



NV ENERGY SHARES INNOVATIVE CUSTOMER STRATEGY

- Technology and Reliability at the Heart of Customer Commitment -

Las Vegas, NV - January 8, 2015 - At NV Energy, it's all about the customer. Whether it's delivering reliable service or providing innovative tools for managing energy use, NV Energy is committed to improving the customer experience.

We are making industry leading changes to how we interact and communicate with our customers. Our customers now benefit from a variety of options that help them manage their energy use and lower those household and business expenses. Imagine knowing what your energy bill is for every day of the month. Through our MyAccount portal on nvenergy.com, customers can access information like this to help them manage their energy use and make changes, if needed, to help conserve and lower their energy bill. This information includes whole-home energy usage data, weekly energy alerts and a bill-to-date. Last year, we also unveiled an online Outage Center that includes an outage map and gives us the ability to contact customers via email or text when an outage occurs at their home. Additionally, we offer a wide array of energy efficiency programs that help our residential and commercial customers reduce their energy use and lower their bills.

Additionally, NV Energy ranks among the top utilities in the nation when it comes to delivering reliable service. And we continue to make investments in our electric system in order to maintain this ranking and exceed our customer's expectations.

NV Energy, Inc.

NV Energy, Inc. provides a wide range of energy services to 1.3 million customers throughout Nevada and nearly 40 million tourists annually. NV Energy is a holding company whose principal subsidiaries, Nevada Power Company and Sierra Pacific Power Company, are doing business as NV Energy. The company is headquartered in Las Vegas, Nevada. Information about NV Energy is available on the company's website, Twitter, Facebook and YouTube pages, which can be accessed via nvenergy.com.

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