

# CONSUMER COMPLAINTS WITH A UTILITY

## NORTHERN NEVADA

1150 E. William Street  
Carson City, NV 89701  
Phone: (775) 684-6101  
Fax: (775) 684-6110

Consumer Complaints: (775) 684-6100



## SOUTHERN NEVADA

9075 W. Diablo Dr., Ste. 250  
Las Vegas, NV 89148  
Phone: (702) 486-7210  
Fax: (702) 486-7206

Consumer Complaints: (702) 486-2600

The Public Utility Commission of Nevada's ("PUCN") Consumer Complaint Resolution Division ("Division") receives and investigates complaints made against any utility regulated by the PUCN.

## INVESTIGATIONS OF UTILITY PRACTICES

The PUCN recognizes that utilities provide vital services that must be made available to all. As the state agency with regulatory authority over utilities, the PUCN establishes the tariffs, or rules, that govern how a utility provides service. The Division can help explain the tariffs to you. If you believe a utility has violated its tariffs, then you have grounds for a complaint. Examples of typical complaints investigated by the Division include disputes over billing, deposits, disconnections and disruptions of service.

## CONSUMER RESPONSIBILITIES

First give the utility an opportunity to resolve your problem by calling the utility's customer service department. Contact information for each utility is listed on your monthly bill. The utility will usually resolve complaints without mediation from the PUCN. If you are unable to resolve your problem with the utility, contact the Division.

## COMPLAINT PROCESS

- **STEP 1 – ORAL COMPLAINTS:** Most of the Division's complaints are received informally by phone and are handled within 3-5 business days. The PUCN's online Complaint/Question Form can also be used to submit an informal complaint. If you are not satisfied with the resolution of your informal complaint, you have the right to file a written complaint.
- **STEP 2 – WRITTEN COMPLAINTS:** Written complaints are normally handled within 45 days of receipt. A written complaint must:
  - ✓ Clearly state the grounds of the complaint and the facts constituting the alleged wrongful acts.
  - ✓ Be accompanied by supporting documents: invoices, bills, cancelled checks and account statements, etc.
  - ✓ Be mailed or hand-delivered to the Division in Las Vegas or Carson City.

After receiving the written complaint, the Division will give a copy to the utility. Within a reasonable time, the utility must provide the Division with its written response.

- **STEP 3 – HEARING TO DECIDE COMPLAINT:** If the Division is unable to resolve the written complaint, the Division will submit the results of its investigation to the Commission. If the Commission determines that probable cause exists for the complaint, they will order a hearing, give notice of the hearing and conduct the hearing as it would any other hearing. The Commission may also dismiss the complaint if they determine no probable cause exists or the complaint settles.

## PUCN LIMITATIONS

The PUCN regulates investor-owned electric and natural gas utilities, local telephone service, and privately-owned water and sewer companies. The Division cannot assist if your problem is with a utility it does not regulate. Additionally, the PUCN does not have jurisdiction over the following: federal surcharges or taxes; city or county taxes; cell phone or cable rates and services; telephone equipment; interstate long distance (except slamming); international long distance calling; directory advertising; and Internet service. The PUCN must also follow all applicable state and federal laws.

## ALTERNATIVE RESOURCES

If your concern is not regulated by the PUCN, Division staff will, if possible, offer alternative resources, including:

- **Nevada Bureau of Consumer Protection**  
No. Nevada: (775) 684-1100 or (775) 688-1818  
So. Nevada: (702) 486-3132 or (702) 486-3420  
<http://bcp.state.nv.us>
- **Federal Communications Commission**  
888-225-5322 / [www.fcc.gov](http://www.fcc.gov)
- **Federal Trade Commission**  
877-382-4357 / [www.ftc.gov](http://www.ftc.gov)
- **Your state or federal elected officials**  
<http://leg.state.nv.us>

## CONTACT THE DIVISION

In Northern Nevada, call (775) 684-6100, and in Southern Nevada call (702) 486-2600. To submit a question or complaint online, visit <http://puc.nv.gov>.



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