

# PUCN Connection

A MONTHLY NEWSLETTER FROM the PUBLIC UTILITIES COMMISSION OF NEVADA

Produced by the PUCN's Outreach & Public Information Offices

February 2021 Edition

## Consumer Complaints with a PUCN-Regulated Utility

The PUCN's Consumer Complaint Resolution Division is responsible for receiving, investigating, and resolving disputes between consumers and their utility companies. The division's employees also log rate protests, explain PUCN decisions and policies, prepare consumer-related testimony in certain dockets, assist utility customers with making payment arrangements, and enforce the PUCN's Consumer Bill of Rights.

Before contacting the PUCN regarding disputes with your utility, contact the utility and try to resolve the issue directly with them. If you are not satisfied with the response, you may request that a supervisor from the utility speak to you regarding your complaint. He or she will review the representative's response for appropriateness. Be patient. It may take time for the supervisor to gather all the facts concerning your complaint. Keep a record of your conversations with the utility, including the name of the person with whom you spoke.

If you remain dissatisfied after contacting the utility, contact the division. Most of the division's complaints are received informally 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.

[Click here](#) to make sure the PUCN regulates the utility your complaint pertains to.

## PUBLIC COMMENT AT AGENDA MEETINGS

On March 22, 2020, 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](mailto: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](http://puc.nv.gov).

## UTILITY BILL PAYMENT ASSISTANCE

### SOUTHERN NEVADA

[CARES Housing & Utility Assistance - Clark County](#)

[Henderson CARES Housing Assistance](#)

[City of North Las Vegas Relief Programs](#)

[Project REACH](#)

[Nevada Energy Assistance Program](#)

### NORTHERN NEVADA

[CARES Housing Assistance Program - Washoe County](#)

[CARES Housing Assistance Program - Rural Nevada](#)

[Special Assistance Fund for Energy \(SAFE\)](#)

[United Way of Northern Nevada & the Sierra](#)

[Nevada Energy Assistance Program](#)



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



# 2020 Energy Efficiency Scorecard Names Nevada Most Improved

The American Council for an Energy-Efficient Economy's 2020 State Energy Efficiency Scorecard analyzes the energy efficiency efforts of all 50 U.S. states and Washington, DC. It tracks their policies and programs to reduce energy use, such as adopting or advancing energy-saving targets, vehicle rules, or appliance standards. It is the most comprehensive national measuring stick for energy efficiency—reviewing states on 32 metrics—and provides a roadmap for future improvements.

2020's Scorecard finds that states, many of which have set ambitious climate goals since 2018, had to abruptly shift their focus to mitigate the health and economic impacts of the deadly global pandemic. But some states were still able to make progress, including Nevada, which was the most improved state.

Nevada's scorecard is below. For more information, visit [aceee.org/state-policy/scorecard](https://aceee.org/state-policy/scorecard).

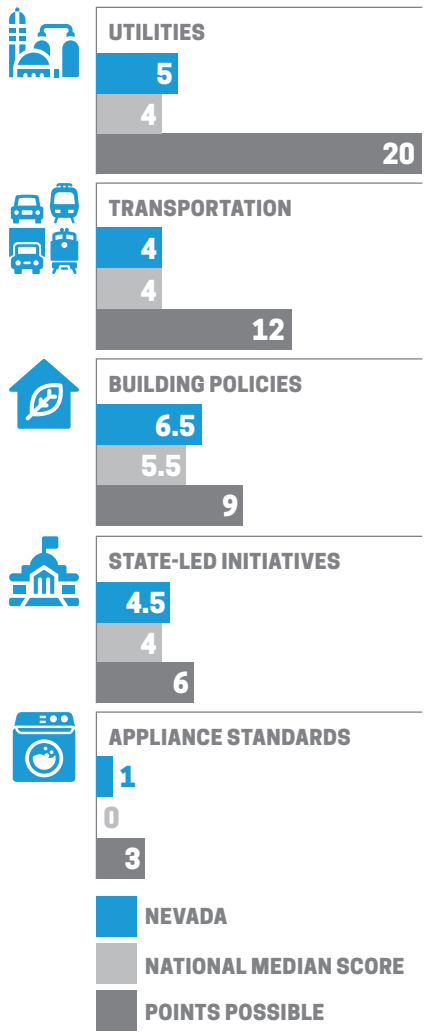


Nevada ranked 21st and was the most improved state in the 2020 State Energy Efficiency Scorecard, rising five positions in the rankings compared to 2019. The state scored 21 points out of a possible 50, 5.5 more than it earned last year.

## 2020 STATE ENERGY EFFICIENCY SCORECARD

# Nevada

Important achievements include the governor's signing of AB54 in 2019, pushing back against the federal administration's efforts to roll back energy-saving light bulb standards by adopting national standards into law. The bill is expected to save Nevadans more than \$85 million in electric bills. Following 2017 legislation mandating annual utility efficiency targets, NV Energy has committed to 1.1% annual goals for 2019–21. The state has also adopted the 2018 International Energy Conservation Code (IECC) for residential and commercial buildings, and in June the state's environmental agency announced plans to adopt California's vehicle emission standards and Zero-Emission Vehicle (ZEV) mandate. The state also passed legislation in 2019 setting a goal for 100% carbon-free electricity by 2050.



### UTILITIES

The state passed legislation in June 2017 establishing stand-alone utility electric savings goals, including a requirement that at least 5% of energy efficiency expenditures be directed toward low-income customers. Following years of reporting below-average savings, NV Energy has begun to ramp up electric savings considerably following 2017 legislation setting utility efficiency targets.

### TRANSPORTATION

The state has more electric vehicle (EV) registrations per capita than most states and has a complete streets policy in place. Nevada has taken recent steps to adopt California's ZEV program, which requires increasing production of plug-in hybrid, battery electric, and fuel cell vehicles from 2018 to 2025. Opportunities remain to incentivize the purchase of high-efficiency vehicles and support smart growth and public transportation. The state also has a comprehensive freight plan and considers the proximity of transit facilities when distributing federal Low-Income Housing Tax Credits to qualifying property owners.

### BUILDING ENERGY EFFICIENCY POLICIES

In 2018, the 2018 IECC became mandatory for residential and commercial buildings and is enforced in major jurisdictions accounting for 90% of new construction. Local governments are not allowed to adopt less-efficient energy codes. The Governor's Office of Energy continues to work with nonprofits and local building departments to provide code training to building code officials and the building industry, facilitated by the Southwest Energy Efficiency Project (SWEET).

### STATE GOVERNMENT-LED INITIATIVES

The state offers a wide-reaching property tax abatement for green buildings and supports efficiency through loan programs and commercial Property Assessed Clean Energy (PACE) financing. The state government leads by example by benchmarking energy use in public facilities and encouraging the use of energy savings performance contracts. The Center for Energy Research at University of Nevada – Las Vegas conducts research on energy efficiency.

### APPLIANCE STANDARDS

In 2019, the Governor's Office of Energy introduced and sponsored Assembly Bill 54, which established minimum efficiency standards of 45 lumens per watt for general service lamps, adopting federal standards into law as a backstop against efforts to roll back light bulb standards.

## Get to Know Us: Business Process Services

The Business Process Services Division is responsible for the PUCN's core business processes relating to docket management. The Business Process Services Division scans all relevant documents into the appropriate dockets, manages

service lists, coordinates the issuance of orders and the publication of notices, provides reception services, prepares agenda meeting notices and minutes, and maintains the PUCN's master calendar.

## Dockets Opened at the PUCN in January 2021

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

Docket	Date Filed	Description
21-01001	01/04/2021	Reports from public utilities operating in Nevada of accidents or significant service outages occurring during calendar year 2021 pursuant to NRS 704.190 and NAC 704.230.
21-01002	01/04/2021	Annual Reports for calendar year 2020 submitted by Electric, Natural Gas, LPG, Geothermal, Alternative Sellers, and Railroad companies operating in Nevada pursuant to NRS 703.191 and NAC 704.225.
21-01003	01/04/2021	Annual Reports for calendar year 2020 submitted by Water and Wastewater companies operating in Nevada pursuant to NRS 703.191, NAC 703.199, and NAC 704.225.
21-01004	01/04/2021	Annual Reports for calendar year 2020 submitted by Mobile Home Parks operating in Nevada pursuant to NRS 704.960 and NAC 704.987.
21-01005	01/04/2021	Annual Reports for calendar year 2020 submitted by Telecommunication companies operating in Nevada pursuant to NRS 703.191 and NAC 704.7483.
21-01006	01/04/2021	One Call Enforcement Actions and Inspection Reports by the Regulatory Operations Staff pursuant to NRS 455 for calendar year 2021.
21-01007	01/04/2021	Pipeline Safety Enforcement Actions and Inspection Reports by the Regulatory Operations Staff pursuant to 49 CFR 191 and 192 for calendar year 2021.
21-01008	01/04/2021	Rail Safety FRA Form 96 Inspection Reports for calendar year 2021.
21-01009	01/04/2021	Reports from electric and gas utilities operating in Nevada of transactions and calculations affecting the deferred energy accounts pursuant to NAC 704.195 for calendar year 2021.
21-01010	01/04/2021	Applications for calendar year 2021 received by a utility under the Solar Energy Systems Incentive Program.
21-01011	01/04/2021	Filings by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of its monthly financial statements and quarterly calculations of its earned rate(s) of return and returns on equity for the Nevada jurisdiction pursuant to the Order issued in Docket No. 13-07021.
21-01012	01/04/2021	Notifications and Reports from electric utilities operating in Nevada regarding power outages initiated to preserve public safety or proactive de-energization events for calendar year 2021.
21-01013	01/04/2021	Notifications and Reports from electric utilities operating in Nevada regarding certain ignition events and wildfires occurring in the vicinity of the infrastructure of an electric utility for calendar year 2021.
21-01014	01/08/2021	Application of Starlink Services, LLC to be designated as an eligible telecommunications carrier in the State of Nevada pursuant to Section 214 of the Communications Act of 1934 and request for deviation from NAC 704.680461 to receive Rural Digital Opportunity Fund support.
21-01015	01/05/2021	Application of Southwest Gas Corporation for approval of renewable natural gas ("RNG") activity related to purchasing RNG to be included in its supply portfolio.
21-01016	01/07/2021	Application of California Internet, L.P. d/b/a GeoLinks to expand its designation as an eligible telecommunications carrier in the State of Nevada pursuant to NAC 704.680461 and Section 214 of the Communications Act of 1934.
21-01017	01/13/2021	Petition of Sierra Pacific Power Company d/b/a NV Energy ("SPPC") requesting deviation from SPPC's Electric Line Extensions Rule No. 9 requirement that a utility engineer, design, and construct utility-owned facilities as part of a Line Extension Agreement.

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## January Dockets: *continued from page 3*

Docket	Date Filed	Description
21-01018	01/13/2021	Application of Cottonwood Mobile Home Park, Inc. to withdraw \$15,625.51 from the tenant service charge account for reimbursement of expenses incurred to repair and maintain the electrical system.
21-01019	01/14/2021	Petition of the Regulatory Operations Staff for an Advisory Opinion or Declaratory Order regarding the applicability of the Utility Environmental Protection Act to standalone energy storage projects.
21-01020	01/14/2021	Filing by Assurance Wireless USA, L.P. of updated Informational Tariff No. 1 that includes revisions to Lifeline Assistance Broadband Plan.
21-01021	01/19/2021	Filings by Eligible Telecommunications Carriers of Federal Communications Commission ("FCC") Form 555 to comply with the FCC's annual reporting requirements.
21-01022	01/21/2021	Filing by Frontier Communications of the Southwest Inc. and Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada of year-end Connect America Fund Phase II build-out status notification pursuant to the requirements of 47 CFR 54.320(d).
21-01024	01/21/2021	Filing by Global Connection Inc. of America d/b/a STAND UP WIRELESS of updated Tariff No. 1 that includes revisions to wireless Lifeline plans.
21-01025	01/25/2021	Notice by IP Horizon LLC of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator.
21-01026	01/26/2021	Application of the Department of Health and Human Services Aging and Disability Services Division for approval of a State Fiscal Year ("SFY") 2022 telecommunication device for the deaf surcharge that is calculated based on its Governor's recommended budget for SFY 2022.
21-01027	01/27/2021	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.
21-01028	01/28/2021	Investigation and Rulemaking to consider adopting and revising regulations contained in Chapter 455 of the Nevada Administrative Code regarding notifications, preparation of reports, and other matters related thereto.
21-01029	01/29/2021	Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 510, to revise Electric Tariff No. 1-B to reflect the avoided short-term cost rates for purchases from Qualifying Facilities pursuant to Qualifying Facilities Schedule QF - Short Term.
21-01030	01/29/2021	Application of Sierra Pacific Power Company d/b/a NV Energy, filed under Advice Letter No. 635-E, to revise Electric Tariff No. 2 to submit short-term avoided cost rates for purchases from Qualifying Facilities pursuant to Schedule CSPP - Short-Term.

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/).  
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Communications Director Peter Kostas at [pkostas@puc.nv.gov](mailto:pkostas@puc.nv.gov).