

PUCN Connection

A MONTHLY NEWSLETTER FROM the PUBLIC UTILITIES COMMISSION OF NEVADA

Produced by the PUCN's Outreach & Public Information Offices

April 2020 Edition

PUCN Offices in Carson City, Las Vegas Closed to the Public: Online & Phone Services Available

Governor Steve Sisolak issued [an order](#) on March 15 requiring executive branch agencies, including the PUCN, to close to the public until further notice.

While working from home, PUCN staff continue their regulatory duties through online meetings and other electronic means.

Online and over-the-phone services are available Monday - Friday, 8 a.m. to 5 p.m.

puc.nv.gov

(775) 684-6101 or (702) 486-7210

[#stayhomefornevada](#)
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Stay Informed, Participate from Home

PARTICIPATE BY PHONE OR EMAIL

On March 22, 2020, Governor Sisolak signed [Declaration of Emergency Directive 006](#), which suspends the requirement that public bodies in Nevada provide a physical location for members of the public to attend and participate in meetings open to the public.

In accordance with the directive, the public may provide public comment telephonically during PUCN agendas or submit written comments via email to BPA@puc.nv.gov.

Please call **(775) 687-6014** five (5) minutes before the meeting starts to provide your name to PUCN personnel.

Visit the PUCN's [online calendar](#) for the agency's meeting schedule.

WATCH PROCEEDINGS ONLINE

Limited PUCN staff and a court reporter

will be permitted in PUCN hearing rooms for prehearing conferences, hearings, workshops, and agenda meetings. However, all proceedings are broadcast live on the Internet.

Visit the PUCN's [online calendar](#) to learn when proceedings will take place. On the day of the proceeding, click on the link to the proceeding, followed by the link to live video broadcasting.

SIGN UP FOR SERVICE LISTS

The PUCN maintains three official service lists to keep interested persons informed of open PUCN proceedings and PUCN agenda meetings.

To subscribe to a docket, master or public meeting service list, submit an [online service list request](#). You will receive email notifications when new orders and notices are issued in the proceedings you select.

Nevada Utilities Respond to COVID-19 Crisis

Utilities across Nevada have developed plans to assist consumers during the COVID-19 crisis. Find out what your electric, gas, telecommunications and water/wastewater have planned.

puc.nv.gov/About/Media/Outreach/Announcements/Announcements/COVID19/



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APRIL IS NATIONAL SAFE DIGGING MONTH

PUCN supports annual event that reminds Nevadans to call 811 or place online requests before starting any digging project

Amid the COVID-19 pandemic, it's more important than ever for communities to remain safe and connected to critical utility services, including internet and other communications.

April marks the annual National Safe Digging Month, reminding Nevada residents to call the statewide 811 hotline ("Call Before You Dig" program) or place online requests through 811express.com two working days before beginning any digging project. The PUCN supports the efforts of the [Nevada Regional Common Ground Alliance](http://NevadaRegionalCommonGroundAlliance), sponsors of National Safe Digging Month in the Silver State.

"For anyone planning projects that require digging this spring, the PUCN reminds people to contact Nevada's 811 call center, including using its online tools, to make requests to notify utility companies and have important underground lines marked prior to breaking ground," said Neil Pascual, PUCN Senior Gas Pipeline Engineer.

When calling 811, homeowners and contractors are connected to USA North, Nevada's 811 call center. USA North notifies the appropriate utility companies of the homeowner's or contractor's intent to dig. Professional locators are then sent to the requested dig site to mark the approximate locations of underground lines with flags, paint or both. Every six minutes

an underground utility line is damaged because someone decided to dig without first calling 811.

"Those planning to dig this year for common landscaping projects such as planting trees and shrubs, or installing a fence or mailbox, must call 811 a few days before any planned home improvement projects that require digging. Contacting 811 is critical to preventing incidents like service outages and serious injuries," Pascual said.

When natural gas pipelines have been damaged and natural gas is escaping, the following steps are the most important to take, according to Pascual: "Immediately cease work, evacuate the impacted area to minimize the hazard presented by the damaged pipeline, telephone emergency 911 services from a safe area, and contact the utility operator."

Striking a single line can cause injury, repair costs, fines, and inconvenient outages. The depth of utility lines can vary for several reasons, such as erosion, previous digging projects and uneven surfaces. Utility lines need to be properly marked because even when digging only a few inches, the risk of striking an underground utility line still exists.



usanorth811.org

811express.com

Dockets Opened at the PUCN in March 2020

Visit puc.nv.gov/Dockets/Dockets/ to view documents filed in the dockets listed below.

Docket No.	Date Filed	Description
20-03001	03/03/2020	Application of Cottonwood Mobile Home Park, Inc. to withdraw \$29,176.03 from the tenant service charge account for reimbursement of expenses incurred to repair and maintain the electrical system.
20-03002	03/04/2020	Application of CenturyTel of the Gem State, Inc. d/b/a CenturyLink, filed under Advice Letter No. NV2020-04, to revise Tariff No. 1A to standardize and simplify the discontinuance of service provisions for customer-requested termination of residential service.
20-03003	03/05/2020	Notice by Fusion Cloud Services, LLC, Fusion Connect LLC, and Fusion Connect, Inc. of a transaction that will result in a transfer of control of telecommunication companies.
20-03004	03/02/2020	Notice by Beehive Telephone Co., Inc., Nevada of its intent to file an application for adjustment in rates.
20-03005	03/02/2020	Notice by Lincoln County Telephone System, Inc. of its intent to file an application for adjustment in rates.
20-03006	03/05/2020	Application of CenterPoint Energy Services, Inc. ("CES") for approval of a proposed transaction to transfer control of CES to Athena Energy Services Buyer, LLC and for a change of name to Athena Buyer LLC for operations conducted under License No. G-33.
20-03007	03/03/2020	Registration of 2600Hz, Inc. d/b/a ZSWITCH as a commercial mobile radio service provider.
20-03008	03/04/2020	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-20-01, for the Elko Division to revise Tariff No. 1-B to remove the Nevada Universal Service Fund Surcharge percentage rate while retaining the language and explanation of the surcharge.
20-03009	03/04/2020	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-20-02, for the Tonopah Division to revise Tariff No. 1-B to remove the Nevada Universal Service Fund Surcharge percentage rate while retaining the language and explanation of the surcharge.

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Docket No.	Date Filed	Description
20-03010	03/04/2020	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-20-03, for the Elko Division to revise Tariff No. 1-B to remove the Telecommunications Devices for the Speech or Hearing Impaired Fund Surcharge percentage rate while retaining the language and explanation of the surcharge.
20-03011	03/04/2020	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-20-04, for the Tonopah Division to revise Tariff No. 1-B to remove the Telecommunications Devices for the Speech or Hearing Impaired Fund Surcharge percentage rate while retaining the language and explanation of the surcharge.
20-03012	03/04/2020	Application of Frontier Communications of the Southwest Inc., filed under Advice Letter No. NV-20-01, to revise Tariff No. 3-B to modify language to include transport for Wholesale services pursuant to the Federal Communications Commission Docket No. FCC 18-141.
20-03013	03/09/2020	Registration of Earthlink, LLC as a commercial mobile radio service provider.
20-03014	03/12/2020	Joint Petition of Nevada Bell Telephone Company d/b/a AT&T Nevada and AT&T Wholesale and BCM One, Inc. for approval of Amendment No. 1 to their Resale Agreement pursuant to Section 252 of the Telecommunications Act of 1996.
20-03015	03/13/2020	Filing by Southwest Gas Corporation of revised rate for transportation customer Nevada Cogeneration Associates #1 pursuant to the Opinion issued in Docket Nos. 93-3003, et al.
20-03016	03/13/2020	Filing by Southwest Gas Corporation of revised rate for transportation customer Nevada Cogeneration Associates #2 pursuant to the Opinion issued in Docket Nos. 93-3003, et al.
20-03017	03/13/2020	Filing by Southwest Gas Corporation of revised rate for transportation customer Cyanco Company, LLC pursuant to the Opinion issued in Docket Nos. 93-3003, et al.
20-03018	03/18/2020	Joint Application of Hesperia Liquid Gas d/b/a Pro Flame, Inc. ("Pro Flame") and AmeriGas Propane, L.P. d/b/a Hesperia Liquid Gas d/b/a ProFlame, Inc. ("AmeriGas") for approval of the transfer of Certificate of Public Convenience and Necessity ("CPC") 2421 from Pro Flame to AmeriGas.
20-03019	03/16/2020	Registration of STX Group, LLC as a commercial mobile radio service provider.
20-03020	03/12/2020	Application of Dutchman Acres Water Company, filed under Advice Letter No. 9, to revise Water Tariff No. 1 to adjust water rates consistent with the most recent gross domestic product deflator.
20-03021	03/24/2020	Emergency Order related to utility service and COVID-19.
20-03022	03/24/2020	Filing by Sierra Pacific Power Company d/b/a NV Energy of changes in rates within its Gas Tariff Schedule No. INGR pursuant to NAC 704.522 and NAC 704.526.
20-03023	03/24/2020	Notice by TAG Mobile, LLC of temporary update to Wireless Lifeline Program in response to the COVID-19 pandemic.
20-03024	03/25/2020	Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 505, to revise Tariff No. 1-B to update the Demand Rate Reduction and BTGR Transition Rate in compliance with the transition schedule in Special Condition 3 of the Electric Vehicle Commercial Charging Rider Time-of-Use Schedule No. EVCCR-TOU.
20-03025	03/25/2020	Application of Sierra Pacific Power Company d/b/a NV Energy, filed under Advice Letter No. 630-E, to revise Electric Tariff No. 1 to update the Demand Rate Reduction and BTGR Transition Rate in compliance with the transition schedule in Special Condition 3 of the Electric Vehicle Commercial Charging Rider Time-of-Use Schedule No. EVCCR-TOU.
20-03026	03/25/2020	Joint Petition of the Regulatory Operations Staff and Gothic Landscaping, Inc. ("Gothic") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by Gothic.
20-03028	03/27/2020	Filing by Virgin Mobile USA, L.P. of replacement Tariff No. 1 to reflect change of name to Assurance Wireless USA, L.P., update customer service address, and remove reference to the Federal Communication Commission's Lifeline Broadband change customer migration.
20-03029	03/26/2020	Revised registration of Virgin Mobile USA, L.P. for a change of name to Assurance Wireless USA, L.P.
20-03030	03/30/2020	Application of Gold Country Water Company, Inc. for authority to modify Certificate of Public Convenience and Necessity ("CPC") 956 Sub 4 to expand its water service territory to include one residential lot contiguous to its existing service territory located in Humboldt County, Nevada.

Prior editions of PUCN Connection are available at puc.nv.gov/About/Media_Outreach/PUCN_Connection/.

For questions or comments about this newsletter, contact Consumer Outreach Director Dawn Rivard at drivard@puc.nv.gov or Communications Director Peter Kostas at pkostas@puc.nv.gov.