



Industry Notice – Northern and Southern Development Partners

May 7, 2025

Re: System upgrade and downtime notification

Dear NV Energy Customer,

As part of our ongoing effort to enhance our services, we are entering the final stage of our Business Transformation initiative from June 21 through July 1.

During this period, our New Customer Portal and several internal systems will undergo critical upgrades. While these enhancements are being implemented, some processes will need to be completed manually. Additionally, the portal will not reflect real-time updates on your project(s) during this window.

To ensure the timely processing of your project(s), we kindly request that all outstanding agreements and payments be submitted by June 3, 2025.

We want to assure you that our team will continue to operate behind the scenes as usual, and your project(s) will remain in progress throughout the upgrade period.

Please reach out directly to your assigned coordinator for guidance on how this may impact you and which processes may require manual handling.

We appreciate your patience and understanding as we work to improve the service we provide. If you have any questions, please call 702-402-8400 or email NDC@NVEnergy.com

Sincerely,

NV Energy Team.