

PUCN Connection

A MONTHLY NEWSLETTER FROM the PUBLIC UTILITIES COMMISSION OF NEVADA
Produced by the PUCN's Outreach & Public Information Offices

September 2020 Edition

Utility Bill Payment Assistance

There are several programs throughout Nevada that offer utility payment assistance to consumers in need.

If you've been financially impacted by the COVID-19 pandemic and need help, contact your utility to ask about payment assistance programs or click on the buttons below.

NV Energy

(702) 402-5555 or (775) 834-4444

Southwest Gas

877-860-6020 and select option 3

Find links to assistance programs on the PUCN website

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PUCN Help for Consumers

By Kellie Nichols, Supervisor
Consumer Complaint Resolution Division

The PUCN's Consumer Complaint Resolution Division handles more than complaints against utilities. Our compliance investigators have a wide degree of knowledge on many topics that concern utility customers.

The PUCN website, puc.nv.gov, is also a great source of information for consumers. From the PUCN home page, mouse over "Consumers" in the main menu bar and you'll find the topics below.



BE HEARD

Learn how to participate in PUCN proceedings, consumer sessions, and more.



BE INFORMED

Find info on energy assistance programs, the Consumer Bill of Rights, fact sheets on many utility regulation topics, educational information for kids, FAQs, and more.



BE SAFE

Learn about Nevada's 811 Call Before You Dig law and pipeline safety, and the PUCN's role in railroad safety in Nevada.



SAVE MONEY

Find information on how to save money through energy and water conservation.

If you can't find what you're looking for under the topics above, contact our Consumer Division at puccompliance@puc.nv.gov, (775) 684-6100 or (702) 486-2600 and one of our compliance investigators will be happy to lead you in the right direction.



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Public Utilities Commission of Nevada | puc.nv.gov

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YouTube

Sam Crano appointed Utilities Hearing Officer; Don Lomoljo named Staff Counsel



Sam Crano

The Public Utilities Commission of Nevada (PUCN) appointed Sam Crano Utilities Hearing Officer at its Aug. 12 meeting.

Crano replaces Don Lomoljo, who recently was named PUCN Regulatory Operations Staff Counsel. The new assignments are effective Sept. 10.

“Mr. Crano has strong qualifications and can hit the ground running,” PUCN Chair Hayley Williamson said.

Prior to his appointment, Crano served as Acting Staff Counsel beginning in June 2020. Crano joined the PUCN in 2007, first as an Administrative Attorney and later served as Assistant Staff Counsel for nearly a decade. Previously, he was the Juvenile and Family Court Master for Elko County and served as a Deputy Public Defender for the state in Elko County.

Crano attended the University of Arizona, where he earned a law degree and a bachelor’s degree in Political Science and History. A member of the State Bar of Nevada, Crano also attended the National Judicial College.

Utilities Hearing Officers schedule and preside over administrative proceedings including prehearing conferences, consumer sessions, workshops, and hearings in rulemakings, investigations and contested cases.

Lomoljo, who joined the PUCN in 2001, was appointed Utilities Hearing Officer in May 2012. Prior to his appointment, Lomoljo was Assistant Staff Counsel for six years and earlier served as Administrative Attorney and Legal Case Manager. Lomoljo earned his law degree at California Western School of Law. He received a bachelor’s degree in business administration from the University of Nevada, Reno.



Don Lomoljo

“I’m excited to welcome Don Lomoljo back to Staff. His depth of knowledge and thoughtful consideration of issues will be a great asset,” PUCN Director of Regulatory Operations Anne-Marie Cuneo said.

Staff Counsel provides legal counsel and support to the Regulatory Operations Staff management and employees. These duties include formulating legal strategy and legal positions regarding utility filings; drafting case discovery; reviewing utility filings for legal adequacy and content; and preparing pleadings, briefs, responses to petitions, stipulations and other filings applicable to the regulation of Nevada utilities.

General Consumer Session Schedule

CLARK COUNTY

WEDNESDAY | SEPTEMBER 23, 2020 | 6:00 p.m.
Live telephone conference: 775-687-6014
Written comments via email: BPA@puc.nv.gov
Written comments via U.S. mail should be addressed:
PUCN
Attn: Docket 20-07002
9075 W. Diablo Drive, Suite 250
Las Vegas, NV 89148

ELKO COUNTY

MONDAY | OCTOBER 26, 2020 | 6:00 p.m.
Live telephone conference: 775-687-6014
Written comments via email: BPA@puc.nv.gov
Written comments via U.S. mail should be addressed:
PUCN
Attn: Docket 20-07003
1150 E. William St.
Carson City, NV 89701

More Information:

To learn more about PUCN consumer sessions, visit puc.nv.gov/Consumers/Be_Heard/Consumer_Sessions/.

PUBLIC COMMENT at PUCN AGENDA MEETINGS

On March 22, Governor Sisolak signed an emergency declaration suspending the requirement that public bodies in Nevada provide a physical location for the public to attend and participate in meetings. The public may comment at PUCN agenda meetings by phone or email. These procedures are in place until further notice.

PHONE: (775) 687-6014

Call in five minutes before the meeting starts to provide your name to PUCN personnel.

EMAIL: BPA@PUC.NV.GOV

Submit written comments prior to the meeting.

Links to agenda meeting supporting material and the live video stream of agenda meetings are available at puc.nv.gov.

Dockets Opened at the PUCN in August 2020

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

| Docket | Date Filed | Description |
|----------|------------|---|
| 20-08001 | 08/03/2020 | Notice by TracFone Wireless, Inc. d/b/a SafeLink Wireless, Simple Mobile, NET10, Total Wireless, Page Plus Cellular, TelCel, and Straight Talk of a new Straight Talk Lifeline service option. |
| 20-08002 | 08/06/2020 | Biannual filing by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy regarding the Solar Program, providing a status update and a summary of discussion from a meeting with industry stakeholders pursuant to NAC 701B.145. |
| 20-08003 | 08/11/2020 | Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-20-09, for the Elko Division to revise Tariff No. 1-B to introduce Frontier Residential Unlimited Voice Service bundle. |
| 20-08004 | 08/11/2020 | Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-20-10, for the Tonopah Division to revise Tariff No. 1-B to introduce Frontier Residential Unlimited Voice Service bundle. |
| 20-08005 | 08/07/2020 | Joint Petition of the Regulatory Operations Staff, Nevada Power Company d/b/a NV Energy (NPC), and Sierra Pacific Power Company d/b/a NV Energy (SPPC, together with NPC, NV Energy) requesting the Commission accept stipulations regarding violations of Nevada's One Call Law and Federal Pipeline Safety Regulations by NV Energy. |
| 20-08006 | 08/10/2020 | Notice by FracTel, LLC of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator. |
| 20-08007 | 08/06/2020 | Application of DeltaCom, LLC d/b/a EarthLink Business I for approval to remove fictitious business name EarthLink Business I for telecommunication service conducted under Certificate of Public Convenience and Necessity (CPC) 2181 Sub 4. |
| 20-08008 | 08/06/2020 | Application of EarthLink Business, LLC for approval of a change of name to Windstream New Edge, LLC for telecommunication service conducted under Certificate of Public Convenience and Necessity (CPC) 2494 Sub 2. |
| 20-08009 | 08/06/2020 | Application of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services for approval to remove fictitious business name PAETEC Business Services for telecommunication service conducted under Certificate of Public Convenience and Necessity (CPC) 2183 Sub 5. |
| 20-08010 | 08/14/2020 | Nevada Power Company d/b/a NV Energy filed Notice No. 20-03 to update excess energy credit rates for Net Metering Rider-A and to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective October 1, 2020. |
| 20-08011 | 08/14/2020 | Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 20-03(E) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective October 1, 2020. |
| 20-08012 | 08/14/2020 | Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 20-03(G) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective October 1, 2020. |
| 20-08013 | 08/14/2020 | Report by Solix, Inc., as Administrator of the Nevada Universal Service Fund, regarding fiscal year 2021 assessment recommendation concerning the minimum annual contribution and assessment rate on the intrastate retail revenues of all obligated providers of telecommunication services in Nevada. |
| 20-08014 | 08/20/2020 | Investigation regarding resource adequacy and planning to ensure that electric utilities' supply of energy is sufficient to satisfy demands and maintain reliable, continuous service. |
| 20-08015 | 08/24/2020 | Registration of GloTell US, Corp. as a commercial mobile radio service provider. |
| 20-08016 | 08/25/2020 | Notice by Vonage Holdings Corp. of its intent to request numbering resources for the Las Vegas rate center from the North American Numbering Plan Administrator. |
| 20-08017 | 08/26/2020 | Notice by The Voice Application Network LLC of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator. |
| 20-08018 | 08/26/2020 | Application of Voxbeam Telecommunications Inc. d/b/a Magic Telecom to voluntarily discontinue telecommunication service conducted under Certificate of Public Convenience and Necessity (CPC) 3011. |
| 20-08019 | 08/28/2020 | Application of Great Basin Water Co., filed under Advice Letter No. 5, to revise Tariff No. 1-W to modify Rendering and Payment of Bills Rule No. 5 to implement coordinated bill payment procedures and remedies in the event of future system-wide meter reading errors and to revise the time period for proration of bills for its Pahump, Spring Creek, Spanish Springs, and Cold Springs Divisions. |
| 20-08021 | 08/31/2020 | Application of Great Basin Water Co., Spanish Springs Division, filed under Advice Letter No. 6, to revise Water Tariff No. 1-W to implement the deferred water service adjustment rate mechanism relating to the Order issued in Docket No. 18-11014. |

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.