About Us

NV ENERGY AT A GLANCE

- Highly-skilled team of more than 2,400 Nevadans
- More than 1.2 million electricity customers statewide, and over 168,000 natural gas customers in Reno-Sparks area of northern Nevada
- Nearly 46,000-square-mile service territory stretching north to south from Reno to Las Vegas and Elko to Laughlin
- Driven by commitment to customer service, and dedicated to bettering our communities
- Aiming to double renewable energy by 2023, and long-term goal to serve customers with 100 percent renewable energy
Our Vision
TO BE RECOGNIZED AS PROVIDING WORLD-CLASS CUSTOMER SERVICE

• We pride ourselves on exceptional service at every point of contact
  • Every interaction counts and should result in a positive impression
  • Show – not tell – customers about the value we deliver by connecting with their values

• Every employee is a Chief Satisfaction Officer, regardless of department or job title
  • Eliminate “that’s not my job” mentality
  • Each of us must be all-in to ensure customer satisfaction

• Understand that customer needs and expectations are changing
  • Ever-evolving range of services
  • Always looking for ways to bring convenience, ease and personalization

• Proud to be a partner in helping customers save energy and money
Expanded Options

VARIETY OF ENERGY PRICING PLANS DESIGNED TO MEET CHANGING NEEDS

NV GreenEnergy Rider (NGR)
- Dedicates to major customers a new or existing, low-cost renewable resource
- Helps to accommodate customers’ renewable energy goals
  - Used by the City of Las Vegas to become 100 percent green
  - Partnered with Apple to build 200 MW of additional solar energy to support Reno data center

NV Energy Optional Pricing Plan Rate (NVEOPPR)
- Recently established for major customers and pending approval with the PUCN
- Provides fixed energy costs tied to low-cost, Nevada renewable energy resources
- Allows customers to be green and enjoy flat energy costs

“Our partnership with NV Energy helps assure our customers their iMessages, FaceTime video chats and Siri inquiries are powered by clean energy, and supports our efforts to offer the choice of green energy to Nevada residents and businesses.”

Lisa Jackson, Apple VP for environment, policy and social initiatives
Expanded Options

VARIETY OF ENERGY PRICING PLANS DESIGNED TO MEET CHANGING NEEDS

Economic Development Rate Rider (EDRR)
- 2013 Legislative Session: Government Affairs team worked closely with legislators to establish new tariff
- Tesla plant in northern Nevada

Net Metering Settlement
- Advocated for the grandfathering of existing net metering customers
- June 2017: Assembly Bill 405 provided for new rules surrounding monthly netting of energy
Energy Choice Initiative
DETERMINING NEVADA'S ENERGY FUTURE

Ballot Question 3
- Amend the Nevada State Constitution “to open Nevada’s energy markets and give consumers the option to purchase renewable energy and lower overall energy costs.”
- Dismantling of existing electric system and creation of new retail market by 2023
- Initiative must pass with a majority vote in two successive general elections

2016 election
- Worked directly with a number of key stakeholders and leaders
- Developed key principles to foster discussion about Nevada’s energy future
- 72% voted in favor of the initiative
- January 2017: Then-Governor Sandoval created executive committee aimed at identifying the costs and benefits of a restructured market
  - NV Energy on committee, which was tasked with reporting its findings within 18 months

2018 election
- Worked in partnership with Coalition to Defeat Question 3: Group of major political and business figures opposed to the ballot measure
- Lengthy discussions with concerned stakeholders over risks, costs and uncertainties
- 67% voted against the initiative
Focus on Sustainability

GROWING RENEWABLES IN NEVADA

Investing in the future
- Last year, announced the largest clean energy investment in Nevada history
- Secured 1,001 megawatts of new solar energy and 100 megawatts of energy storage capacity
- Total of six projects to be developed in partnership with third-party solar developers
- Will bring total clean energy portfolio to 3.2 gigawatts – enough to power nearly two million Nevada homes

Nellis Solar Array II
- Partnered with Nellis AFB and SunPower to construct NV Energy’s first wholly-owned utility-scale solar project
- Became operational in 2015, adding to the already 13.2-megawatt solar project built onsite in 2007
- Enables Nellis AFB to be energy independent during daylight hours
- Array provided beneficial use of a previously closed landfill
Renewable Portfolio Standard (RPS)
• Supported legislation to increase RPS to 50 percent by 2030 – signed by Gov. Sisolak on April 22
• For the ninth consecutive year, NV Energy has exceeded the current 20 percent requirement

Clean Energy Incentives Program
• Solar Incentives
  • Work in collaboration with customers and contractors in support of private rooftop solar installations
  • Provide incentives to help offset the cost
  • Approximately $242 million paid out to help more than 28,000 homes, schools, public buildings and businesses install 232 megawatts of private projects

• Electric Vehicle (EV) Incentives
  • Provide options to support EV adoption
  • Partner with Governor’s Office of Energy in support of Nevada Electric Highway
  • New incentives available to businesses in 2018: workplace charging stations, multi-family home charging stations, and fleet electrification
Using Smart Technology

DEPLOYMENT OF INNOVATIVE TECHNOLOGY SOLUTIONS TO BENEFIT CUSTOMERS

• Installation of smart meters – extensive outreach to civic groups and community leaders to explain vision for customers service improvements and debunk myths of smart meters

• Smart meter technology leads to reduced costs and allows for customized tools via online MyAccount customer portal, including:
  • Bill-to-date
  • Energy and outage alerts
  • Online Energy Assessment
  • 15-minute energy usage data

• MyAccount is a crucial contributor to customer service

• Access to these online tools and other customized options reflect the needs of our 21st century customers
Employee Engagement
DEFINING NEVADA’S BEST WORKPLACE

Labor Relations
• 2016: Local 396 and NV Energy implemented Commitment to Excellence
  • Collaboration to focus on continuous improvement
  • NV Energy awarded Bill Bennett Employer of the Year by Nevada AFL-CIO and company’s International Brotherhood of Electrical Workers

Employee Feedback
• Provide outlets for employees’ to delivery input and feedback
• Review and implement positive changes to make NV Energy the employer of choice

We’re Customers, Too
• Nevada is our home, and we want what our customers want: reliable service, clean energy and low rates
• Committed to delivering low prices to our customers for another decade
  • Cross-platform collaboration for best practices in customer service and effective operations
  • Focus on cost responsibility – have not requested an increase to core operating costs since 2011
  • Projecting decreases for next decade
• Passed along tax savings early
Employee Engagement
DEFINING NEVADA’S BEST WORKPLACE

The Power of Good is Always On

• We have a long tradition of making a difference in the places where we live and work
• Last year, NV Energy, the NV Energy Foundation and our employees gave $6.6 million through both financial and in-kind donations in the form of more than 34,000 volunteer hours to 410 Nevada nonprofit organizations
• NV Energy Foundation has awarded nearly $1.9 million in scholarships to Nevada students through its Powerful Partnership Scholarship Program
• Assistance programs, including annual Senior Energy Assistance Expo, helped 3,775 customers with more than $917,000 in energy bills in 2018

*The NV Energy Foundation is not funded by customers.*
Takeaways

COLLABORATION IS KEY

• Our company culture reinforces the importance of every contact

• Listening to customers is vital to understanding their needs – their perception counts

• Working collaboratively, we can accelerate improvement across our business