

# PUCN Connection

A MONTHLY NEWSLETTER FROM the PUBLIC UTILITIES COMMISSION OF NEVADA

May 2024 Edition

## May Is Nevada Wildfire Awareness Month

Every May, Living With Fire (LWF) partners with agencies across Nevada to create a vital interagency wildfire education campaign aimed at raising awareness and preparedness across the state.



**LIVING  
WITH FIRE**

This year, the theme is "Plan, Prepare, Take Action," emphasizing the importance of taking proactive measures to prepare for and live more safely with wildfire.

For Wildfire Awareness Month, LWF has developed several activities and webinars to help Nevadans prepare for and help mitigate potential damages from wildfire, including:

- May 9 | [Fire Weather Webinar](#)
- May 16 | [Firewise 101 in Nevada Webinar](#)
- May 20 - 24 | [Defensive Space Challenge "Declutter your Gutter"](#)

Since its inception in 1997, LWF has created materials

for residents that have been shared and applied to fire-prone regions throughout the country. LWF provides resources to homeowners, educators, community groups and firefighting professionals to improve defensible space, ensure homes have proper building materials, manage native and non-native vegetation, and prepare for evacuation. Through community outreach events, peer-reviewed publications, and social media, television and radio interviews, the LWF team brings the most up-to-date information on wildfire preparedness to Nevada residents and others across the country. LWF is a collaborative effort among federal, state, and local firefighting agencies, as well as resource management agencies. LWF is managed by University of Nevada Reno, Extension.

Visit [livingwithfire.org/get-involved/nevada-wildfire-awareness-campaign/](https://livingwithfire.org/get-involved/nevada-wildfire-awareness-campaign/) to learn the steps to plan, prepare and take action to help keep homes and communities safe.

## Electric Utility Natural Disaster Protection Plan

The 2019 Nevada Legislature passed Senate Bill 329 (SB 329) requiring NV Energy to submit a natural disaster protection plan (NDPP) to the PUCN for approval.

SB329 required the utility to file its first NDPP with the PUCN by June 1, 2020, for the years 2021 through 2023. SB329 also requires NV Energy to file an NDPP on or before June 1 of every third year thereafter.

The NDPP must include the following elements:

- (a) Areas within the utility's service territory that are subject

### **PUCN-APPROVED NATURAL DISASTER PREVENTION PLAN**

For more information on NV Energy's approved 2024-2026 NDPP, visit [puc.nv.gov](https://puc.nv.gov) to view documents filed in dockets 23-03003 and 23-03004.

to a heightened threat of a fire or other natural disaster.

(b) An approach for the mitigation of potential fires or other natural disasters that is cost effective, prudent and reasonable.

(c) The preventive measures and programs the utility will implement to minimize the risk of its electric infrastructure causing a fire.

(d) The participation of the utility, including any commitments made, in

any community wildfire protection plans, as defined in 16 U.S.C. § 6511, established in this state.

- (e) Protocols for de-energizing distribution lines and disabling reclosers on those lines in the event of a fire or other

Continued on page 2



Public Utilities Commission of Nevada | [puc.nv.gov](https://puc.nv.gov)



## Natural disaster plan: *continued from page 1*

natural disaster. Such protocols must consider the associated impact of such actions on public safety and mitigate any adverse impact on public safety plans, including the impact on critical first responders and on health and communication infrastructure.

- (f) The procedures to inspect the utility's electric infrastructure.
- (g) The procedures the utility intends to use for vegetation management.
- (h) The procedures the utility intends to use to restore its distribution system in the event of a natural disaster.
- (i) Demonstrate that the natural disaster protection plan is consistent with the emergency response plan submitted by the utility pursuant to NRS 239C.270.
- (j) Describe the ability of the utility to implement the natural disaster protection plan and identify additional funding needed for the implementation of the plan.

## Questions or Complaints About Your Utility Service

### Contact Your Utility First

Contact your utility customer service department and try to resolve the issue directly with them. If you are not satisfied with the response, you may request to speak with a customer service supervisor regarding your complaint. The supervisor will review the customer service representative's response for appropriateness. Be patient. It may take time for the supervisor to gather all the facts. Keep a record of your conversations with the utility, including the name of the people with whom you spoke.

### Contact the PUCN's Consumer Complaint Resolution Division to Make an Informal Complaint

If you remain dissatisfied after speaking with the utility, contact the PUCN's Consumer Complaint Resolution Division. Most of the Division's complaints are received by phone and are handled within 3-5 business days. Compliance investigators are able to assist you Monday through Friday, 8 a.m. to 5 p.m.

- Northern Nevada: (775) 684-6100
- Southern Nevada: (702) 486-2600

The PUCN's [online Complaint Form](#) or [Question Form](#) can also be used to submit an informal complaint.

## MAY CALENDAR

Watch proceedings live at [puc.nv.gov](https://puc.nv.gov).

### MAY 1 | REGULAR AGENDA | 10 AM

#### MAY 1 | WORKSHOP | 11 AM

Rulemaking to amend, adopt, and/or repeal regulations in accordance with Senate Bill 281 (2023).  
Docket 23-07024

#### MAY 2 | WORKSHOP | 10 AM

Rulemaking to amend and/or repeal regulations in accordance with Governor Lombardo's Executive Order No. 2023-003.  
Docket 23-11008

#### MAY 7 | HEARING | 10 AM

Show Cause Proceeding to determine why Certificates of Public Convenience and Necessity, Licenses, or Permits should not be revoked, why administrative fines should not be imposed, and/or why administrative action should not be taken on certain companies that did not timely meet their regulatory obligations for calendar year 2022 and/or the period July 1, 2022, through June 30, 2023.  
Docket 23-12017

### MAY 16 | REGULAR AGENDA | 10 AM

#### MAY 21 | HEARING | 9 AM

Application of Southwest Gas Corporation for authority to establish the Accumulated Deferred Interest rate in Southern Nevada pursuant to the Variable Interest Expense Recovery mechanism, Unrecovered Gas Cost Expense rates, system shrinkage rates, excess Imbalance Commodity and Reservation Charges, Renewable Energy Program Rates, General Revenues Adjustment rates, Conservation and Energy Efficiency rates, Mesquite Infrastructure Expansion Rates, Spring Creek Infrastructure Expansion Rates, and Contract Transition Adjustment Provision rate.  
Docket 23-11017

### MAY 27 | MEMORIAL DAY HOLIDAY

### MAY 28 | REGULAR AGENDA | 10 AM

Visit [puc.nv.gov](https://puc.nv.gov) to view the complete PUCN calendar.

# Dockets Opened at the PUCN in April 2024

Visit [puc.nv.gov/Dockets/Dockets/](https://puc.nv.gov/Dockets/Dockets/) to view documents filed in the dockets listed below.

Docket No.	Date Filed	Description
24-04001	4/1/2024	Notice by Frontier Communications of the Southwest Inc. of Service Catalog updates to increase Business PBX Trunk rates.
24-04002	4/1/2024	Notice by Frontier Communications of the Southwest Inc. of Service Catalog updates to increase Caller ID and Call Waiting/Cancel Call Waiting for business.
24-04003	4/1/2024	Filing by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of annual report on the quality of service metrics in compliance with the Order issued in Docket No. 15-06064.
24-04004	4/2/2024	Petition of Sierra Pacific Power Company d/b/a NV Energy for approval of its Maximum Allowable Operating Pressure Plan.
24-04005	4/9/2024	Joint Application of Barrick Gold U.S. Inc. ("Barrick") and Nevada Gold Mines LLC ("NGM") for approval to consolidate and transfer all on-going regulatory and compliance obligations from Barrick to NGM for operations conducted under non-regulated authority number NR03.
24-04006	4/5/2024	Notice by Moapa Valley Telephone Company of its intent to file an application for adjustment in rates.
24-04007	5/1/2024	Application of DISH Wireless L.L.C. to be designated as an eligible telecommunications carrier in the State of Nevada pursuant to NAC 704.680461 and Section 214 of the Communications Act of 1934.
24-04008	4/10/2024	Application of City of Reno for authority to realign and modify the existing Comstock Drive roadway at the Union Pacific Railroad crossing located in Reno, Nevada.
24-04009	4/16/2024	Application of Communication Telefonicas Latinas Corp to voluntarily discontinue telecommunication service conducted under Certificate of Public Convenience and Necessity ("CPC") 2932.
24-04010	4/12/2024	Annual Report of Tenaska Power Services Co. on compliance with the Portfolio Standard for Renewable Energy for Compliance Year 2023.
24-04011	4/12/2024	Registration of POWER MOBILE LLC as a commercial mobile radio service provider.
24-04012	4/15/2024	Notice by NUSO, LLC of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator.
24-04013	4/15/2024	Annual Report of Switch Ltd. on compliance with the Portfolio Standard for Renewable Energy for Compliance Year 2023.
24-04014	4/15/2024	Annual Report of Macquarie Energy LLC on compliance with the Portfolio Standard for Renewable Energy for Compliance Year 2023.
24-04015	4/15/2024	Notice by Constellation Energy Generation, LLC that it did not serve retail electric customers during the 2023 Renewable Portfolio Standard reporting period.
24-04016	4/16/2024	Annual Report of Brookfield Renewable Energy Marketing US LLC d/b/a Brookfield Renewable on compliance with the Portfolio Standard for Renewable Energy for Compliance Year 2023.
24-04017	4/15/2024	Annual Report of Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy on compliance with the Portfolio Standard for Renewable Energy for Compliance Year 2023.
24-04018	4/16/2024	Registration of RSCU Mobile, LLC as a commercial mobile radio service provider.
24-04020	4/17/2024	Joint Petition of CenturyTel of the Gem State, Inc. d/b/a CenturyLink and Barr Tell USA, LLC for approval of an Interconnection Agreement pursuant to Section 252 of the Telecommunications Act of 1996.
24-04021	4/17/2024	Joint Petition of the Regulatory Operations Staff and Alpha Landscapes, LLC ("Alpha") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by Alpha.
24-04022	4/19/2024	Application of Southwest Gas Corporation, filed under Advice Letter No. 539, to revise its Nevada Gas Tariff No. 7 to reflect revisions to the Equal Payment Plan.
24-04023	4/22/2024	Request of Syntegra North America, LLC to cancel its commercial mobile radio service registration.
24-04024	4/23/2024	Registration of Mobile 13, Inc as a commercial mobile radio service provider.
24-04025	4/24/2024	Filing by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of a demand side plan program change pursuant to the Stipulation approved in Docket No. 23-06044.
24-04026	4/29/2024	Filing by BARK TECHNOLOGIES, INC. to update information.
24-04027	4/22/2024	Notice by Hartford Fire Insurance Company on behalf of Custom Teleconnect, Inc. of a bond replacement.
24-04028	4/30/2024	Registration of WHOOP MOBILE INC. as a commercial mobile radio service provider.

Prior editions of PUCN Connection are available at [puc.nv.gov/About/Media\\_Outreach/PUCN\\_Connection/](https://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](mailto:drivard@puc.nv.gov) or Communications Director Peter Kostas at [pkostas@puc.nv.gov](mailto:pkostas@puc.nv.gov).