appliances and other items you have plugged in around the house and unplug any you're not using or you don't need. Use electricity when you need to, but try doing without, or doing with less. The changes will save you money and you might not mind the difference.

2

CHANGE THE TIME

Every few days, spend a few minutes keeping track of how your household is using energy. You want to make sure that you and all of the members of your household are practicing your savings plan, all day, every day. Go online to nvenergy.com/myaccount to follow your household's energy use and sign up for usage alerts. When your household energy use is higher than normal on a particular day, figure out what happened and fix it. Have a special plan to really cut back on usage during the hottest days and peak times (weekday afternoons).

3

TUNE IT UP

Take a look at your electric bills as they come in to make sure your new habits of using energy according to your savings plan are paying off. Compare last year's bills under the *Choose When You Use* program to this year's bills. Ask NV Energy for a free household energy audit, or check out your major energy uses on your own. You may find that your house, your appliances or the members of your household need to be more energy efficient. You may also find some simple ways to save on nvenergy.com.

Turn it off. Change the time. Tune it up.



Year 1 Reenlistment Appliance Usage Guide

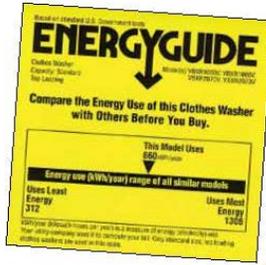
Helping you achieve the greatest benefit from your electric use every day.

By carefully using your household appliances, you can save money on your utility bill. Generally, appliances that count the most when it comes to conserving electricity are those that heat or cool, and those that are in use for long periods of time.



Look for the Energy Guide Label when shopping for new major appliances

Buying an energy efficient appliance may cost a bit more, but that expense will be made up by reduced energy use over the lifetime of the appliance. Look for the yellow Energy Guide Label found on most appliances. This label allows you to compare the yearly operating costs of different models.



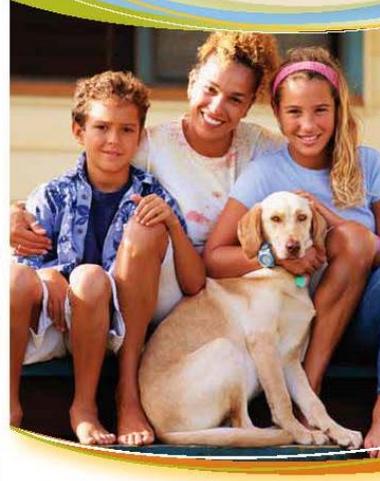
For more conservation tools please visit:



LVCG 60M 09/11

How much energy do appliances use?

HOUSEHOLD APPLIANCE GUIDE



How much do electric appliances cost to operate?

The chart lists kWh (Kilowatt hours) next to each appliance. A kWh is the unit by which electricity is measured and priced. Just like milk is priced by the quart (qt.), electricity is priced by the kilowatt hour (kWh). Simply multiply the kilowatt hours (kWh) listed next to an appliance by the cost per kWh on your utility bill.

| | WATTS* | ANNUAL KWH* |
|-------------------------------------|--------|-------------|
| Air Conditioners | | |
| One-ton | 1,900 | 3,078 |
| Three-and-one-half-ton | 6,500 | 10,530 |
| Five-ton | 9,200 | 14,904 |
| Evaporative Coolers | | |
| 4000 CFM | 400 | 1,150 |
| Heater | | |
| Heater, Portable | 1,500 | 630 |
| Fan (Furnace) | 500 | 66 |
| Major and General Appliances | | |
| CD Player | 85 | 85 |
| Christmas Lights | 800 | 130 |
| Clock | 2 | 17 |
| Clothes Dryer | 2,790 | 900 |
| Computers | 240 | 1,248 |
| Dishwasher | 1,201 | 363 |
| Electric Blanket | 177 | 147 |
| Fan (Attic) | 370 | 291 |
| Fan (Ceiling) | 88 | 43 |

| | WATTS* | ANNUAL KWH* |
|---|--------|-------------|
| Fan (Circulating) | 88 | 43 |
| Fan (Rollaway) | 171 | 138 |
| Fan (Window) | 200 | 170 |
| Fish Tank | 4 | 35 |
| Floor Polisher | 305 | 15 |
| Freezer—Upright (18 cu. ft.) | | |
| •Manual Defrost | 540 | 1,250 |
| •Automatic Defrost | 700 | 1,830 |
| Hair Blow Dryer | 1,000 | 15.6 |
| Hand Iron | 1,100 | 60 |
| Heat Lamp | 250 | 13 |
| Heating Pad | 65 | 10 |
| Humidifier | 177 | 163 |
| Jacuzzi/Spa Pump | 1,300 | 2,100 |
| Kiln | 5,760 | 1,659 |
| Lighting | | |
| (Avg. Residential Use) | n/a | 1,200 |
| Pellet Stove | 351 | 758 |
| Pool Pump 1.5 hp | 1,600 | 4,608 |
| Pool Pump 2.0 hp | 2,200 | 6,262 |
| Radio (Solid State) | 15 | 18 |
| Radio/Record Player (Solid State) | 26 | 26 |
| Range (with Oven) | 12,200 | 750 |
| Range (with Self-Cleaning Oven) | 12,200 | 775 |
| Refrigerator—Freezer | | |
| •16 cu. ft. | 380 | 1,450 |
| •20 cu. ft. | 420 | 1,950 |
| Refrigerator—Freezer (Frostless) | | |
| •16 cu. ft. | 600 | 2,150 |
| •20 cu. ft. | 800 | 2,700 |
| Sewing Machine | 75 | 11 |
| Shaver (Nonrechargeable) | 15 | 0.5 |
| Sun Lamp | 279 | 16 |
| Television Cable (TV) Box | 23 | 50 |

| | WATTS* | ANNUAL KWH* |
|---------------------------------|--------|-------------|
| Television, Color (Tube) | 286 | 600 |
| Television, Color (Solid State) | 175 | 350 |
| Television, B & W (Tube) | 100 | 220 |
| Television, B & W (Solid State) | 45 | 100 |
| Television Screen (45") | 147 | 329 |
| Television Video Games | 45 | 100 |
| Toothbrush | 1.1 | 1 |
| Typewriter | 52 | 1 |
| Vacuum Cleaner | 630 | 46 |
| Video Tape Recorders | 175 | 350 |
| Washing Machine | 512 | 103 |
| Water Heater | | |
| (Quick-Recovery) | 4,474 | 4,811 |
| Waterbed Heater | 450 | 1,460 |
| Water Softener | 1.5 | 19 |
| Well Pump | 2,238 | 1,894 |

Kitchen Appliances

| | | |
|------------------|-------|-----|
| Broiler | 1,140 | 85 |
| Can Opener | 100 | 1 |
| Carving Knife | 92 | 8 |
| Coffee Maker | 1,200 | 140 |
| Deep Fat Fryer | 1,448 | 83 |
| Food Blender | 300 | 2 |
| Food Mixer | 127 | 2 |
| Frying Pan | 1,196 | 100 |
| Garbage Disposal | 445 | 7 |
| Hot Plate | 1,200 | 90 |
| Microwave Oven | 1,450 | 190 |
| Roaster | 1,333 | 60 |
| Slow Cooker | 200 | 144 |
| Toaster | 1,146 | 39 |
| Toaster Oven | 1,550 | 96 |
| Trash Compactor | 400 | 4 |
| Waffle Iron | 1,200 | 20 |

*The estimated usages shown are average figures based on industry statistics. They do not apply to a particular manufacturer's product and vary depending on individual operation. Current electric rate schedules are available from your local utility office.



Year 1 True-Up Savings Letter



DATE Account Number:
[Account Number]

[NAME] Service Address:
[ADDRESS]
[CITY], [STATE] [ZIP] [CITY], [STATE] [ZIP]

Final Bill Comparison Report: Year 1

Thank you for participating in the NV Energy *Choose When You Use* program. The first year of the program has come to an end and this letter includes the final comparison of what you paid in Year 1 on your *Choose When You Use* rate with what you would have paid on the standard flat rate. Throughout the last year we sent you monthly energy reports, and earlier this month you should have received an estimated bill comparison for the first year. Because this Final Bill Comparison Report is based on complete usage information, it may differ slightly from those.

Below is a monthly comparison of your electric charges:

| Charge Date: | On your new rate you paid: | On your old rate, you would have paid: | Difference: |
|---------------|----------------------------|--|-----------------|
| 4/3/2013 | \$74.12 | \$118.00 | \$43.88 |
| 5/2/2013 | \$90.00 | \$142.95 | \$52.95 |
| 6/4/2013 | \$136.03 | \$216.06 | \$80.03 |
| 7/3/2013 | \$296.04 | \$375.11 | \$79.07 |
| 8/2/2013 | \$617.31 | \$447.48 | -\$169.83 |
| 9/5/2013 | \$444.13 | \$374.46 | -\$69.67 |
| 10/3/2013 | \$216.20 | \$287.27 | \$71.07 |
| 11/2/2013 | \$119.46 | \$187.65 | \$68.19 |
| 12/5/2013 | \$101.73 | \$159.81 | \$58.08 |
| 1/3/2014 | \$120.56 | \$189.39 | \$68.83 |
| 2/4/2014 | \$123.99 | \$192.18 | \$68.19 |
| 3/4/2014 | \$105.13 | \$162.95 | \$57.82 |
| Total: | \$2444.70 | \$2853.31 | \$408.61 |

Congratulations on your savings!

You worked hard this year to change your energy habits to make this new rate work for you and you saved \$408.61.

The *Choose When You Use* program is a two-year program and will continue until February 28, 2015. Staying in the program gives you a chance to save even more. However, **if you choose not to participate, please let us know by Monday, March 31** by calling 1-800-255-0990. If we don't hear from you by then, you will automatically continue in the second year without the ability to leave the program. We would also like to remind you that the second year of the program does not include a No-Risk Bill Protection Guarantee.

The *Choose When You Use* program gives you the opportunity to decide when to use electricity and the ability to shift usage to less expensive times of day. If you decide to stay for the second year of the program, you will continue to receive monthly energy reports along with tips on how to save more.

Thank you for being a part of the first year of the *Choose When You Use* program. If you have any questions, please contact us at 1-800-255-0990 and we'll be happy to help.

We appreciate the opportunity to serve you,

Your NVEnergize *Choose When You Use* team



Year 1 True-Up Non-Savings Letter



| | |
|-----------------|-------------------------------------|
| DATE | Account Number: [account number] |
| NAME | Service Address: |
| ADDRESS | [ADDRESS] |
| CITY, STATE ZIP | [CITY], [STATE] [ZIP] |

Final Bill Comparison Report: Year 1

Thank you for participating in the NV Energy *Choose When You Use* program. The first year of the program has come to an end and this letter includes the final comparison of what you paid in Year 1 on your *Choose When You Use* rate with what you would have paid on the standard flat rate. Throughout the last year we sent you monthly energy reports, and earlier this month you should have received an estimated bill comparison for the first year. Because this Final Bill Comparison Report is based on complete usage information, it may differ slightly from those.

Below is a monthly comparison of your electric charges:

| Charge Date: | On your new rate you paid: | On your old rate, you would have paid: | Difference: |
|---------------|----------------------------|--|-----------------|
| 4/3/2013 | \$44.89 | \$60.60 | \$15.71 |
| 5/2/2013 | \$40.87 | \$55.72 | \$14.85 |
| 6/4/2013 | \$39.14 | \$51.95 | \$12.81 |
| 7/3/2013 | \$94.57 | \$79.38 | -\$15.19 |
| 8/2/2013 | \$193.32 | \$107.46 | -\$85.86 |
| 9/5/2013 | \$183.22 | \$93.64 | -\$89.58 |
| 10/3/2013 | \$81.10 | \$52.72 | -\$28.38 |
| 11/2/2013 | \$34.77 | \$46.19 | \$11.42 |
| 12/5/2013 | \$54.28 | \$73.38 | \$19.10 |
| 1/3/2014 | \$60.99 | \$82.20 | \$21.21 |
| 2/4/2014 | \$56.40 | \$76.81 | \$20.41 |
| 3/4/2014 | \$53.22 | \$71.87 | \$18.65 |
| Total: | \$936.77 | \$851.92 | -\$84.85 |

You'll receive a bill credit!

You decided to try a program that included a first-year No-Risk Bill Protection Guarantee and you ended the year with a credit of \$84.85 under that guarantee. This credit will be applied to your March bill that is sent in April. Please look for this credit on your bill.

The *Choose When You Use* program is a two-year program and will continue until February 28, 2015. Staying in the program gives you another chance to save. However, **if you choose not to participate, please let us know by Monday, March 31** by calling 1-800-255-0990. If we don't hear from you by then, you will automatically continue in the second year without the ability to leave the program. We would also like to remind you that the second year of the program does not include a No-Risk Bill Protection Guarantee or associated bill credit.

The *Choose When You Use* program gives you the opportunity to decide when to use electricity and the ability to shift usage to less expensive times of day. If you decide to stay for the second year of the program, you will continue to receive monthly energy reports along with tips on how to save more.

Thank you for being a part of the first year of the *Choose When You Use* program. If you have any questions, please contact us at 1-800-255-0990 and we'll be happy to help.

We appreciate the opportunity to serve you,

Your NVEnergize *Choose When You Use* team