



Consumer Complaints - Solar

(Installation Companies)

INVESTIGATIONS OF SOLAR INSTALLATION COMPANY PRACTICES

During the 2017 Legislative Session, the Nevada State Legislature passed Assembly Bill 405 (AB 405), which directs the PUCN to assist electric customers in contacting the correct organization to resolve the consumer's complaint concerning solar installation companies.

CONSUMER RESPONSIBILITIES

First, call the solar company directly to try and resolve the issue. If you are unable to resolve your problem with the solar company, contact the Division.

COMPLAINT PROCESS

Most of the Division's complaints are received by phone and are handled promptly. The PUCN's online Complaint and Question Forms can also be used to submit a complaint.

WHAT THE PUCN CAN DO FOR YOU

The Division can facilitate your complaint and make sure it's handled by the correct State Department, such as Business and Industry – Consumer Fraud Unit, Attorney General's Bureau of Consumer Protection, Nevada State Contractors Board, or the Better Business Bureau.

If your complaint is regarding your billing with a solar company and a regulated utility, the Division will request your bills and review them for accuracy. If a discrepancy is found, the Division will identify the error so that you will be able to represent the problem to the solar installation company or utility.

If your complaint is related to other issues with your solar company, such as customer service, contracts, or installation and construction matters, the Division will ask another agency to contact you. The Division will stay in contact with you and the other agencies throughout the process.

ALTERNATIVE RESOURCES

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

- **Nevada state or federal elected officials**
leg.state.nv.us
- **Nevada Attorney General**
ag.nv.gov
- **Nevada Dept. of Business & Industry**
business.nv.gov/Consumer/Consumer_Assistance
- **Nevada State Contractors Board**
nscb.nv.gov
- **Better Business Bureau of Northern Nevada**
bbb.org/reno
- **Better Business Bureau of Southern Nevada**
bbb.org/southern-nevada

RENEWABLE ENERGY BILL OF RIGHTS AND CONSUMER PROTECTIONS

Please refer to the PUCN's fact sheets "Renewable Energy Bill of Rights" and "Consumer Protections in the Renewable Energy Bill of Rights" for more information.

CONTACT THE DIVISION

The Division is available by phone Monday through Friday from 8 a.m. to 5 p.m. In Northern Nevada, call (775) 684-6100, and in Southern Nevada call (702) 486-2600. To submit a question or complaint online, visit puc.nv.gov.

NORTHERN NEVADA

1150 E. Williams St., Carson City, NV 89701
Ph: (775) 684-6101 | Fax: (775) 684-6110
Consumer Complaints: (775) 684-6100

puc.nv.gov

SOUTHERN NEVADA

9075 W. Diablo Dr., #250, Las Vegas, NV 89148
Ph: (702) 486-7210 | Fax: (702) 486-7206
Consumer Complaints: (702) 486-2600