25-02016

Public Utilities Commission of Nevada
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In accordance with NRS Chapter 719,
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by: /s Caitlin Katzenbach

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representative of the signer(s) and
NPC

FILED WITH THE PUBLIC UTILITIES COMMISSION OF NEVADA - 10/1/2026

October 1, 2026

Ms. Trisha Osborne
Assistant Commission Secretary
Public Utilities Commission of Nevada
1150 East William Street
Carson City, Nevada 89701-3109

RE: ***Daily Demand Status Update, Efforts to Promote Customer Understanding, in Compliance with April 3, 2026 Order***
Docket No. 25-02016 – Application of Nevada Power Company d/b/a NV Energy for authority to adjust its annual revenue requirement for general rates charged to all classes of electric customers and for relief properly related thereto.

Dear Ms. Osborne:

Nevada Power Company d/b/a NV Energy ("Nevada Power" or the "Company") hereby submits its Daily Demand Status Update, Efforts to Promote Customer Understanding, in compliance with the Public Utilities Commission of Nevada's ("Commission") Order issued on April 3, 2026 ("Order"), in Docket No. 25-02016. Specifically, Compliance paragraph 7 of the Order provides:

> 7. Nevada Power Company d/b/a NV Energy shall provide a status update to the Public Utilities Commission of Nevada regarding its efforts to promote customer understanding of the daily demand charge no later than October 1, 2026.

Accordingly, Nevada Power submits the attached Daily Demand Status Update describing the Company's efforts to promote customer understanding of daily demand.

Should you have any questions regarding this filing, please do not hesitate to contact me at (775) 834-3470 or Roman.Borisov@nvenergy.com.

Sincerely,

/s/ Roman Borisov
Senior Attorney

Debrea M. Terwilliger
Wilkinson Barker Knauer, LLP
2138 West 32nd Avenue Suite 300
Denver, CO 80211
Telephone: 303.626.2329
dterwilliger@wbklaw.com

Attorneys for NV Energy

DAILY DEMAND STATUS UPDATE

Daily Demand Status Update
Efforts to Promote Customer Understanding
October 1, 2026

This status update provides details on the efforts made by Nevada Power Company d/b/a NV Energy ("Nevada Power" or the "Company") to promote customer understanding of the approved daily demand rate set to go into effect on January 1, 2027 ("Status Update").

Background

On April 3, 2026, the Public Utilities Commission of Nevada ("Commission") issued an Order ("April Order"), delaying implementation of the daily demand rate that was approved in the Commission's Modified Final Order issued in Docket No. 25-02016 on November 20, 2025. The April Order delayed implementation of the daily demand rate to January 1, 2027, to provide Nevada Power, at its request, with additional time to make information, tools and resources available to customers in advance of implementation of the rate.[1]

The April Order requires:

> 7. Nevada Power Company d/b/a NV Energy shall provide a status update to the Public Utilities Commission of Nevada regarding its efforts to promote customer understanding of the daily demand charge no later than October 1, 2026.

In addition to the above requirement, the April Order required Nevada Power to file with the Commission as a compliance copies of the materials it will provide to customers no less than 20 business days prior to the material being provided.[2] Nevada Power has made two filings with the Commission in compliance with this requirement, one on May 4, 2026 ("May 4 Letter"), and another on June 30, 2026 (June 30 Letter").[3]

Education and Tools for Customer Understanding of Daily Demand

Nevada Power has implemented two primary customer initiatives to inform customers about education and tools available to them to understand daily demand.

In June, customers received the first in a series of educational communications. Based on their communication preferences, Southern Nevada customers received either a mailed letter or an email showing what their June bill would have been if daily demand had been in effect, using their May

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[1] Docket Nos. 25-02016 and 25-03006, *Order*, at 10, ¶ 28 (Apr. 3, 2026).

[2] *Id.* at 13, Ordering ¶ 5.

[3] The May 4 Letter and June 30 Letter are included in this Status Update as Exhibits 1 and 2, respectively.

billing data as an example. The May 4 Letter includes a sample direct mail letter, as well as samples of the emails sent to customers. Those letters or emails include the following information: what the daily demand rate is; why daily demand is being implemented; how daily demand is calculated for customer bills; the estimated bill impact; and tips to reduce daily demand. Customer emails also provided information about the top appliances that are likely to be contributing to peak demand.

In August, additional daily demand resources became available through the MyAccount website, including residential annual comparison data (i.e., comparing the existing cost of electricity without daily demand to costs with daily demand on an annual basis), enhanced energy usage tools, and an updated Frequently Asked Questions ("FAQ") page at nvenergy.com. MyAccount also provided detail on "Upcoming Demand," including information about the appliances contributing to peak demand and a detailed view of the top peak demand days.

In addition to the information that is specific to implementation of daily demand, the Company upgraded its Customer Experience information available via MyAccount to provide additional detail to aid customers in understanding daily demand, including:

- A customer-specific breakdown of appliance usage by month;
- Additional details on each customer's cost of electricity, including the cost by month over the year with energy charges, fixed charges and other charges shown separately, as well as the cost of electricity by day and hour;
- Additional details on each customer's usage of electricity, including the usage by month, day, hour and every 15 minutes;
- A monthly summary of each customer's appliance usage and a breakout of how each component of a bill contributed to the overall monthly bill;
- Additional insight as to how the customer's appliance usage affects bills; and
- An overall bill analysis specific to the customer and recommendations or tips to save energy.[4]

The June 30 Letter provided examples of the tools described above that are available on MyAccount. See Exhibit 2 to this Status Update.

The Company also has prepared a video for customers, which will be made available on social media and YouTube and describes the tools available on the MyAccount. This video will likely be released in early October.

[4] The upgraded Customer Experience web page is based on actual and billed customer data.

While this Status Update primarily concerns the daily demand rate applicable to residential customers, the Company did release tools for small commercial customers regarding monthly demand in September 2026. Specifically, small commercial customers received access to the annual comparison tool to compare the cost of electricity with and without monthly demand. Additionally, commercial customers have access to a monthly demand FAQ page.

Nevada Power will continue to update the annual comparison with and without demand through MyAccount as the year progresses, meaning that in November, a new annual comparison will be available using data through September.

In-Person Customer and Community Outreach

The Company has sent representatives to answer questions and provide educational material about daily demand to senior expos. These expos aim to provide education and assistance to low-income seniors who qualify for Project REACH.[5]

Other daily demand education and outreach in the community has occurred as follows:

- At NV Energy's Community Advisory Council meetings in August.[6]
- Government Relations has conducted direct outreach with state legislators and legislative candidates, as well as Nevada congressional offices, including senior energy policy advisors and state and district staff, to provide information and education regarding daily demand.
- By sharing educational tools and materials with elected officials and staff across county and city governments.
- By conducting outreach to provide information and educational materials with a broad cross-section of Southern Nevada business and community leaders.

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[5] *See* https://www.nvenergy.com/account-services/assistance-programs/project-reach. The NV Energy Foundation provides funding to support Project REACH, administered by United Way of Southern Nevada. The utility assistance program is provided to residential customers, age 62 and older who meet income guidelines. Project REACH is available to help pay a past-due energy bill once during a 12-month period.

[6] NV Energy has a Community Advisory Council in Southern Nevada made up of representatives from ImpactNV, the Culinary Union, RTC of Southern Nevada, the Latin Chamber of Commerce, the Asian Community Development Council, Nellis Air Force Base, Sumnu Marketing, the Clark County School District, UNLV, The Center, and Nehemiah Ministries. The Community Advisory Council provides a forum for two-way dialogue, allowing NV Energy to share information, gather feedback, and better understand community perspectives. Council representatives take information and insights from these discussions back to their organizations and stakeholders, while also bringing forward questions, concerns, and ideas from those groups to help inform NV Energy's decisions and communication efforts.

Media Outreach

In addition to resources provided directly to customers and the community, the Company has pursued media opportunities with Southern Nevada news outlets to explain daily demand to customers. These efforts have resulted in news coverage explaining the reasons for implementing daily demand billing and how customers can access additional information to understand daily demand.[7] In addition to traditional media, the Company has also provided information to educate customers about daily demand on various social media channels, including Instagram, Facebook, X, LinkedIn and YouTube.

Employee Training

To ensure that Company employees can answer customer questions about daily demand, significant efforts have been made to educate not only the customer service representatives (agents), but also employees who may come in contact with customers regarding questions about daily demand. The Contact Center has monthly team meetings, and through those team meetings, daily demand education has occurred in March, July, August and September to over 200 employees. Additional education will take place in October, November, and December prior to the launch of daily demand.

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[7] The following is a list of news stories that are aimed at educating Nevada Power customers regarding daily demand:

- Sept. 22, 2026 (KTNV, ABC-Las Vegas): Understanding NV Energy's daily demand charges and how to track your usage
- Sept. 11, 2026 (KLAS, CBS-Las Vegas): NV Energy defends daily demand charge comparison tool
- Sept. 2, 2026 (KVVU, Fox-Las Vegas): GETTING ANSWERS: Why 'some' solar customers may see higher bills with Daily Demand
- Aug. 28, 2026 (KVVU, Fox-Las Vegas): NV Energy launches online tool ahead of 2027 billing changes
- Aug. 27, 2026 (KSNV, NBC-Las Vegas): NV Energy launches "Daily Demand" customer education campaign
- Aug. 26, 2026 (KLAS, CBS-Las Vegas): NV Energy launches tool to help customers understand daily demand | KLAS
- Aug. 26, 2026 (Las Vegas Review-Journal): NV Energy launches new tool to help ratepayers understand demand charge | Energy | Business
- Aug. 26, 2026 (KTNV, ABC-Las Vegas): NV Energy launches online tool to help customers understand Daily Demand Charge
- Aug. 26, 2026 (KSNV, NBC-Las Vegas): NV Energy launches daily demand tool ahead of 2027 rate change, aiming to cut bills
- Aug. 24, 2026 (KSNV, NBC-Las Vegas): As energy costs remain a concern, NV Energy explains new billing change
- July 23, 2026 (KVVU, Fox-Las Vegas): Daily demand charge: NV Energy answers Southern Nevada questions
- July 23, 2026 (KVVU, Fox-Las Vegas — I'm including this because KVVU posted a 13:30 segment of our interview about daily demand on YouTube): Daily demand charge: NV Energy answers Southern Nevada questions

By the end of 2026, customer service representatives will have had approximately 5.5 hours of specific, directed training on daily demand. To ensure that customer service representatives (agents) can explain daily demand to customers, each agent is given an assessment after training. If the agent does not pass the assessment, they are required to retake the training and undergo another assessment.

EXHIBIT 1

May 4, 2026

Ms. Trisha Osborne, Assistant Commission Secretary
Public Utilities Commission of Nevada
Capitol Plaza
1150 East William Street
Carson City, Nevada 89701-3109

RE: ***Daily Demand Materials and Resources in Compliance with April 3, 2026 Order***
Docket No. 25-02016 – Application of Nevada Power Company d/b/a NV Energy for authority to adjust its annual revenue requirement for general rates charged to all classes of electric customers and for relief properly related thereto.

Dear Ms. Osborne:

Nevada Power Company d/b/a NV Energy ("Nevada Power" or the "Company") hereby submits copies of materials and resources that it intends to provide and distribute to customers with respect to the implementation of the daily demand rate.

The Public Utilities Commission of Nevada ("Commission") issued an Order on April 3, 2026 ("Order"), delaying implementation of the daily demand rate to January 1, 2027, to give Nevada Power, at its own request, time to make additional information, tools and resources available to customers in advance of the implementation of the rate.[1] In that Order, the Commission also required Nevada Power to file with the Commission as a compliance copies of the materials it will provide to customers no less than 20 business days prior to that material being provided.[2] This filing is meant to address this compliance.

The attached documents are examples of the materials and resources to be provided to customers. One document explains daily demand, how it is calculated and what customers can expect in terms of total daily demand. This document also provides tips to manage daily demand. Other documents are examples of notices to be sent to customers that show the estimated daily demand rate based on actual April 2026 usage. One example is specific for solar customers, noting the average impact for rooftop solar customers as a result of the daily demand rate. Please note that because the Company is providing this material in advance of distributing the materials to customers, some changes may still be made to the documentation before being circulated.

In addition to this filing, the Commission also ordered Nevada Power to provide a training session with the Consumer Complaint Resolution Division of the Commission's Regulatory Operations Staff for the resources, tools and personalized daily demand reports that the Company intends to provide to customers no less than 15 business days prior to those resources or tools being made

[1] Docket Nos. 25-02016 & 25-03006, *Order*, at 10, ¶ 28 (Apr. 3, 2026). Given this filing on May 4, 2026, the materials will be provided to customers on or after June 2, 2026.
[2] *Id.* at 13, Ordering ¶ 5.

available to customers.[3] Because the materials that Nevada Power intends to distribute include personalized daily demand reports and other resources, Nevada Power personnel will schedule a training with the Consumer Complaint Resolution Division to occur on or before May 11, 2026.

Should you have any questions regarding this filing, please contact me at (775) 834-3470 or Roman.Borisov@nvenergy.com.

Respectfully submitted,

/s/ Roman Borisov
Roman Borisov
Sr. Attorney – State Regulatory

[3] *Id.* at 13, Ordering ¶ 6.

Sample Direct Mailer

NVEnergy

6226 W. Sahara Avenue
Las Vegas, Nevada 89146

Created on Apr 29, 2026

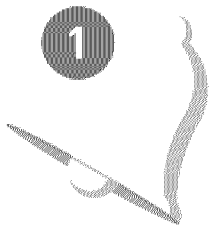
THIS IS NOT A BILL

Account Number: XXXXXXXXXXXXXXXX

This notice explains an upcoming change to your bill, including the introduction of daily demand.

CUSTOMER
ADDRESS

An Update to Your Billing Structure



Your energy bill will change in January.

Every day, Nevadans count on energy, when the AC kicks on during a hot afternoon or lights brighten your home in the early morning hours. When you use energy, our job is to make sure our grid is strong and reliable.

Starting January 1, 2027, you'll see a new line on your bill called Daily Demand. It reflects when your energy use places the most demand on the grid each day. This isn't a new cost, it's already included in your bill and will just be shown more clearly.

This change won't increase the total amount NV Energy collects, as other parts of your bill have decreased, but daily demand will help you better understand your daily energy usage patterns.

This letter is one in a series of education tools designed to help you learn more about daily demand prior to the rate going into effect in January, 2027.

What Is Daily Demand?

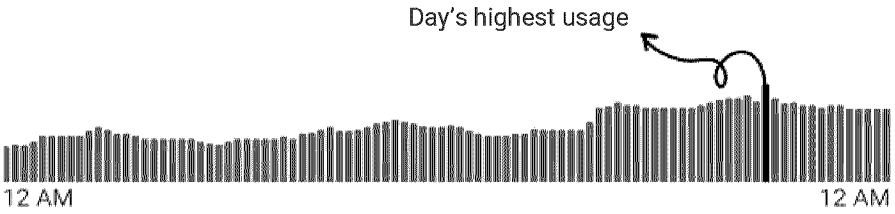
Daily demand reflects the cost of delivering electricity during the times when your usage is highest. It is based on how much electricity is used at one time, not just total monthly usage.

Why Is This Change Being Made?

Daily demand is designed to provide greater transparency into energy usage patterns, to more accurately reflect the costs to deliver energy, and to ensure those costs are shared more evenly among customers.

How Daily Demand Is Calculated And What You Can Expect

Sum of Each Day's Highest Usage	X	Your Daily Demand Rate *	=	Daily Demand Charge



How it works

Daily demand is calculated by capturing your highest 15-minute interval of energy use each day. The daily demand line on your bill is the total of each day's highest usage for the entire month.

Daily Demand Rates

- *Single Family: $0.14/kW*
- *Multifamily: $0.10/kW*
- *Large Residential: $0.18/kW*

Bill Impact Example — April

Current Bill

$153

With New Rate (estimated)

$140

-$13

Estimated Difference

If daily demand was in effect in April, your bill would have been about $13 lower. April is used only as an example based on your most recent bill to show a possible impact.

Daily Demand begins January 1, 2027.

Tips To Reduce Daily Demand

Small changes can make a big difference in managing your energy usage. Learn more at nvenergy.com/powershift for energy saving products and services.

Use energy-efficient lighting

LED bulbs use less energy and generate less heat, reducing both your peak demand and cooling costs.

Spread out the high-energy tasks

Don't run multiple high-energy appliances at the same time. Space the usage out at different times of the day.

Improve home insulation

Better insulation reduces the need for heating and cooling, helping you maintain comfort with less energy.

Visit :NVEnergy.com/dailydemand

Sample Residential Emails

bidgely

NV Energy - What is daily demand and how will it affect you?

NV Energy/Energy Insights <noreply@energyinsights.nvenergy.com>
Reply-To: noreply@energyinsights.nvenergy.com
Mon, Apr 20, 2026 at 9:21 PM

NVEnergy

CUSTOMER NAME
ADDRESS



An Update to Your Billing Structure

Your energy bill will change in January.

Every day, Nevadans count on energy, when the AC kicks on during a hot afternoon or lights brighten your home in the early morning hours. When you use energy, our job is to make sure our grid is strong and reliable.

Starting January 1, 2027, you'll see a new line on your bill called daily demand. It reflects when your energy use places the most demand on the grid each day. This isn't a new cost, it's already included in your bill and will just be shown more clearly.

Daily demand is designed to provide greater transparency into energy usage patterns, to more accurately reflect the costs to deliver energy, and to ensure those costs are shared more evenly among customers.

This change won't increase the total amount NV Energy collects, as other parts of your bill have decreased, but daily demand will help you better understand your daily energy usage patterns.

This email is one in a series of education tools designed to help you learn more about daily demand prior to the rate going into effect in January, 2027.

Bill Impact Example — April

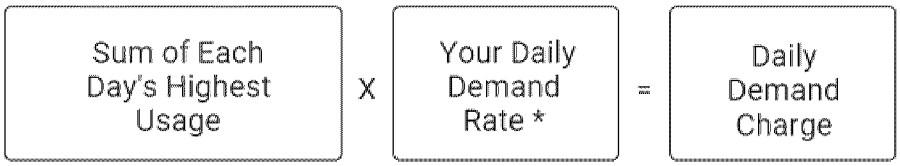
Current Bill
$142

With Daily Demand
$129 (estimate)

Estimated Difference
- $13

If daily demand was in effect in April, your bill would have been $13 lower. Your April bill was used as an example to show a possible impact. Daily demand begins January 1, 2027.

How Daily Demand is Calculated and What You Can Expect





Daily demand is calculated by capturing your highest 15-minute interval of energy use each day. The daily demand line on your bill is the total of each day's highest usage for the entire month.

**Daily Demand Rates*

- *Single Family: $0.14/kW*
- *Multifamily: $0.10/kW*
- *Large Residential: $0.18/kW*

Your Top Appliances Detected During Peak Demand

1	Air Conditioning	9.9 kW
2	EV	3.92 kW
3	Always On	2.08 kW
4	Refrigeration	0.61 kW
5	Lighting	0.33 kW



We've noticed EV charging in your energy usage.

Your peak electricity usage may occur while your EV is charging.

To help keep your daily peak demand (and related charges) low, try charging your EV when other usage at

home is minimal — for example, later at night when most appliances are off.

Tips to Reduce Daily Demand Charges

Small changes can make a big difference in managing your energy usage. Learn more at nvenergy.com/powershift for energy saving products and services.



Spread out the high-energy tasks

Don't run multiple high-energy appliances at the same time. Space the usage out at different times of the day.



Use energy-efficient lighting

LED bulbs use less energy and generate less heat, reducing both your peak demand and cooling costs.



Improve home insulation

Better insulation reduces the need for heating and cooling, helping you maintain comfort with less energy.

Learn How to Manage Your Peak



All dollar amounts are rounded to the nearest dollar and represent actual electric usage.

Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

bidgely

NV Energy - What is daily demand and how will it affect you?

NV Energy/Energy Insights <noreply@energyinsights.nvenergy.com>
Reply-To: noreply@energyinsights.nvenergy.com Mon, Apr 20, 2026 at 8:34 PM

NVEnergy

CUSTOMER NAME
ADDRESS



An Update to Your Billing Structure

Your energy bill will change in January.

Every day, Nevadans count on energy, when the AC kicks on during a hot afternoon or lights brighten your home in the early morning hours. When you use energy, our job is to make sure our grid is strong and reliable.

Starting January 1, 2027, you'll see a new line on your bill called daily demand. It reflects when your energy use places the most demand on the grid each day. This isn't a new cost, it's already included in your bill and will just be shown more clearly.

Daily demand is designed to provide greater transparency into energy usage patterns, to more accurately reflect the costs to deliver energy, and to ensure those costs are shared more equitably among customers.

This change won't increase the total amount NV Energy collects, as other parts of your bill have decreased, but daily demand will help you better understand your daily energy usage patterns.

This email is one in a series of education tools designed to help you learn more about daily demand prior to the rate going into effect in January, 2027.

Bill Impact Example — April

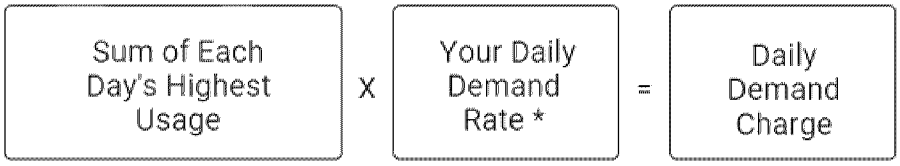
Current Bill
$135

With Daily Demand
$132 (estimate)

Estimated Difference
- $3

If daily demand was in effect in April, your bill would have been $3 lower. Your April bill was used as an example to show a possible impact. Daily demand begins January 1, 2027.

How Daily Demand is Calculated and What You Can Expect





Daily demand is calculated by capturing your highest 15-minute interval of energy use each day. The daily demand line on your bill is the total of each day's highest usage for the entire month.

**Daily Demand Rates*

- *Single Family: $0.14/kW*
- *Multifamily: $0.10/kW*
- *Large Residential: $0.18/kW*

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Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

bidgely

NV Energy – What is daily demand and how will it affect you?

NV Energy/Energy Insights <noreply@energyinsights.nvenergy.com>
Reply-To: noreply@energyinsights.nvenergy.com
Mon, Apr 20, 2026 at 7:49 PM

NVEnergy

CUSTOMER NAME
ADDRESS



An Update to Your Billing Structure

Your energy bill will change in January.

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Bill Impact Example — April

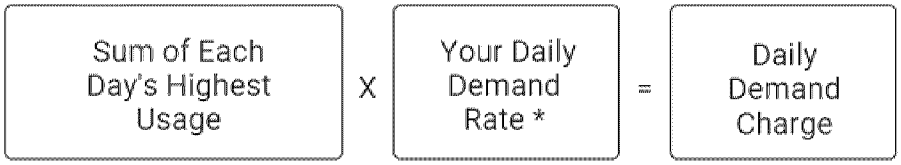
Current Bill
$123

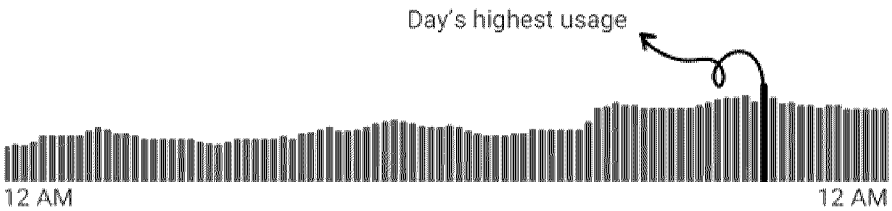
With Daily Demand
$120 (estimate)

Estimated Difference
- $3

If daily demand was in effect in April, your bill would have been **$3 lower.** Your April bill was used as an example to show a possible impact. Daily demand begins January 1, 2027.

How Daily Demand is Calculated and What You Can Expect





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**Daily Demand Rates*

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- *Multifamily: $0.10/kW*
- *Large Residential: $0.18/kW*

Your Top Appliances Detected During Peak Demand

1	Air Conditioning	19.95 kW
2	Water Heater	18.57 kW
3	Always On	1.03 kW
4	Refrigeration	0.37 kW
5	Lighting	0.18 kW

Tips to Reduce Daily Demand Charges

Small changes can make a big difference in managing your energy usage. Learn more at nvenergy.com/powershift for energy saving products and services.

Spread out the high-energy tasks

Don’t run multiple high-energy appliances at the same time. Space the usage out at different times of the day.



Use energy-efficient lighting

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Improve home insulation

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Learn How to Manage Your Peak



All dollar amounts are rounded to the nearest dollar and represent actual electric usage.

Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

bidgely

NV Energy - What is daily demand and how will it affect you?

NV Energy/Energy Insights <noreply@energyinsights.nvenergy.com> Mon, Apr 20, 2026 at 8:41 PM
Reply-To: noreply@energyinsights.nvenergy.com

NVEnergy

CUSTOMER NAME
ADDRESS



An Update to Your Billing Structure

Your energy bill will change in January.

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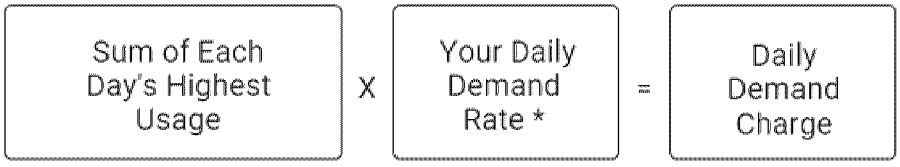
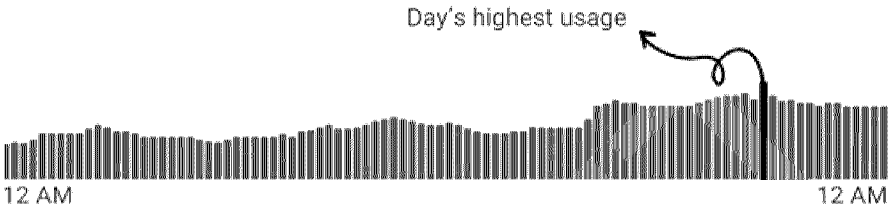
How Daily Demand is Calculated and What You Can Expect





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Daily Demand Rates

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- *Large Residential: $0.18/kW*

Tips to Reduce Daily Demand Charges

Small changes can make a big difference in managing your energy usage. Learn more at nvenergy.com/powershift for energy saving products and services.

Spread out the high-energy tasks

Don't run multiple high-energy appliances at the same time. Space the usage out at different times of the day.



Use energy-efficient lighting
LED bulbs use less energy and generate less heat, reducing both your peak demand and cooling costs.



Improve home insulation
Better insulation reduces the need for heating and cooling, helping you maintain comfort with less energy.

Learn How to Manage Your Peak



All dollar amounts are rounded to the nearest dollar and represent actual electric usage.

Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

Sample Residential TOU Email

bidgely

NV Energy – What is daily demand and how will it affect you?

NV Energy/Energy Insights <noreply@energyinsights.nvenergy.com>
Reply-To: noreply@energyinsights.nvenergy.com
Mon, Apr 20, 2026 at 9:07 PM

NVEnergy

CUSTOMER NAME
ADDRESS



An Update to Your Billing Structure

Your energy bill will change in January.

Every day, Nevadans count on energy, when the AC kicks on during a hot afternoon or lights brighten your home in the early morning hours. When you use energy, our job is to make sure our grid is strong and reliable.

Starting January 1, 2027, you'll see a new line on your bill called daily demand. It reflects when your energy use places the most demand on the grid each day. This isn't a new cost, it's already included in your bill and will just be shown more clearly.

Daily demand is designed to provide greater transparency into energy usage patterns, to more accurately reflect the costs to deliver energy, and to ensure those costs are shared more evenly among customers.

This change won't increase the total amount NV Energy collects, as other parts of your bill have decreased, but daily demand will help you better understand your daily energy usage patterns.

This email is one in a series of education tools designed to help you learn more about daily demand prior to the rate going into effect in January, 2027.

Bill Impact Example — April

Current Bill
$41

With Daily Demand
$30 (estimate)

Estimated Difference
- $11



If daily demand was in effect in April, your bill would have been $11 lower. Your April bill was used as an example to show a possible impact. Daily demand begins January 1, 2027.

How Daily Demand is Calculated and What You Can Expect?

Daily demand charges (non-summer)

Sum of Each Day's Highest Usage	X	Your Daily Demand Rate *	=	Daily Demand Charge

Facility charges

Sum of each day's peak demand	×	Facility rate	=	Facility charge



Daily demand is calculated by capturing your highest 15-minute interval of energy use each day. The daily demand line on your bill is the total of each day's highest usage for the entire month.

Daily Demand Rates

- *Single Family: $0.14/kW*
- *Multifamily: $0.10/kW*
- *Large Residential: $0.18/kW*

Your Top Appliances Detected During Peak Demand

1	Water Heater	16.9 kW
2	Air Conditioning	2.67 kW
3	Always On	0.46 kW
4	Refrigeration	0.17 kW
5	Lighting	0.16 kW

Tips to Reduce Daily Demand Charges

Small changes can make a big difference in managing your energy usage. Learn more at nvenergy.com/powershift for energy saving products and services.



Spread out the high-energy tasks

Don't run multiple high-energy appliances at the same time. Space the usage out at different times of the day.



Use energy-efficient lighting

LED bulbs use less energy and generate less heat, reducing both your peak demand and cooling costs.



Improve home insulation

Better insulation reduces the need for heating and cooling, helping you maintain comfort with less energy.

Learn How to Manage Your Peak



All dollar amounts are rounded to the nearest dollar and represent actual electric usage.

Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

Sample Small Business Email

bidgely

NV Energy - What is daily demand and how will it affect you?

NV Energy/Energy Insights <noreply@energyinsights.nvenergy.com> Mon, Apr 27, 2026 at 6:50 PM
Reply-To: noreply@energyinsights.nvenergy.com

NVEnergy

CUSTOMER NAME
ADDRESS



An Update to Your Billing Structure

Your energy bill will change in January.

Every day, Nevadans count on energy, when the AC kicks on during a hot afternoon or lights brighten your home in the early morning hours. When you use energy, our job is to make sure our grid is strong and reliable.

Starting January 1, 2027, you'll see a new line on your bill called daily demand. It reflects when your energy use places the most demand on the grid each day. This isn't a new cost, it's already included in your bill and will just be shown more clearly.

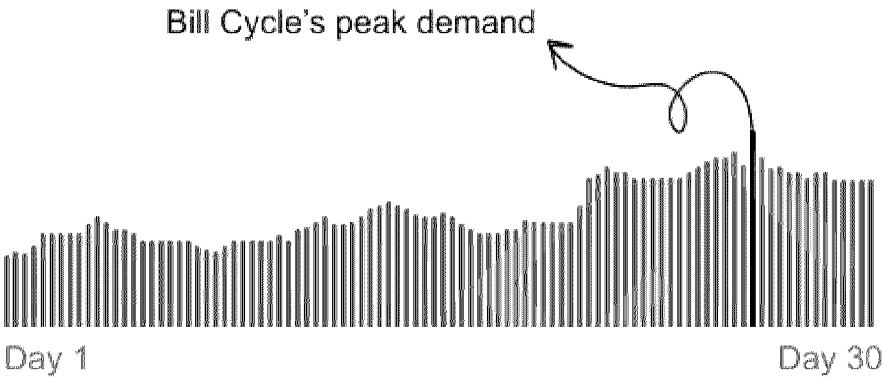
Daily demand is designed to provide greater transparency into energy usage patterns, to more accurately reflect the costs to deliver energy, and to ensure those costs are shared more evenly among customers.

This change won't increase the total amount NV Energy collects, as other parts of your bill have decreased, but daily demand will help you better understand your daily energy usage patterns.

This email is one in a series of education tools designed to help you learn more about daily demand prior to the rate going into effect in January, 2027.

How Demand is Calculated and What You Can Expect

Sum of Top Day's Peak Demand × **Demand Rate** = **Total Demand**



Your demand is calculated by multiplying the highest 15-minute usage during your bill cycle by 4.

Tips to Reduce Demand Charges

Small changes can make a big difference in managing your energy usage. Learn more at nvenergy.com/powershift for energy saving products and services.

Stagger high-load equipment

Avoid starting large equipment at the same time. Distribute usage over time to reduce short-term demand spikes and smooth overall load.



Schedule energy-intensive work off-peak
Run heavy processes, charging, or batch jobs during early mornings, nights, or low-activity periods when possible.



Optimize HVAC operation
Pre-cool or pre-heat spaces before peak hours, and avoid aggressive thermostat setpoints that drive sudden demand.



Monitor and manage peak usage
Use energy dashboards or alerts to spot when peaks occur and adjust operations before demand charges are triggered.

Learn How to Manage Your Peak



All dollar amounts are rounded to the nearest dollar and represent actual electric usage.

Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

Sample Solar Customer Email

bidgely

NV Energy - What is daily demand and how will it affect you?

NV Energy/Energy Insights <noreply@energyinsights.nvenergy.com> Mon, Apr 27, 2026 at 7:01 PM
Reply-To: noreply@energyinsights.nvenergy.com

NVEnergy

CUSTOMER NAME
ADDRESS



An Update to Your Billing Structure

Your energy bill will change in January.

Every day, Nevadans count on energy, when the AC kicks on during a hot afternoon or lights brighten your home in the early morning hours. When you use energy, our job is to make sure our grid is strong and reliable.

Starting January 1, 2027, you'll see a new line on your bill called daily demand. It reflects when your energy use places the most demand on the grid each day. This isn't a new cost, it's already included in your bill and will just be shown more clearly.

Daily demand is designed to provide greater transparency into energy usage patterns, to more accurately reflect the costs to deliver energy, and to ensure those costs are shared more evenly among customers.

This change won't increase the total amount NV Energy collects, as other parts of your bill have decreased, but daily demand will help you better understand your daily energy usage patterns.

This email is one in a series of education tools designed to help you learn more about daily demand prior to the rate going into effect in January, 2027.

Average Solar Bill Impact Example

Current Bill
$58

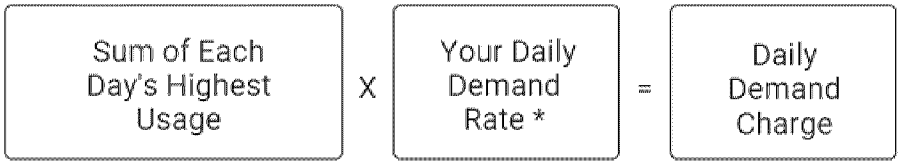
With Daily Demand
$70 (estimate)

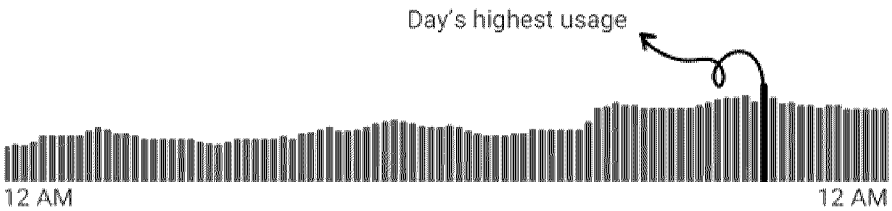
Estimated Difference
+ $12

If daily demand was in effect in April, your bill would have been **$12 higher.** Your April bill was used as an example to show a possible impact. Daily demand begins January 1, 2027.

This example is based on average solar customer energy usage, with 293 kWh of net billed usage per month. Actual bill impacts will vary based on individual energy use, system size, and usage patterns.

How Daily Demand is Calculated and What You Can Expect





Daily demand is calculated by capturing your highest 15-minute interval of energy use each day. The daily demand line on your bill is the total of each day's highest usage for the entire month.

**Daily Demand Rates*

- *Single Family: $0.14/kW*
- *Multifamily: $0.10/kW*
- *Large Residential: $0.18/kW*

Your Top Appliances Detected During Peak Demand

1	Always On	1.91 kW
2	Air Conditioning	1.43 kW
3	Lighting	0.61 kW
4	Refrigeration	0.53 kW

As a solar user your highest peak demand may occur in the evening, when your solar panels are no longer generating electricity.

Tips to Reduce Daily Demand Charges

Small changes can make a big difference in managing your energy usage. Learn more at nvenergy.com/powershift for energy saving products and services.



Schedule high-energy tasks in daylight hours

Avoid running dishwashers, laundry, pool pumps, or other large appliances in the late evening when you're no longer generating energy.



Avoid simultaneous appliance use

We recommend not running multiple high-energy appliances at the same time. Space the usage out at different times of the day.



Use energy-efficient lighting

LED bulbs use less energy and generate less heat, reducing both your peak demand and cooling costs.



Improve home insulation

Better insulation reduces the need for heating and cooling, helping you maintain comfort with less energy.

Learn How to Manage Your Peak



All dollar amounts are rounded to the nearest dollar and represent actual electric usage.

Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

CERTIFICATE OF SERVICE

I hereby certify that I have served the foregoing filing of **NEVADA POWER COMPANY D/B/A/ NV ENERGY** in Docket No. 25-02016 upon the persons listed below by the following:

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Ramon Alatorre
Utility Program Senior Program Manager, SWEEP
ralatorre@swenergy.org

DATED this 4th day of May, 2026.

/s/ Kelly Currell
Kelly Currell
Legal Administrative Assistant
Wilkinson Barker Knauer LLP

EXHIBIT 2

June 30, 2026

Ms. Trisha Osborne, Assistant Commission Secretary
Public Utilities Commission of Nevada
Capitol Plaza
1150 East William Street
Carson City, Nevada 89701-3109

RE: ***Daily Demand Materials and Resources in Compliance with April 3, 2026, Order***
Docket No. 25-02016 – Application of Nevada Power Company d/b/a NV Energy for authority to adjust its annual revenue requirement for general rates charged to all classes of electric customers and for relief properly related thereto.

Dear Ms. Osborne:

In compliance with the Public Utilities Commission of Nevada's ("Commission") Order issued on April 3, 2026,[1] Nevada Power Company d/b/a NV Energy ("Nevada Power" or the "Company") hereby submits copies of resources and tools that it intends to make available to customers regarding the daily demand rate to be implemented in January 2027.

The April 3, 2026, Order delayed implementation of the daily demand rate to January 1, 2027, to give Nevada Power, at its own request, time to make additional information, tools and resources available to customers in advance of the implementation of the rate.[2] In that Order, the Commission also required Nevada Power to file with the Commission as a compliance copies of the materials it will provide to customers no less than 20 business days prior to that material being provided.[3] Additionally, the Commission ordered Nevada Power to provide a training session with the Consumer Complaint Resolution Division of the Commission's Regulatory Operations Staff for the resources, tools and personalized daily demand reports that the Company intends to provide to customers no less than 15 business days prior to those resources or tools being made available to customers.[4] This filing addresses these compliances.

Exemplar copies of the resources and tools being submitted with this letter are summarized as follows:

- On the Internet from NV Energy's My Account Home Screen, a new "Daily Demand First Look" information link will be provided. Additional detail will be provided by clicking on this link, including:
    - An annual comparison of the cost of electricity under existing rates and the cost of electricity with daily demand; and

[1] Docket Nos. 25-02016 & 25-03006, *Order*, at 10 (Apr. 3, 2026).
[2] *Id.* at 10, ¶ 28 (Apr. 3, 2026).
[3] *Id.* at 13, Ordering ¶ 5.
[4] *Id.* at 13, Ordering ¶ 6.

  - Additional detail under "Upcoming Demand," including information about the appliances contributing to peak demand and a detailed view of the top peak demand days.[5]
- In addition to the information that is specific to implementation of the daily demand rate, NV Energy is upgrading its Customer Experience information available on the Internet to provide additional detail that will aid customers in understanding daily demand, including:
  - A customer-specific breakdown of appliance usage by month;
  - Additional details on each customer's cost of electricity, including the cost by month over the year with energy charges, fixed charges and other charges shown separately, as well as the cost of electricity by day and hour;
  - Additional details on each customer's usage of electricity, including the usage by month, day, hour and every 15 minutes;
  - A monthly summary of each customer's appliance usage and a breakout of how each component of a bill contributed to the overall monthly bill;
  - Additional insight as to how the customer's appliance usage affects bills; and
  - An overall bill analysis specific to the customer and recommendations or tips to save energy.[6]

In addition to the resources and tools listed above, this filing includes an exemplar email being distributed to customers to announce these new tools and resources.

Please note that because the Company is providing this material in advance of distributing the resources or tools to customers, some changes may still be made to the documentation before being circulated.

Because the resources and tools that Nevada Power intends to distribute include new resources and tools, Nevada Power personnel will schedule a training with the Consumer Complaint Resolution Division to occur on or before July 8, 2026.

Should you have any questions regarding this filing, please contact me at (775) 834-5793 or Michael.Knox@nvenergy.com.

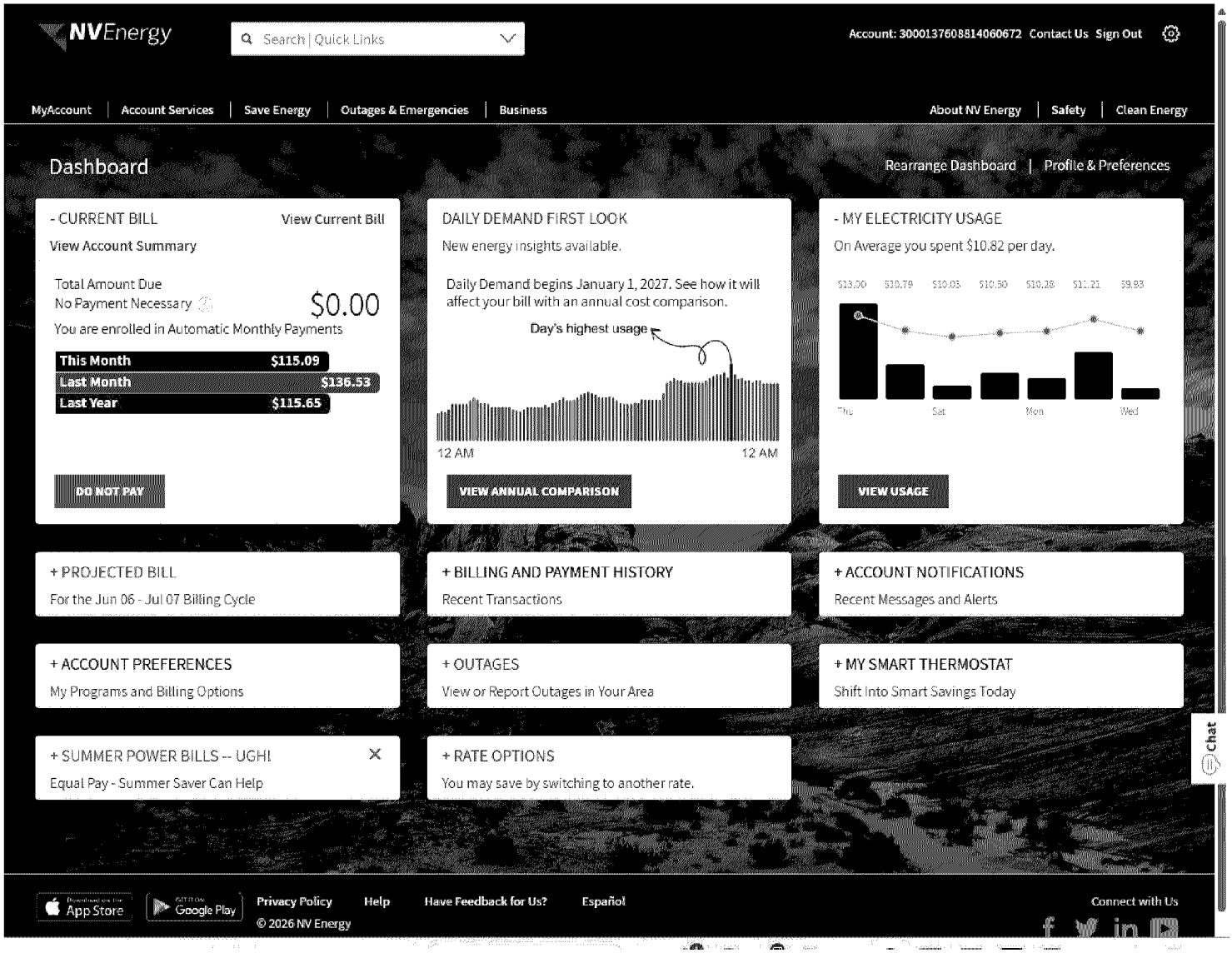
Respectfully submitted,

/s/ Michael Knox
Michael Knox
Sr. Attorney – State Regulatory

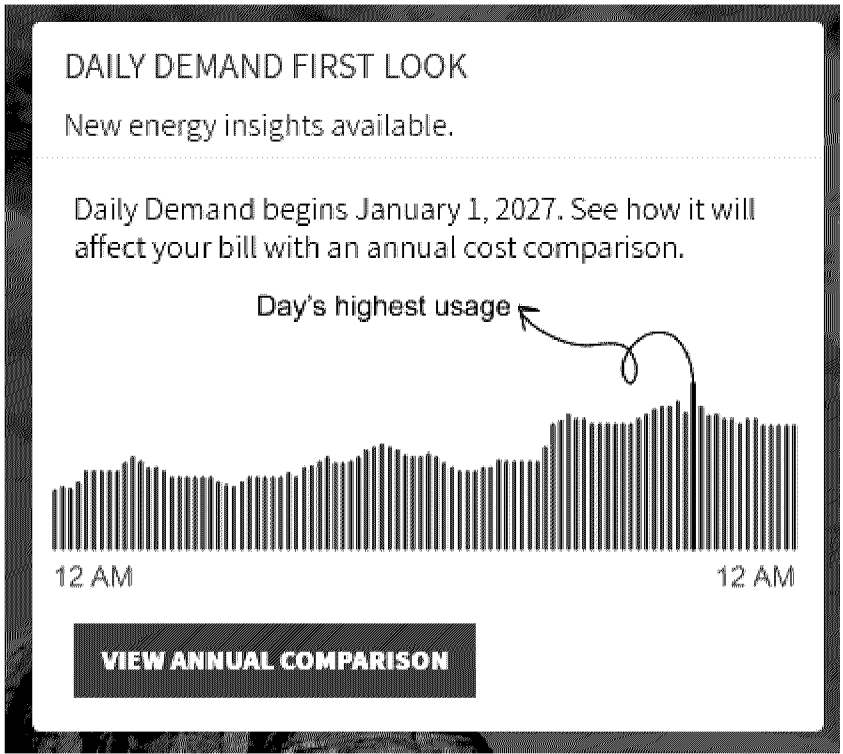
[5] Please note that the information provided in the "Daily Demand First Look" is based on actual customer usage and the estimated impact of that usage applying the daily demand rate once it is in effect.
[6] The upgraded Customer Experience web page is based on actual and billed customer data.

DAILY DEMAND RATE
RESOURCES AND TOOLS

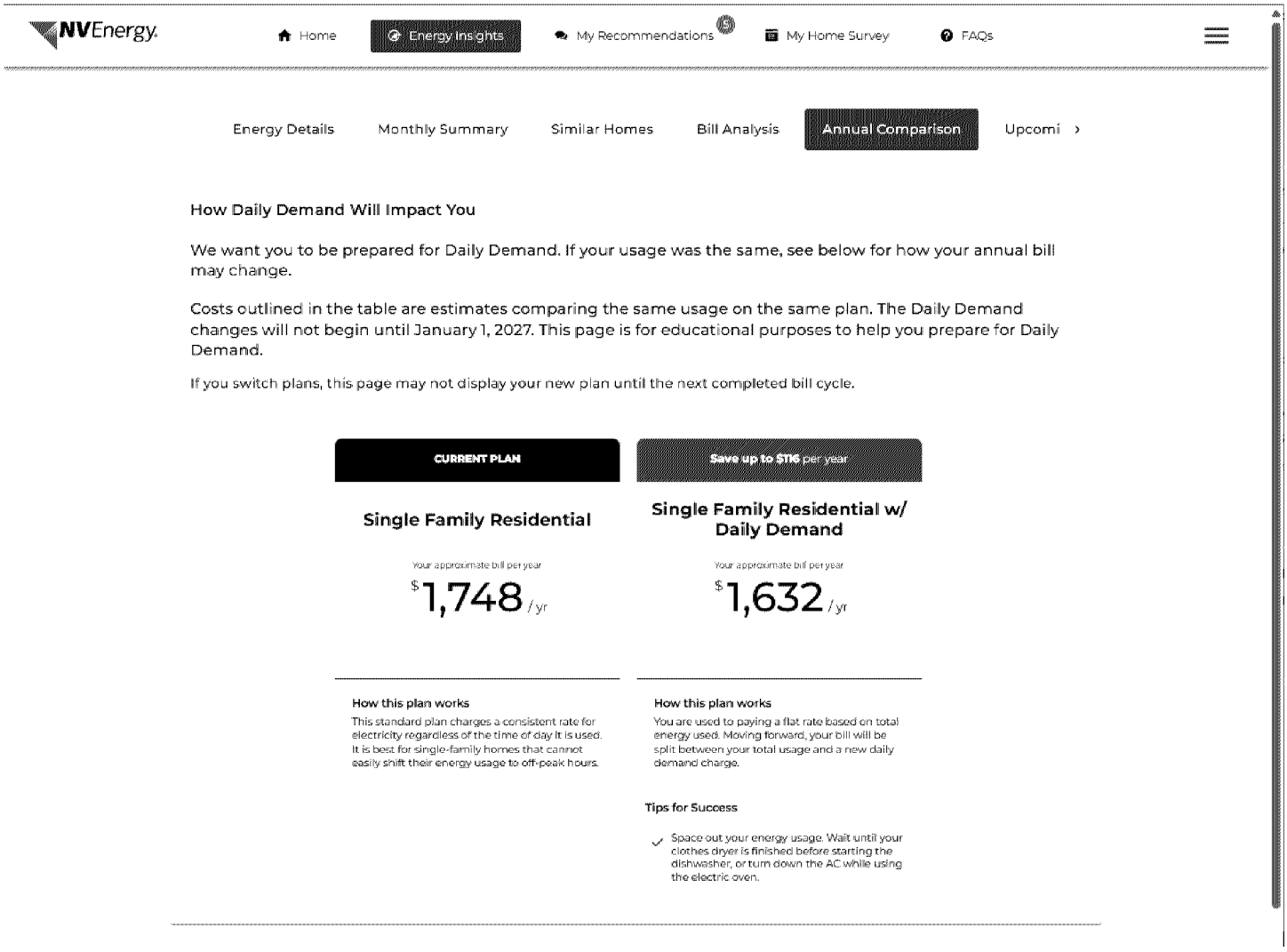
MyAccount Home Screen



Detail of the Daily Demand Tile

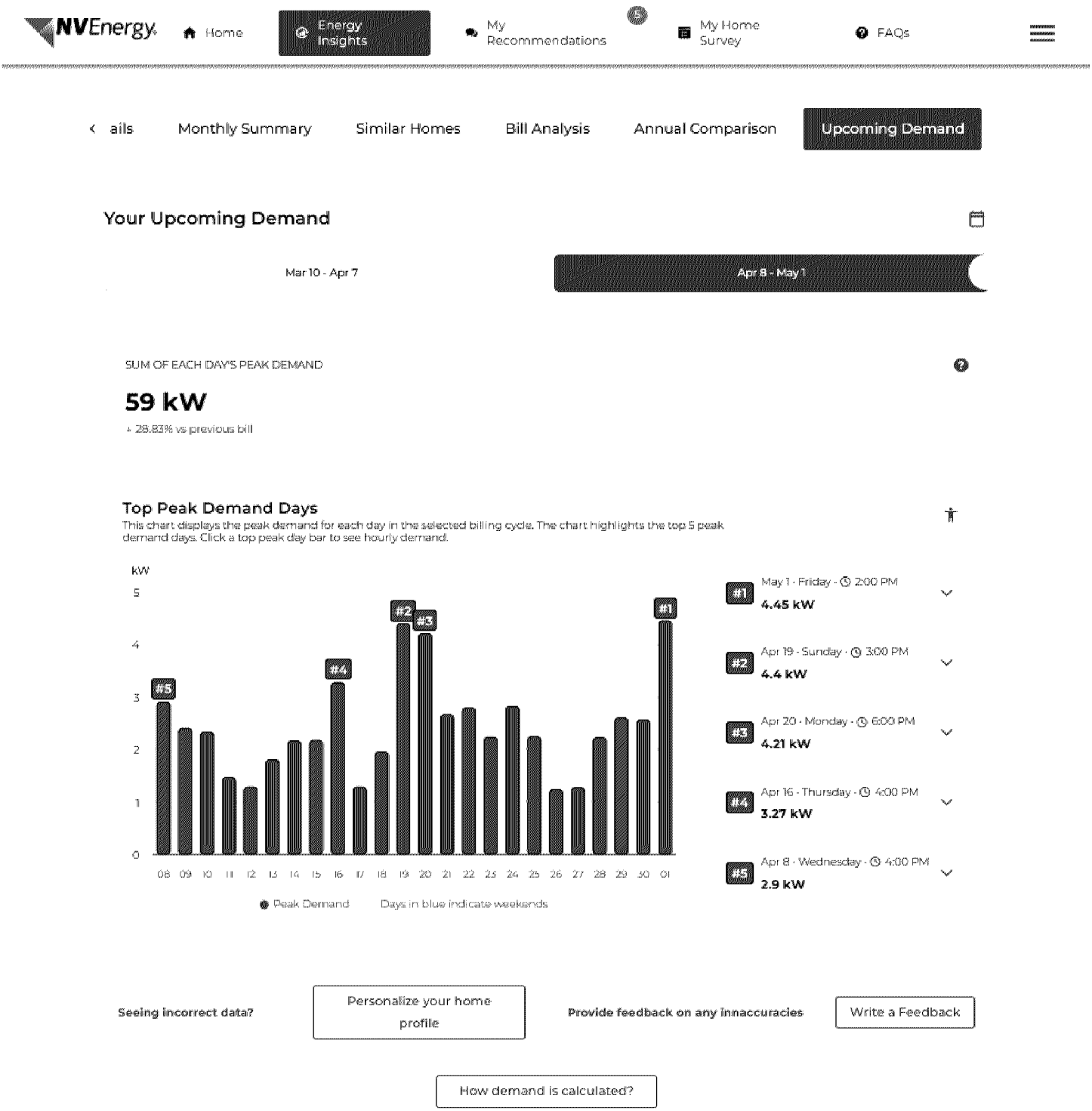


Annual Comparison of Existing Rate and Daily Demand

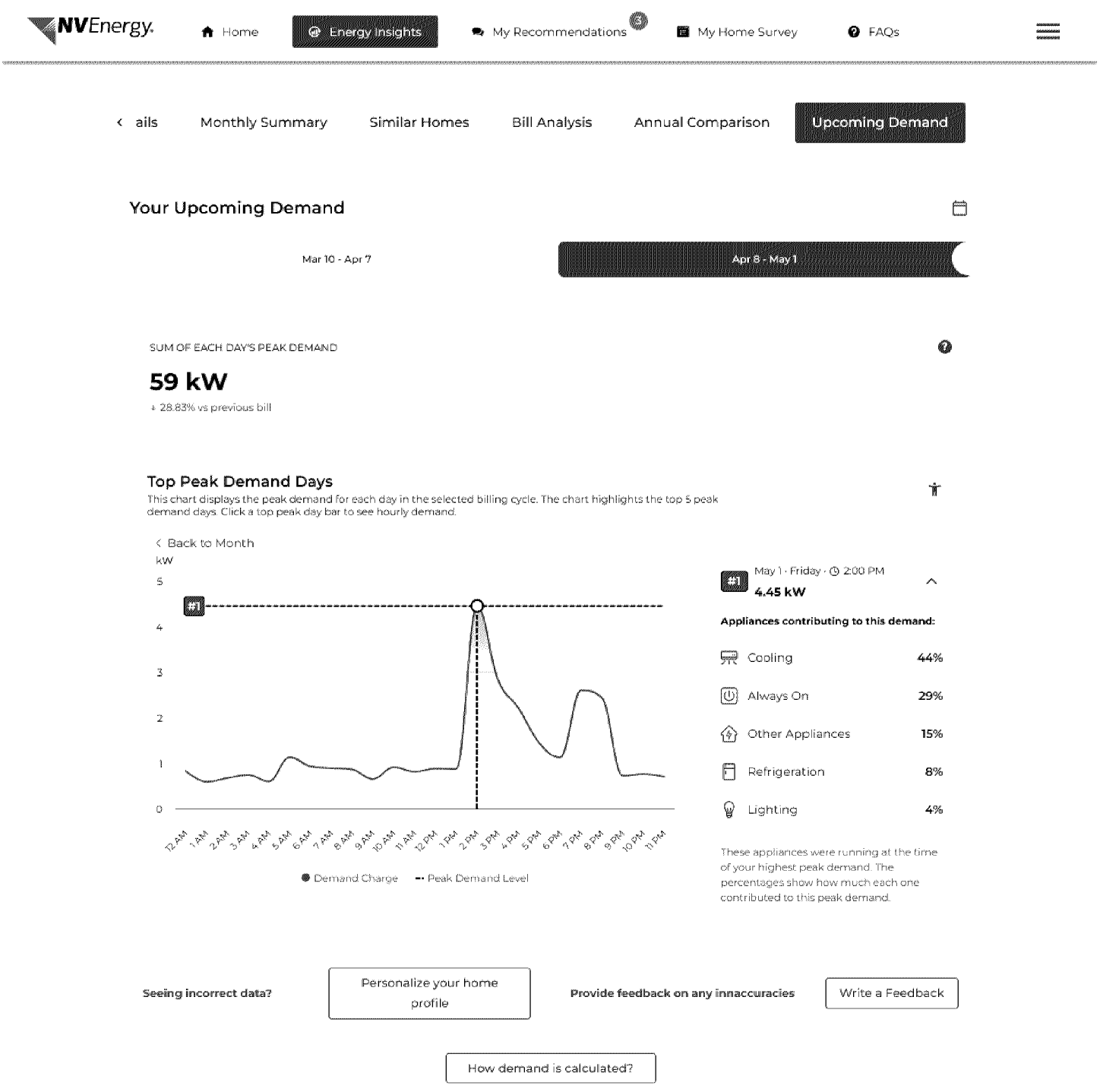


Upcoming Demand

Education for Appliances Contributing to Daily Demand Peak



Detail View of One of Top Five Days for Peak Daily Demand



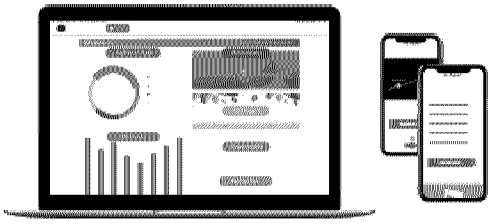
Email Communication to Customers with Website Launch

NVEnergy.

Johnny Smith
700 Brentwood Court

Welcome to your new email alerts from NV Energy!

You'll now receive emails informing you about your usage, along with relevant insights and recommendations to help you save more money. You'll also get one-click access to your interactive web portal, where you can explore all your personalized charts, widgets and detailed savings tips.



GO TO MY WEB PORTAL

Filling out your home profile will help us create a more personalized experience and select more relevant saving tips for you!

UPDATE HOME PROFILE

You can also select your email preferences and choose the alerts you'd like to receive. There are many options to help you save!

UPDATE PREFERENCES

Did you find this email helpful?

This email was sent to a_user@yahoo.com

Unsubscribe Privacy Policy FAQs

NV Energy - 6226 W. Sahara Avenue Las Vegas, Nevada 89146

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Upgraded Customer Experience/Home Page

NVEnergy | Home | Energy Insights | My Recommendations | My Home Survey | FAQs

Unlock more bill savings! Personalize your home profile now! | Analytics and tips will become more accurate with completed profile!

Last Month Overview

Mar 10, 2026 - Apr 07, 2026

LAS VEGAS, NV | 16°F Hotter last month, leading to a $11 decrease in heating

Bill Summary

ENERGY USAGE	TOTAL BILL
805 kWh	**$121**
↑ 24% vs previous month	↑ 19% vs previous month

Energy Usage Charges	$95
Fixed Charges	$18
Other Charges	$8

Your Energy Use By Appliance



- $21 Always On
- $11 Entertainment
- $9 Refrigeration
- $54 Other Appliances
- $26 Other Charges

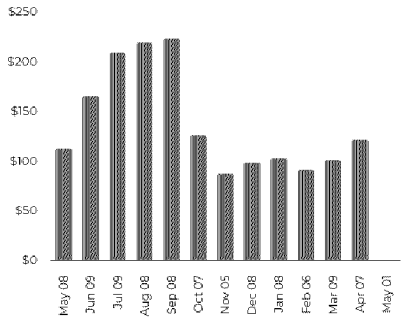
1/2 ▼

Appliance Energy charges don't include taxes, fixed charges, rebates, or credits, and therefore may be different than your total bill amount.

Seeing incorrect data? Personalize your home profile

Insights & Trends

Bill History



Recommendations for you

Insight — Jun 13, 2026

You used 66% more energy in Entertainment in the bill period ending May 6 compared to similar homes.

Recommendation — May 18, 2026

Find the magic number

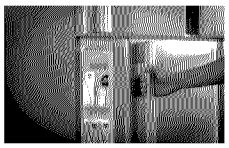
For every degree higher you set your thermostat, you'll save three percent on cooling costs. Try starting at 78°F.

Insight — Jun 13, 2026

Your highest usage day in the bill period ending May 6 was Sunday, May 3rd. Do you remember why?

READ MORE

Promotions



Make sure your fridge has a tight seal

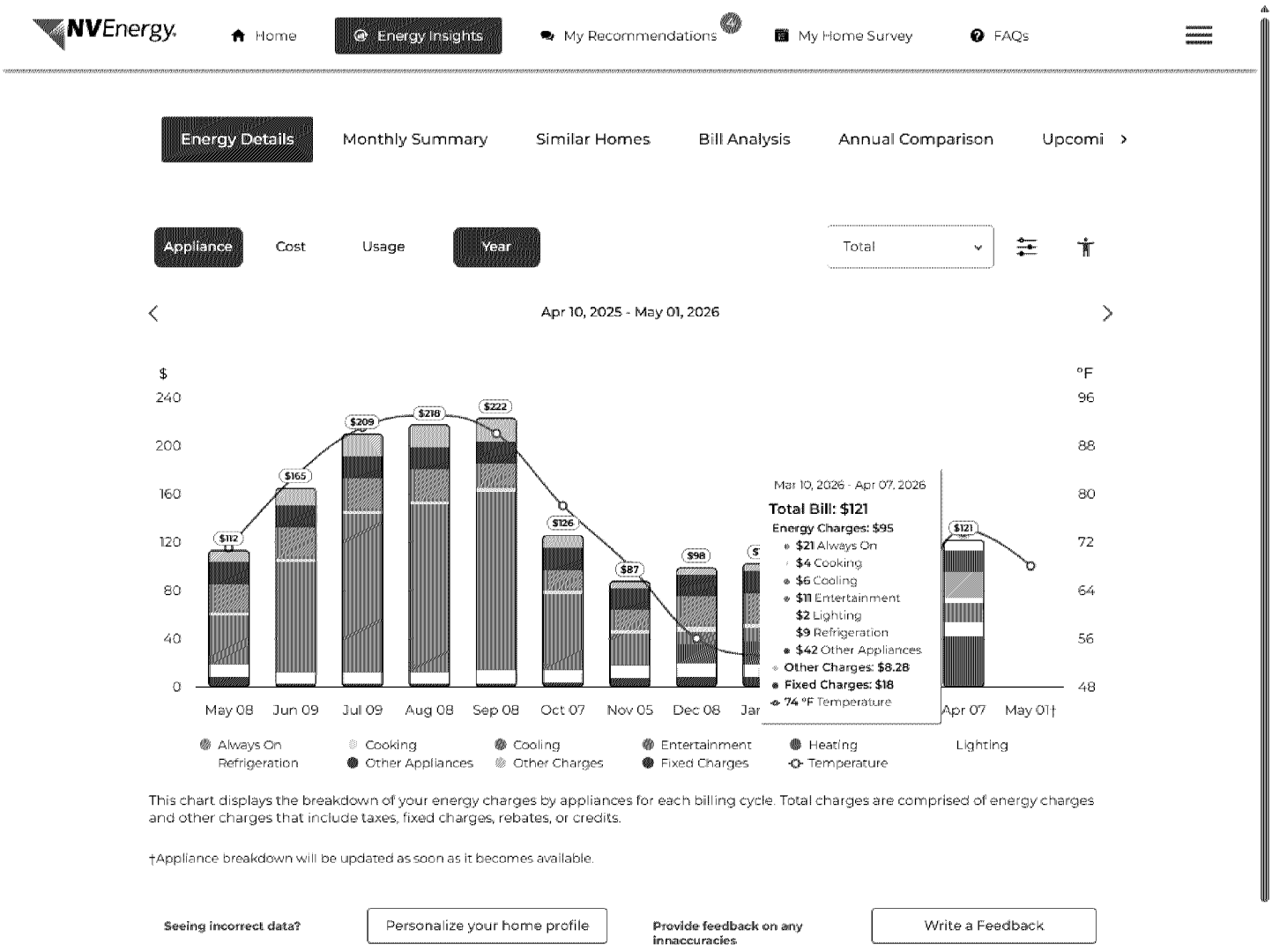
If you don't have a tight seal around the refrigerator door, it's like leaving the door open. Verify that the seal is tight by closing the door on a single sheet of paper and trying to pull it out with the door still closed.

Carbon Footprint

It takes **10 trees** to balance your **CO_2** impact based on **805 kWh** used in the last period.

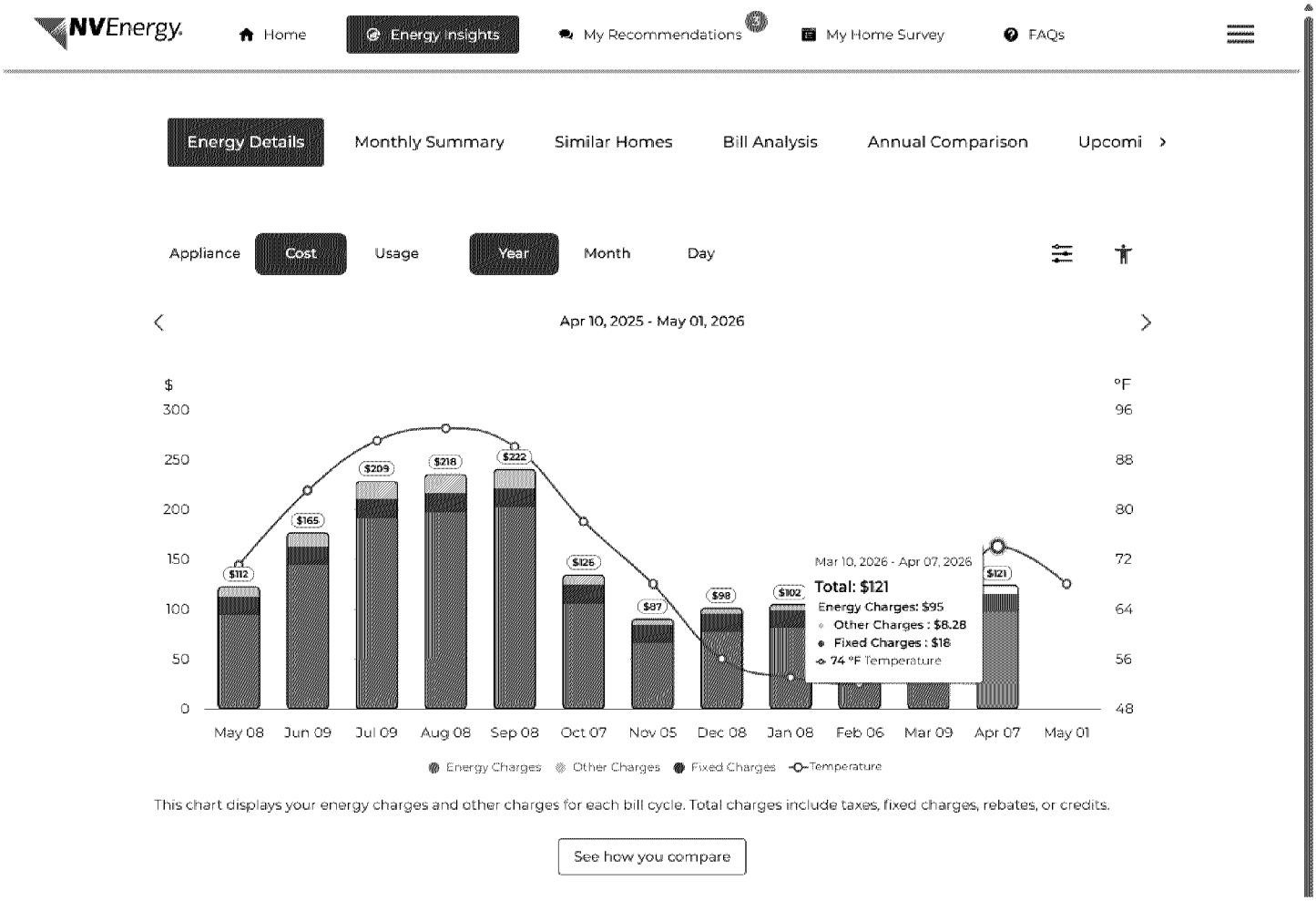
NV Energy
6226 W. Sahara Avenue
Las Vegas, Nevada

Energy Insights – Appliance Breakdown by Month



Cost of Electricity Breakout

Cost by Year

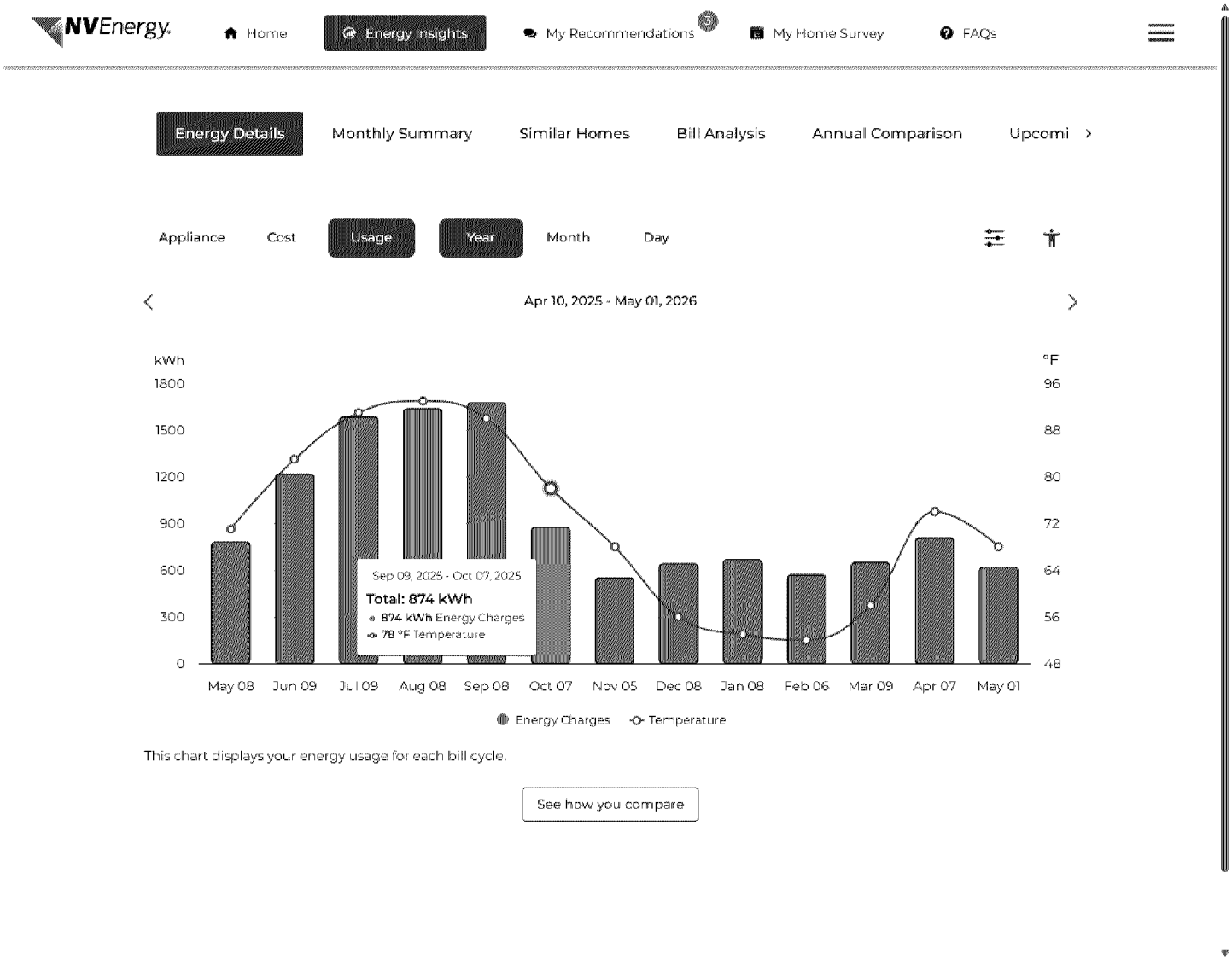


Cost by Day and Hour

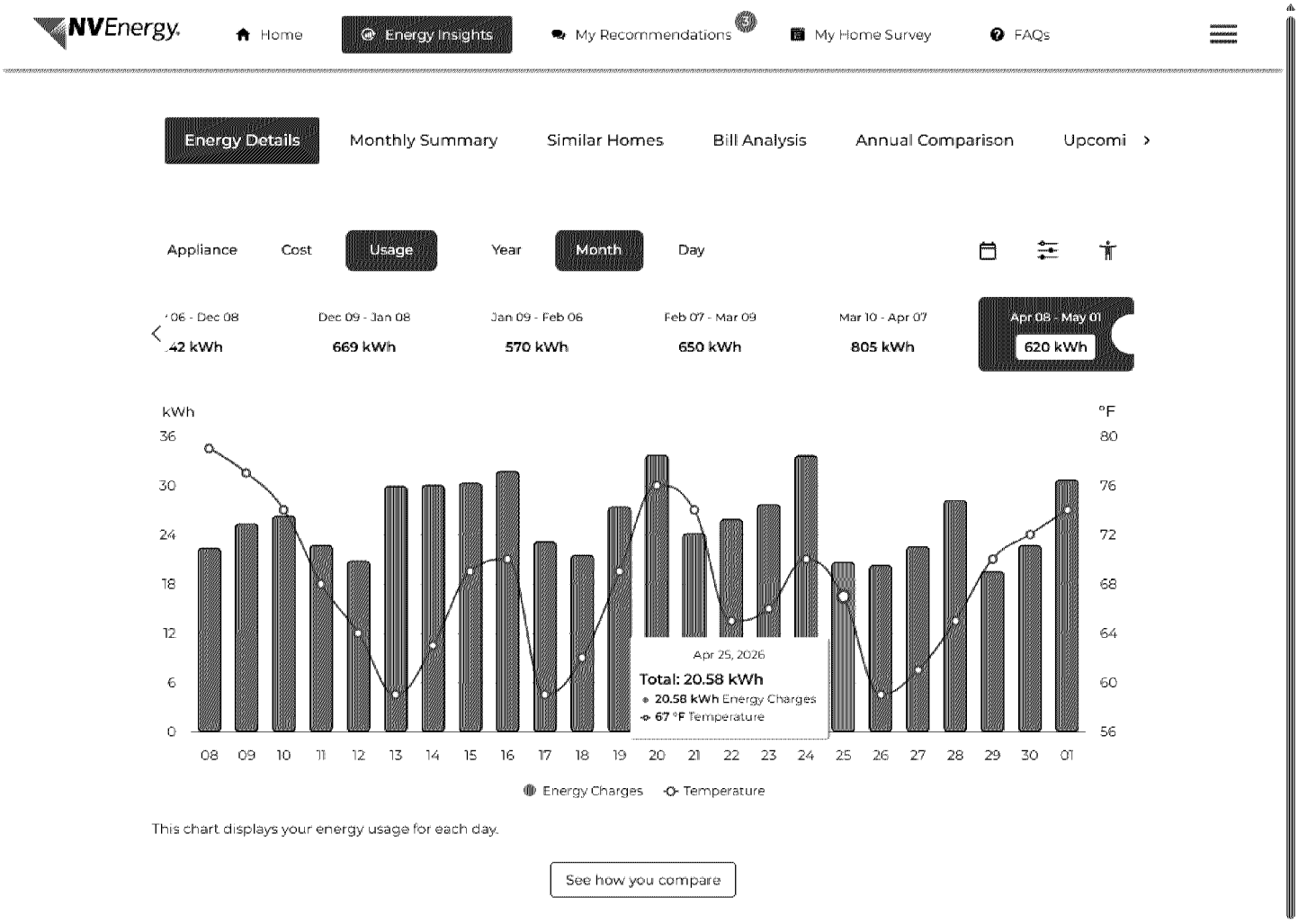


Usage of Electricity Breakout

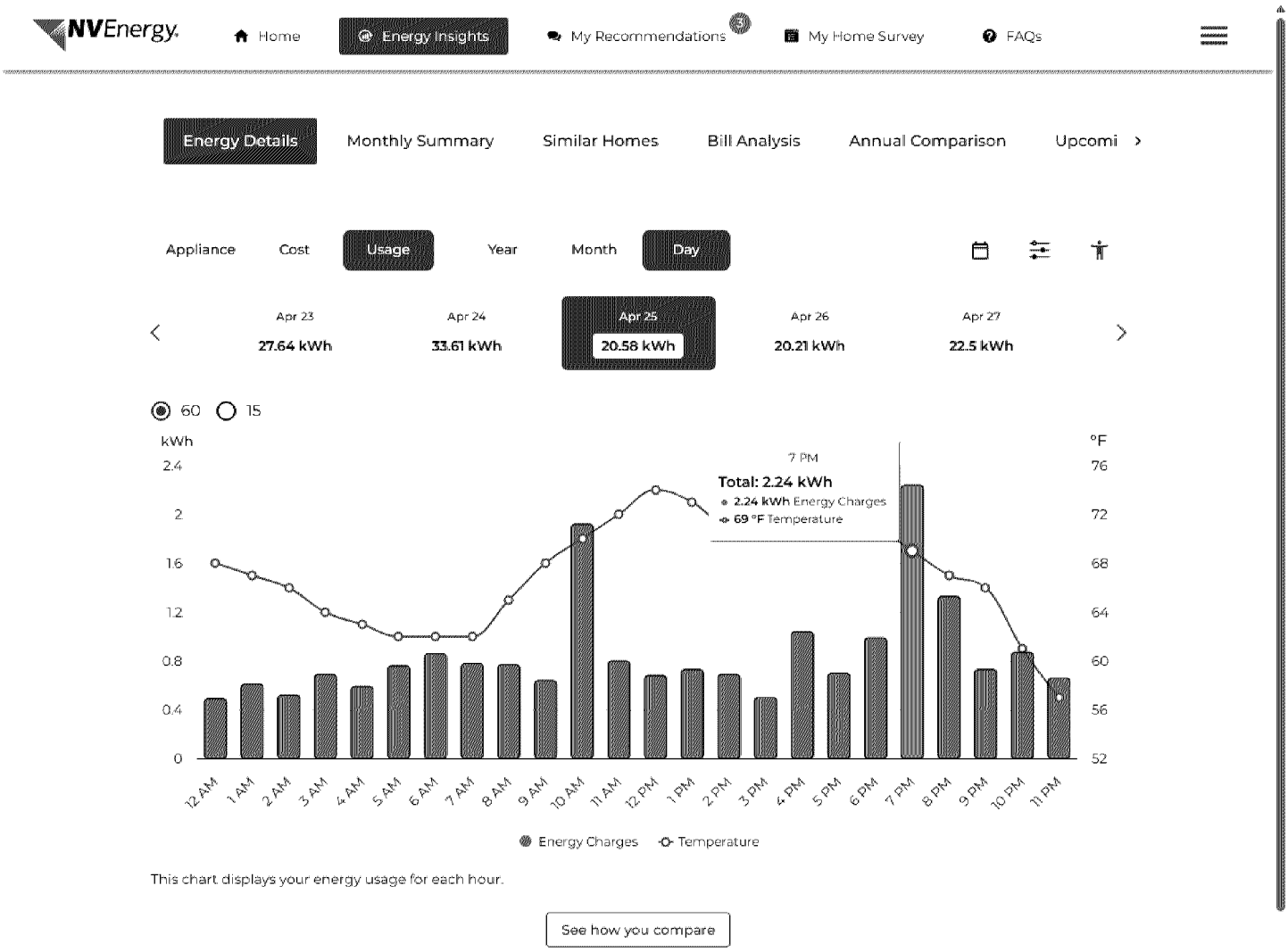
Usage by Month



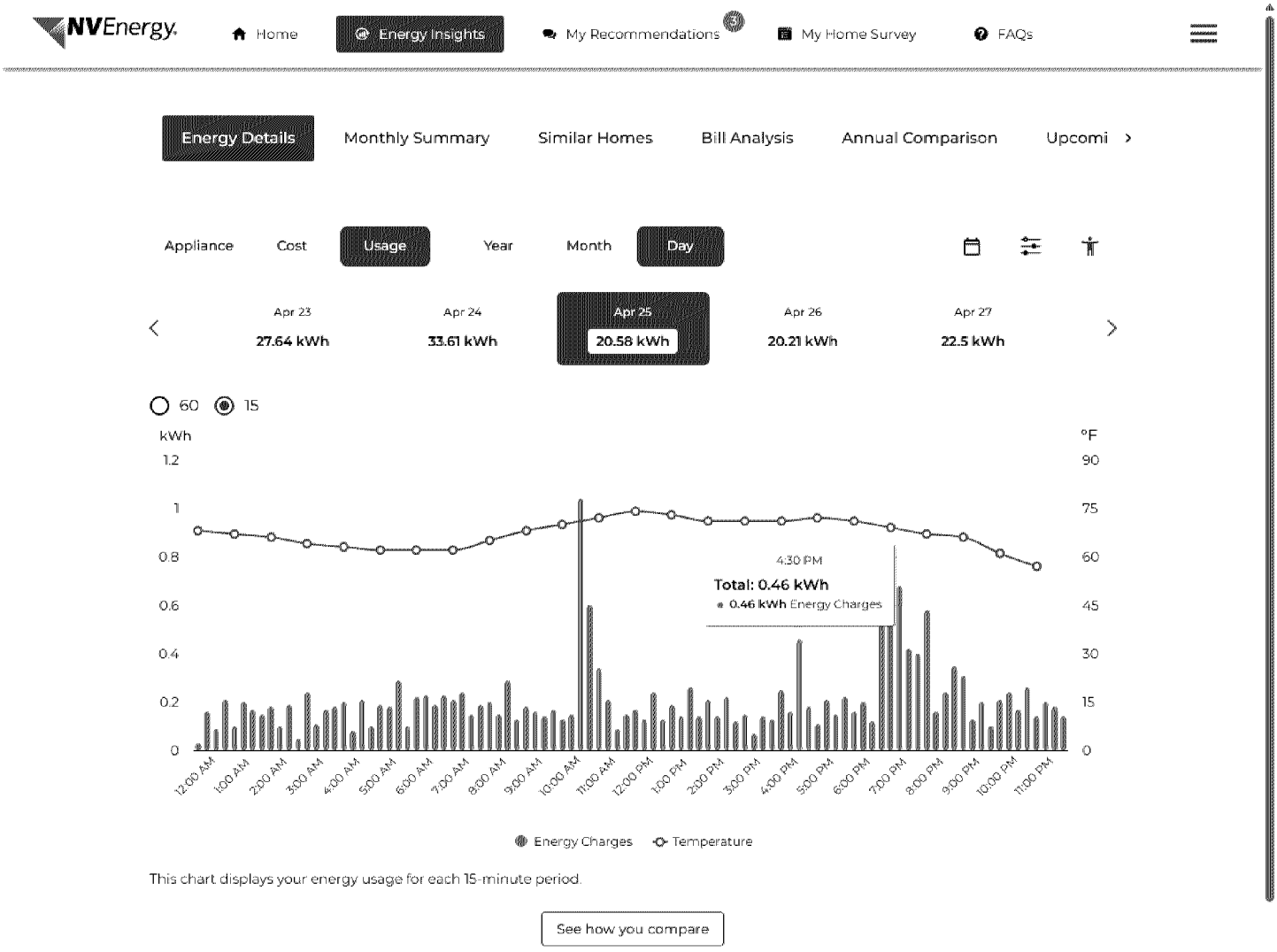
Usage by Day


NVEnergy
Home
Energy Insights
My Recommendations
My Home Survey
FAQs
Energy Details
Monthly Summary
Similar Homes
Bill Analysis
Annual Comparison
Upcomi
Appliance
Cost
Usage
Year
Month
Day
06 - Dec 08
42 kWh
Dec 09 - Jan 08
669 kWh
Jan 09 - Feb 06
570 kWh
Feb 07 - Mar 09
650 kWh
Mar 10 - Apr 07
805 kWh
Apr 08 - May 01
620 kWh
kWh
°F
36
30
24
18
12
6
0
80
76
72
68
64
60
56
Apr 25, 2026
Total: 20.58 kWh
20.58 kWh Energy Charges
67 °F Temperature
08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 01
Energy Charges
Temperature
This chart displays your energy usage for each day.
See how you compare

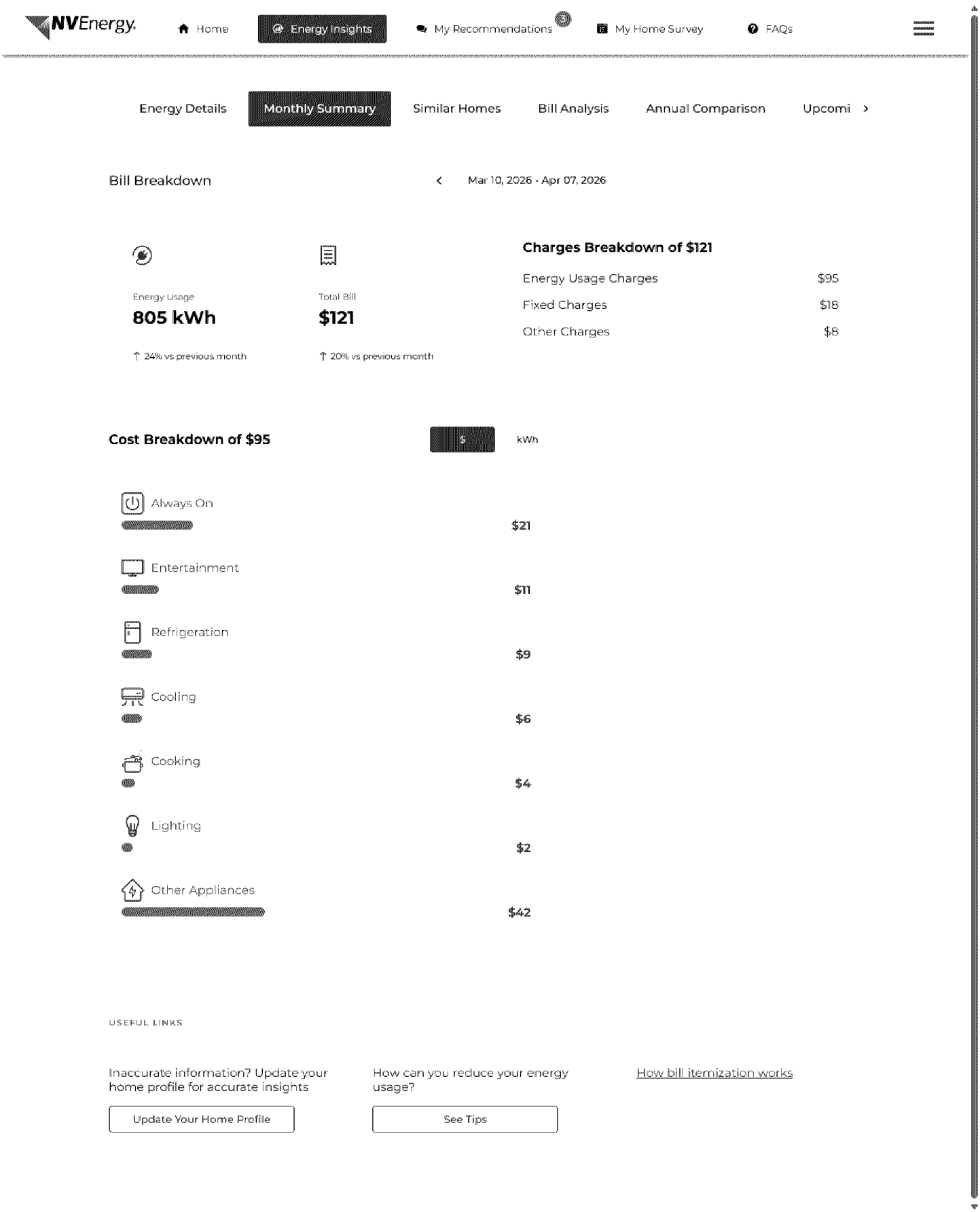
Usage by Hour



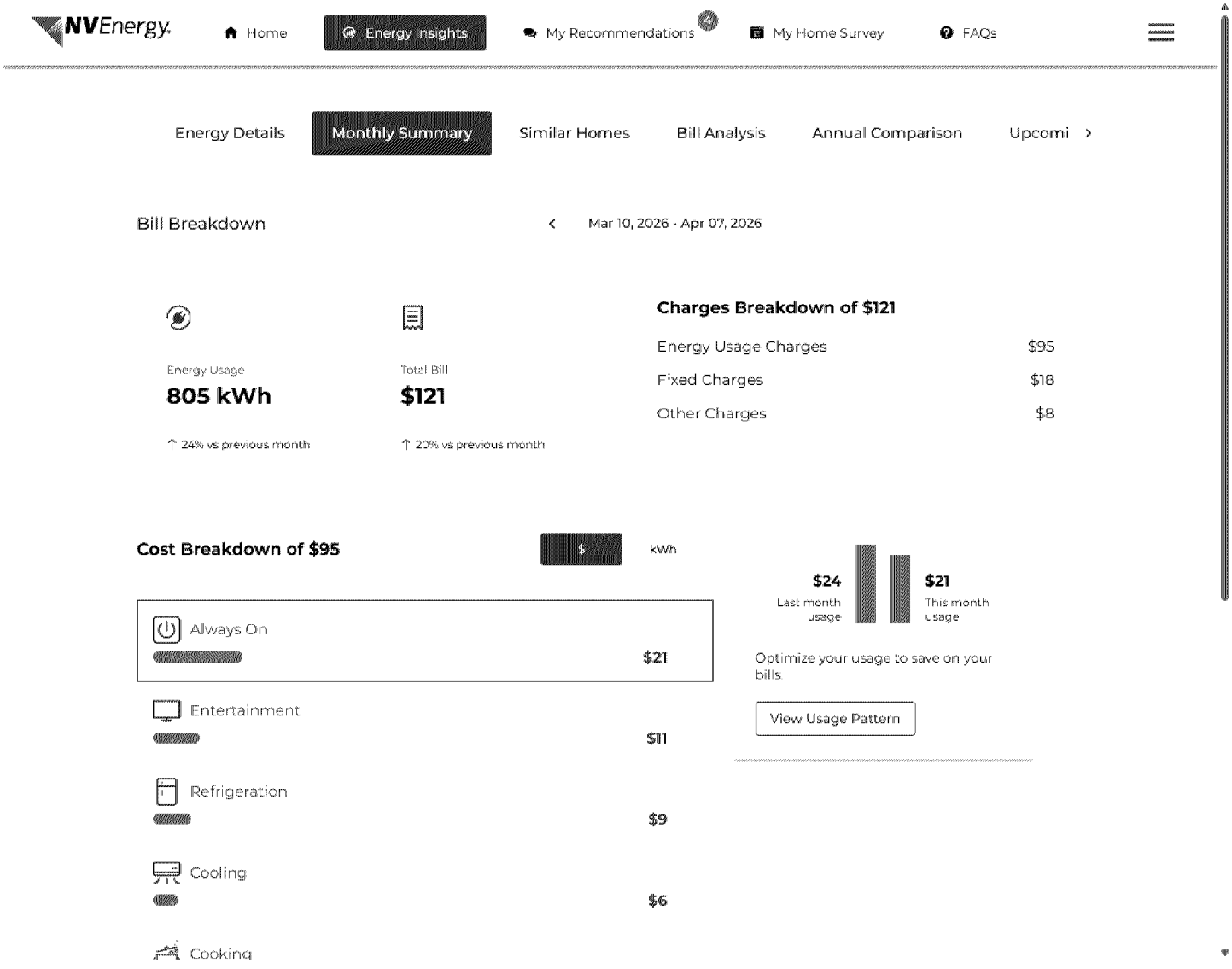
Usage by 15-Minute Increments



Monthly Summary



View Usage Pattern for Appliances



Energy Details/Appliance Review



Similar Homes Comparison (All Appliances)

NVEnergy | Home | Energy Insights | My Recommendations | My Home Survey | FAQs

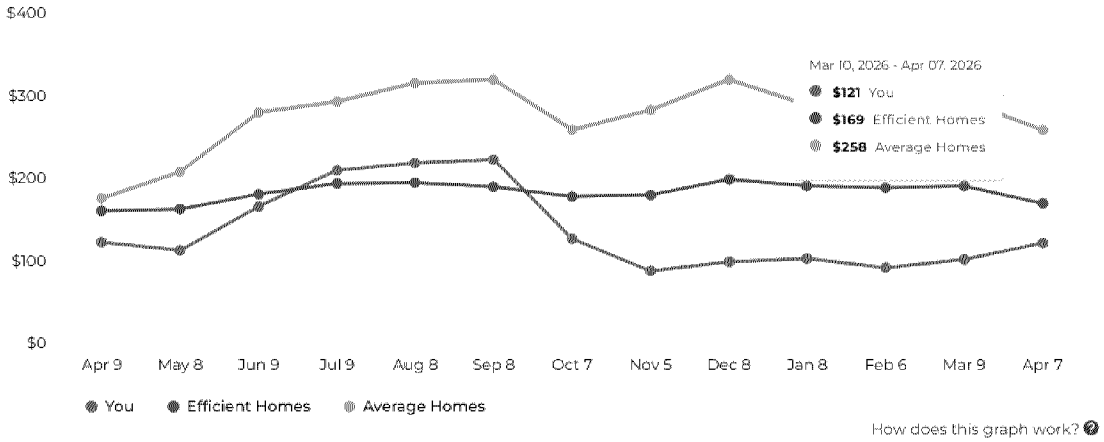
Energy Details | Monthly Summary | Similar Homes | Bill Analysis | Annual Comparison | Upcomi ›

All Appliances

‹ Apr 09, 2025 - Apr 07, 2026

You used **$48 less** than efficient homes in the last bill cycle. Explore how to save here.

This chart displays your energy charges compared to similar homes



How does this graph work?

Efficient homes are top 30% in your similar homes group that use the least energy. Energy charges don't include taxes, fixed charges, rebates, or credits, and therefore may be different than your total bill amount.

EXPLORE HOW TO SAVE

Who am I being compared to?

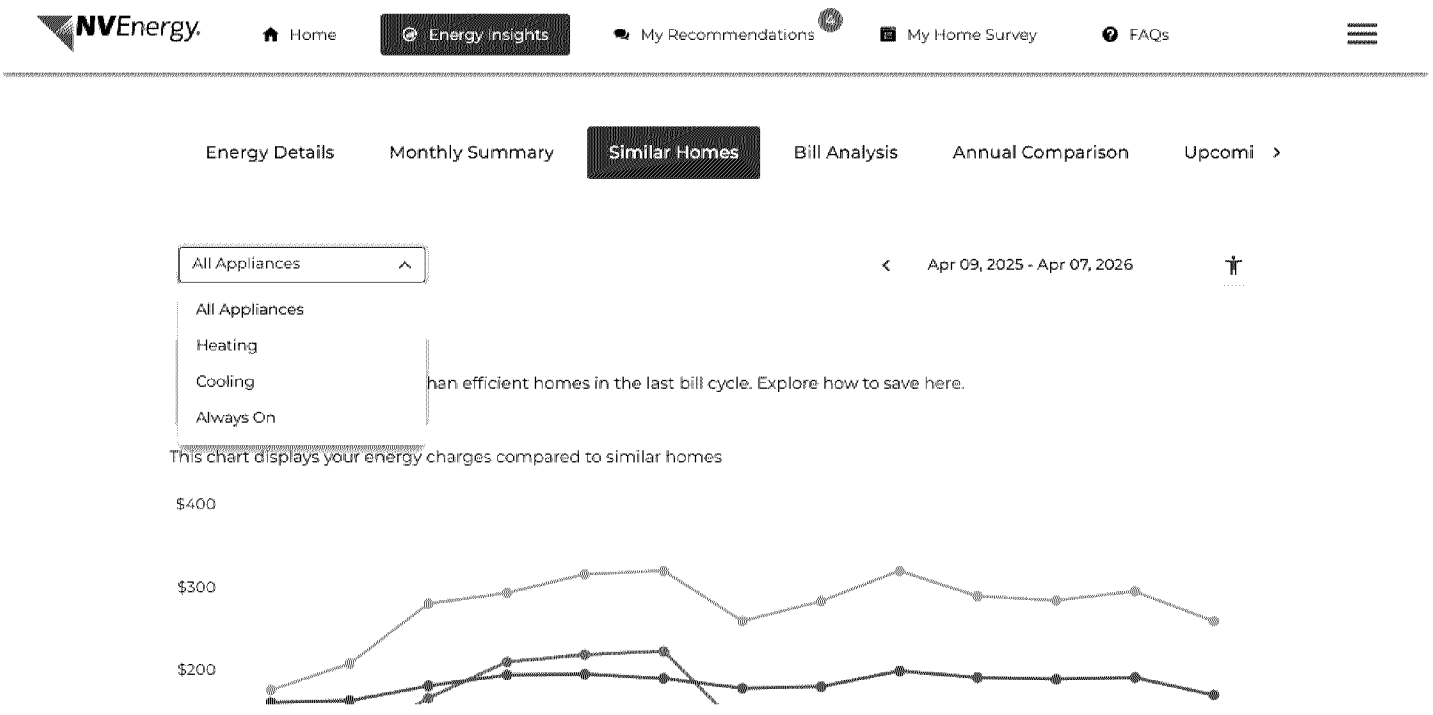
We compare you to **120 similar homes** with these attributes:

- **Home size (sq. ft.)** — Add information
- **Nearby postal code:** 89052
- **Home type:** Single family
- **Home heating type** — Add information
- **EV:** No

Keep your home profile updated for an accurate usage breakdown. Update Your Home Profile

It may take upto 24hrs for your group efficient & average values to update incase you are re-grouped based on your survey inputs

Similar Homes Comparison -- Select All Appliances, Cooling, Heating or Always On



Similar Homes Comparison (Cooling)

NVEnergy Home Energy Insights My Recommendations 4 My Home Survey FAQs

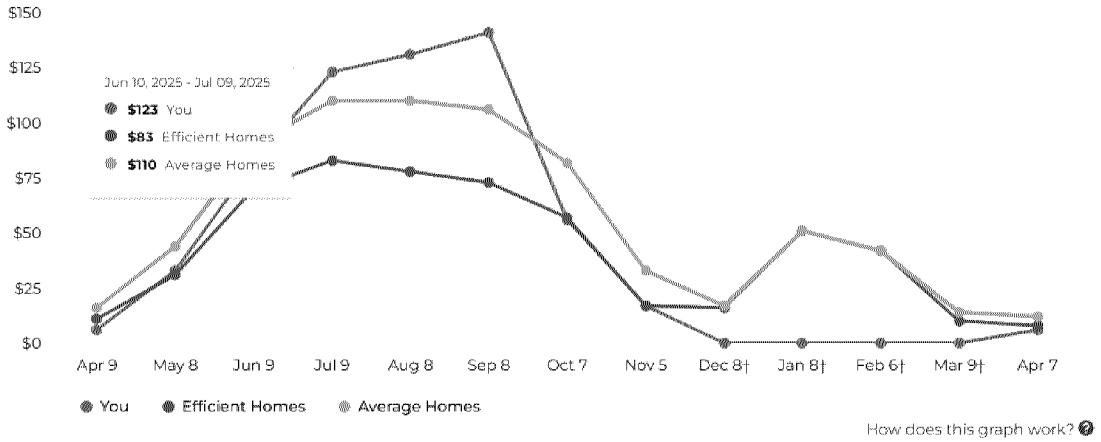
Energy Details | Monthly Summary | Similar Homes | Bill Analysis | Annual Comparison | Upcomi ›

Cooling

‹ Apr 09, 2025 - Apr 07, 2026

You used **$2 less** than efficient homes in the last bill cycle. Explore how to save here.

This chart displays your energy charges compared to similar homes



How does this graph work?

† Comparison unavailable due to minimal appliance usage

Efficient homes are top 30% in your similar homes group that use the least energy. Energy charges don't include taxes, fixed charges, rebates, or credits, and therefore may be different than your total bill amount.

EXPLORE HOW TO SAVE

Bill Analysis

NVEnergy | Home | Energy Insights | My Recommendations 4 | My Home Survey | FAQs

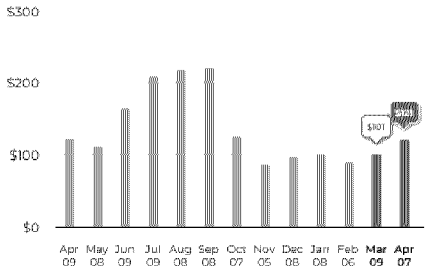
Energy Details | Monthly Summary | Similar Homes | Bill Analysis | Annual Comparison | Upcomi >

Bill Amount: **$121**

< Mar 10, 2026 - Apr 07, 2026

Your bill analysis compared to Previous Bill

This bill was 23% greater than the previous bill.



Heating decreased by $11, partially explained by warmer temperatures and partially due to a change in usage patterns	-$11
$6 increase due to more usage in your Cooling appliance category	+$6
Increase due to other general usage or fees	+$23
Total Difference:	**+$18**

Less details

	Feb 07, 2026 - Mar 09, 2026	Mar 10, 2026 - Apr 07, 2026	Variations
TOTALS			
Bill Amount	$101	$121	+$20
Energy Usage Charges	$77	$95	+$18
Taxes, Fees, etc.	$24	$26	+$2
Consumption	650 kWh	805 kWh	+155 kWh
Consumption per day	21 kWh	28 kWh	+7 kWh
APPLIANCE USAGE			
Always On	$24	$21	-$3
Entertainment	$12	$11	-$1
Heating	$11	$0	-$11
Refrigeration	$9	$9	$0
Cooking	$4	$4	$0
OTHER KEY DIFFERENCES			
Avg Temp (High/Low)	68.2 °F / 48.7 °F	85.5 °F / 61.6 °F	+17.3 °F / +12.9 °F
Days in Billing Cycle	31	29	-2
Low Consumption Days	0	0	0

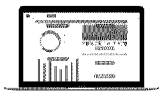
My Recommendations

NVEnergy | Home | Energy Insights | My Recommendations | My Home Survey | FAQs

Top tips we've chosen for you



Programs from NV Energy



Free Online Energy Assessment

PowerShift offers an easy and convenient tool to help you manage your home's energy usage. Log into your MyAccount for personalized information and insights!

You used more energy in the bill period ending May 6 compared to the average of the previous 5 bill periods. Big month!

Learn More

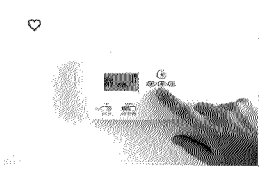


Take Control of Your Energy Use

PowerShift smart thermostats increase the energy efficiency of homes. With a free Smart Thermostat, you can start saving on your energy bill each year.

Learn More

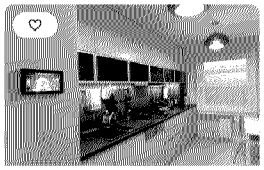
Tips to save energy



Find the magic number

For every degree higher you set your thermostat, you'll save three percent on cooling costs. Try starting at 78°F.

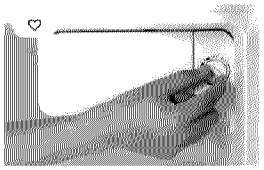
You used $27 more in cooling in the bill period ending May 6 compared to the previous bill period.



Keep lamps and appliances away from thermostats

Electronic devices emit heat that can cause the air conditioner to run longer than necessary.

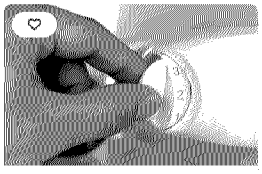
You used 232 kwh more in cooling in the bill period ending May 6 compared to the previous bill period.



Adjust your fridge temperature settings

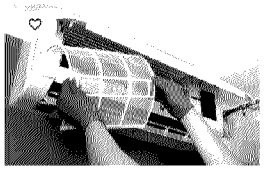
An ideal fridge temperature is 33°F to 39°F.

You used 48% more energy in Refrigeration in the bill period ending May 6 compared to similar homes.



Adjust your freezer temperature settings

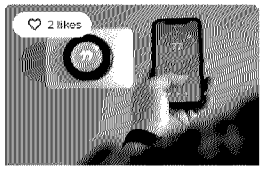
An ideal freezer temperature is 0°F to 5°F.



Clean or replace the filter on your air conditioner

Clean or replace your air conditioner filter before or during the summer to maximize its efficiency. A high quality filter can last up to 3 months.

You used 195 kwh more energy in Cooling in the bill period ending May 6 compared to similar homes.



Program your thermostat

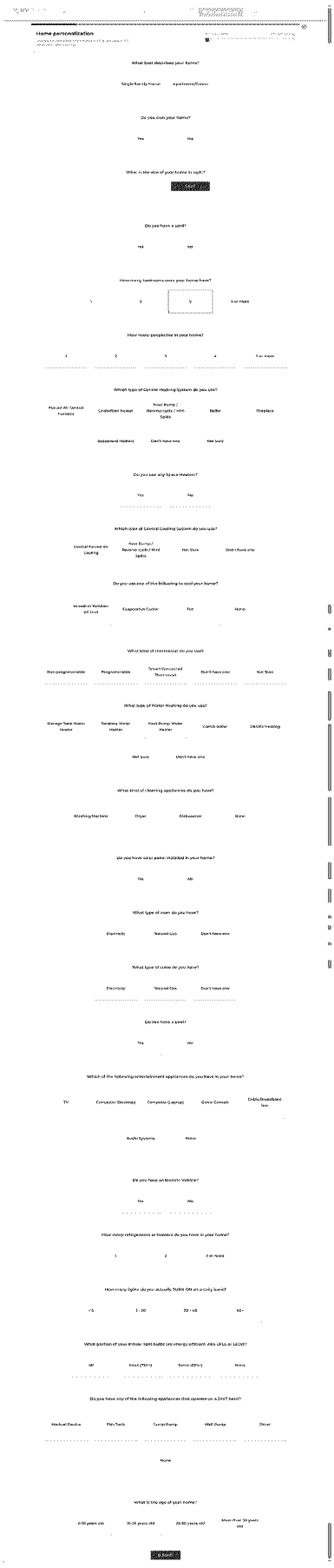
This can help you control your cooling energy usage when you are away from home or on vacation.

You used 45% more cooling in the bill period ending May 6 compared to your typical usage.

SHOW MORE

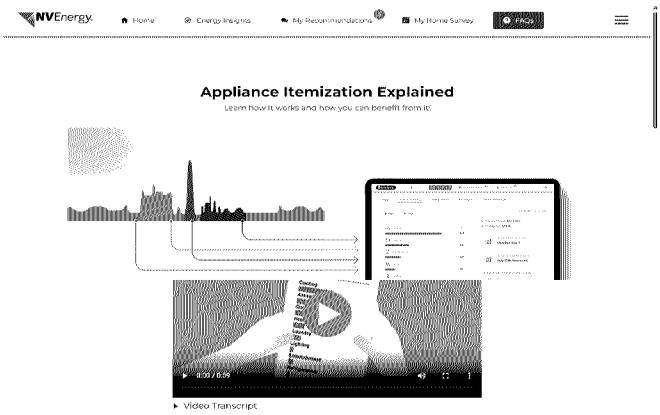
NV Energy
6226 W. Sahara Avenue
Las Vegas, Nevada

My Home Survey (the more complete the information is, the more accurate the tool will be in detailing how much energy each appliance uses).



FAQs

Appliance Itemization and Explainer Videos



Appliance itemization is powered by disaggregation... a process that takes the energy usage data from your meter and uses software algorithms to identify the individual appliances that are actually using the energy.

How does it work? Magic?

Not really. Each appliance uses electricity in a unique manner - think of it like an appliance fingerprint. We detect and extract these "fingerprints" and convert the data into useful insights and recommendations.

What if My Usage Changes?

Don't worry, we've got you covered. The insights we derive from each appliance in your home will change according to your actual usage patterns. So whether you go on vacation, buy a new appliance, or have a new addition to the family, we'll make sure you've got the most accurate and relevant appliance usage information at your fingertips.

Is my usage Unique?

It sure is! Our disaggregation technology and home assessment survey shows how much you actually use per appliance, not how much a "typical" home should use. You're not a statistic, we won't treat you like one.

Appliance Itemization Categories

We itemize your usage into 12 major appliance categories. You can track the usage of every single category over the course of the year and see how they change based on season, weather and your behavior. We display categories that consume a large amount of electricity, like Always On (baseload), Heating, Cooling and Pool Pump, based on the usage from your meter. We then take this usage to infer and estimate how much your other appliance categories, like laundry, cooking, lighting and entertainment, are consuming. Thus, through a combination of your actual usage and our rule-based model, we can compose a holistic picture of your total Energy Consumption.

Always On
Always On includes "plugged in" devices such as personal computers, monitors, printers, stereos, and televisions that consume energy even when they're turned off.

Pool pump
Pool pumps have motors that keep your pool water filtered and clean year-round.

Space Heating
Electric space heating includes many different types of heaters: radiant, convection, fan, storage, underfloor, heat pumps, and the electric fan component of gas heating.

Cooling
This includes common cooling appliances such as central air conditioners, room air conditioners, heat pumps, "swamp" coolers, and mini-split air conditioners.

Lighting
This includes all lights in the home, from efficient LED bulbs to inefficient halogen bulbs, and everything in between.

Refrigeration
Refrigeration includes the aggregate usage of refrigerators and freezers in the home.

Electric Water Heating
Water heating includes all whole-home water heaters (tanked, tankless, and heat pumps) as well as specific-use water heaters (e.g. electric showers).

Electric vehicle
This category includes the aggregate usage of all EVs at the home.

Cooking
Cooking and food preparation appliances that consume significant electricity can be found in this category, including oven, stove, toaster, and toaster oven.

Cleaning and Laundry
Laundry consists of "wet washing" electric appliances, such as dishwasher, washing machine, and dryer.

Entertainment
Entertainment is comprised of two main appliance types: consumer electronics (TV, DVR, game console, stereo) and home computing (desktop, monitor, printer, modem).

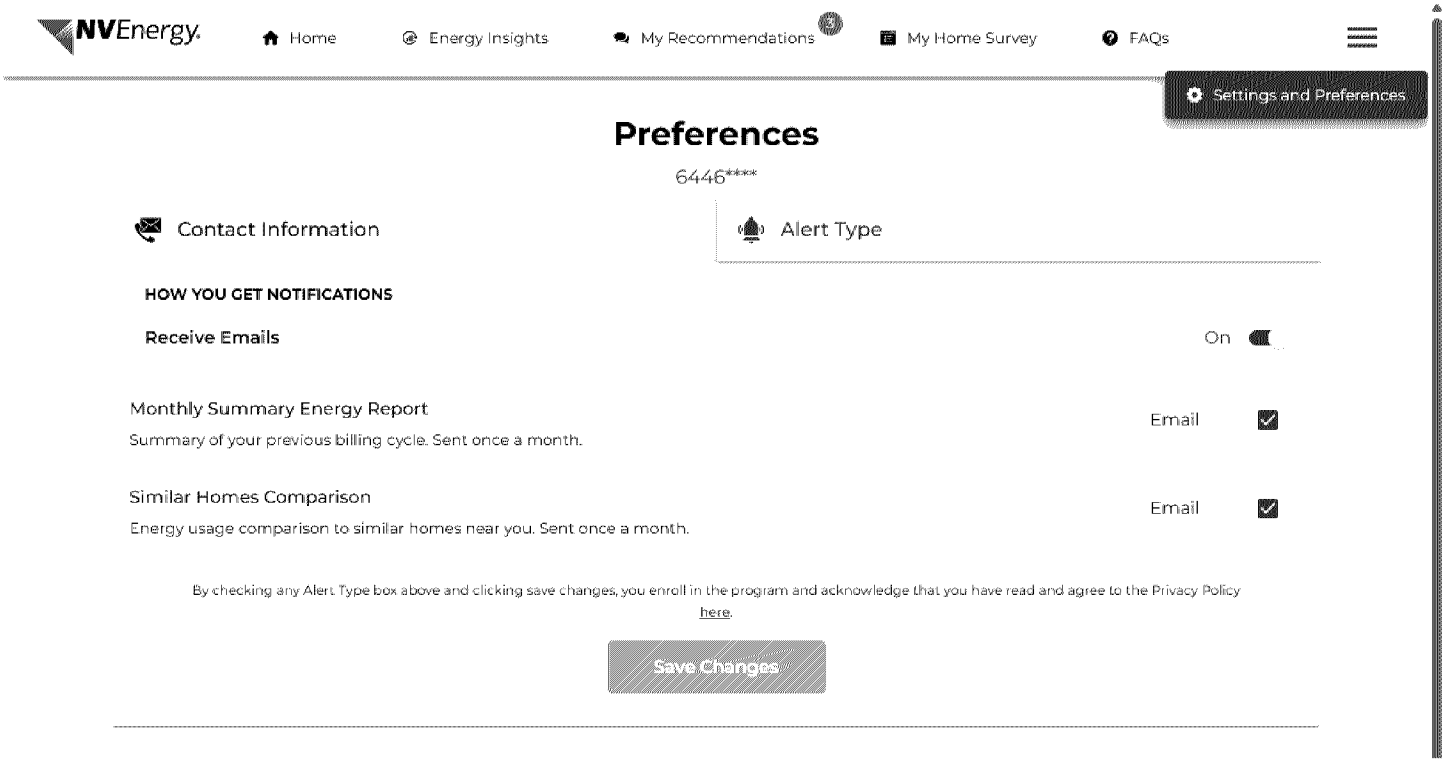
Other
These are appliances that are too small or infrequently used to be categorized separately. This includes mobile phones, vacuum cleaners, fans, hair dryers, and curling irons.

Was this information useful?

YES NO

Preferences

(communication preferences)



CERTIFICATE OF SERVICE

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I hereby certify that I have served the foregoing filing of **NEVADA POWER COMPANY D/B/A/ NV ENERGY** in Docket No. 25-02016 upon the persons listed below by the following:

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DATED this 30th day of June, 2026.

/s/ Caitlin Katzenbach
Caitlin Katzenbach
Paralegal
Nevada Power Company d/b/a NV Energy

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