

Customer Service Phone List

Las Vegas/Clark County	402-5555
Para Servicio en Español	402-5554
Laughlin - Searchlight	402-3797
Out of State Calls	(800) 331-3103
TDD/TTY (Hearing Impaired Service available Mon.- Fri. 8 a.m. - 5 p.m.)	402-5080
BillMatrix	(800) 253-8084
(Credit Card, Debit Card, or Check-by-phone payments for a processing fee)	

Rules and Regulations

Rules, Regulations and Rate Schedules are available for public inspection in each company office.

Nevada Customers

Regular bills for service are rendered on a monthly basis and are **DUE AND PAYABLE UPON RECEIPT**. Payment can be mailed or made at any Nevada Power business office or Shop & Pay station. Current charges become **PAST DUE** 15 days after the regular bill is mailed. A termination-of-service notice may be issued if payment has not been received within four working days after the Past Due Date. If payment is late, a 1.5 percent late charge shall be assessed. We may require a customer to pay a security deposit. Any deposit that is made may be refunded, together with any interest due, less the amount of unpaid service bills, upon discontinuance of service or 12 months after the deposit amount is satisfied (paid in full) of on-time payments if you are a residential customer. If you wish to dispute any bill, charge or service, Nevada Power will promptly investigate the matter and provide a written decision. However, to avoid termination of service, all charges must be paid during the investigation period. If you are not satisfied with our final decision, you may contact the Public Utilities Commission at (702) 486-2600 or toll free at (800) 992-0900 or you may visit their offices at 101 Convention Center Drive, Suite 250, Las Vegas, NV 89109.

If there is a permanent resident living in your home that is seriously ill, disabled, or 62 years of age or older, please contact our Customer Service Department at (702) 402-5555 to update your account information.

Residential customers may elect to designate a third party (agency or individual) to receive a copy, by first class mail, of all termination-of-service notices.

If You Have Trouble Paying This Bill

If you have trouble paying this bill, please contact us at the telephone number shown on the front of your bill. We may be able to make payment arrangements with you depending upon a number of factors including your past payment record with us. All future bills are due upon receipt and are not considered a part of the payment agreement. Unless the Utility otherwise agrees, you may not initiate this program for a payment agreement more than once during any 11-month period.

When You Pay by Check

When you send in a check to make your payment, you authorize the utility to initiate an electronic debit from your bank account. Your check will not be returned and funds may be withdrawn the same day the utility receives payment. If you would like your bank to receive a copy of the check in place of a cancelled check, please call (866) 902-2987.

Nevada Energy Connection - To find out if you qualify for help paying your energy bill or making your home more energy efficient contact the Nevada State Welfare Division, 3330 E. Flamingo #55, Las Vegas, Nevada 89121. Phone: (702) 486-1404 or (866) 846-2009, or you may pick up an application at a Nevada Power business office.

Right of Access and Bill Estimation

At all reasonable times we have the right of access to a customer's premises for any purpose normally connected with the furnishing of utility services. We will read your meter on the scheduled date printed on the face of the bill. Customers can help ensure an accurate read by making sure the meter is accessible. Arrangements or instructions regarding locked gates can be made with our meter reading staff. Please call us at 402-4183 to let us know about unusual or hazardous conditions, or to make access arrangements. If we are unable to read a customer's meter on the scheduled date because of circumstances beyond our control, the company shall bill the customer based upon estimated usage for that billing period. Our authorized representatives carry a company photo identification card. Please don't hesitate to ask for I.D. before admitting an employee on your premises. If there is any doubt, please contact any Nevada Power business office.

Charges and Taxes

Basic Service Charge: A flat fee that partially reimburses the Utility for its fixed administrative costs such as meter reading, billing, data processing and postage.

Deferred Energy Adjustment: A rate adjustment mechanism that reimburses the Utility for the electricity purchased on behalf of their customers.

Demand Charge: A charge for the amount of demand or service requested. This charge is based on the amount of electricity drawn at peak use during the billing period.

Electric Consumption: The charge for electricity consumed during the billing period.

Business License Fee / Franchise Fee / Utility Fee: This charge, based upon the total amount of monthly billing, consists of any business license fee or gross receipts tax or similar tax imposed upon the Utility by a local government.

Temp. Green Power Financing (TRED): A temporary charge to foster the development of new alternative energy projects in Nevada.

Universal Energy Charge: A mandated fee that provides money to fund the State of Nevada energy assistance and conservation programs.

Request for Discontinuance or Continuance of Service

A five-day notice is necessary to discontinue a customer's service. Customers will be charged for each connection or reconnection on the first bill following that service.

Customer Care Center

Customer service by telephone is available 24 hours a day, 7 days a week, excluding holidays at 402-5555.

Business Offices

All offices are open Monday through Friday, excluding holidays. A night depository is located at each office for making payments after business hours. **Night deposit payments may take up to three business days to post.**

Main Office	6226 West Sahara Avenue	Drive-Up Window Available
North Las Vegas	1737 Hunkins Drive	Drive-Up Window Available
Henderson	227 Water Street	
Laughlin	3100 Needles Hwy #500	

Nevada Power customers may make bill payments at any authorized Shop & Pay location at no charge. Shop & Pay service is available at participating supermarkets, drug stores and other retail establishments throughout Las Vegas and Henderson. **Payments made at Shop & Pay locations must be received on or before the due date to avoid late charges.** Please call our Customer Care Center at 402-5555 for the Shop & Pay location nearest you, or visit our website at nevadapower.com.