

Customer Service Phone List

Reno-Sparks Area (775) 834-4444
or (800) 962-0399
Para Servicio en Español (775) 834-4700
or (800) 962-0399
TDD (Hearing Impaired) (775) 834-3411

Business Office Numbers - Refer to Front of Bill.

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 ON RECEIPT**. Payment can be mailed or made at any Sierra Pacific Power business office or authorized agent 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 percent late charge shall be assessed. We may require a customer to pay a security deposit. Any deposit that is made will be refunded, less the amount of unpaid service bills, together with any interest due, upon discontinuance of service or, after 12 months of on-time payments if you are a residential customer. If you wish to dispute any bill, charge or service, Sierra Pacific 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 (775) 684-6100 or toll free at (800) 992-0900 or you may visit their offices at 1150 East William Street, Carson City, Nevada 89701.

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 the 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.

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 the number on the front of your bill 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 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 as 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 original 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, 1470 E. College Parkway, Carson City, NV 89706. Phone: (775) 684-0730 or (866) 846-2009, or you may pick up an application at a Sierra Pacific Power business office.

S.A.F.E. (Special Assistance Fund for Energy) is a program designed to help families in need of emergency energy assistance. Please contact your local business office to find out if you qualify and where to apply for funds in your community.

All offices are open Monday through Friday, excluding holidays. Main Office: 6100 Neil Road, Reno, Nevada 89511. Open 7:30 a.m. to 5:30 p.m. Toll free number is (800) 962-0399. Payments may be mailed to P.O. Box 30065, Reno, Nevada 89520.

Sierra Pacific 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 our service territory. **Payments made at Shop & Pay locations must be received on or before the due date to avoid late charges.** Please call your local business office for the Shop & Pay location nearest you, or visit our website at sierrapacific.com.

Please call us 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 Sierra Pacific Power business office.

Charges and Taxes

Basic Service Charge / Customer 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 electricity and gas purchased on behalf of their customers.

Demand Charge: A charge for 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 the amount of electricity consumed during the billing period.

Gas Consumption: The charge for natural gas consumed during the billing period. This is calculated based upon the amount of energy contained in the gas delivered.

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.