

# PUCN Connection

A MONTHLY NEWSLETTER FROM the PUBLIC UTILITIES COMMISSION OF NEVADA

Produced by the PUCN's Outreach & Public Information Offices

March 2021 Edition



March 15–21, 2021

## Fix a Leak Week

EPA  
WaterSense

### What Is Fix a Leak Week?

Because minor water leaks account for nearly 1 trillion gallons of water wasted each year in U.S. homes, the U.S. Environmental Protection Agency's WaterSense® program promotes Fix a Leak Week the third week of March each year. Fix a Leak Week is an annual reminder to Americans to check household plumbing fixtures and irrigation systems for leaks.

### The Facts on Leaks:

- The average home's leaks can account for nearly 10,000 gallons of water wasted every year, or the amount of water needed to wash more than 300 loads of laundry.
- Household leaks can waste nearly 1 trillion gallons annually nationwide. That's equal to the annual household water use of nearly 11 million homes.
- Ten percent of homes have leaks that waste 50 gallons or more per day.
- Common types of leaks found in the home include worn toilet flappers, dripping faucets, and leaking showerheads. All are easily correctable.
- Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.
- Keep your home leak-free by repairing dripping faucets, toilet flappers, and showerheads. In most cases, fixture replacement parts don't require a major investment.
- Most common leaks can be eliminated after retrofitting

a household with new WaterSense labeled fixtures and other high-efficiency appliances.

### Leak Detection:

- A good method to check for leaks is to examine your winter water use. It's likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons per month.
- Check your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, you probably have a leak.
- One way to find out if you have a toilet leak is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 10 minutes without flushing, you have a leak. Make sure to flush immediately after this experiment



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# Fix A Leak Week: *continued from page 1*

to avoid staining the tank.

## Faucets and Showerheads:

- A leaky faucet that drips at the rate of one drip per second can waste nearly 3,200 gallons per year. That's the amount of water needed to take more than 180 showers!
- Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary. If you are replacing a faucet, look for the WaterSense label.
- A showerhead leaking at 10 drips per minute wastes more than 500 gallons per year. That's the amount of water it takes to wash 60 loads of dishes in your dishwasher.
- Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench. If you are replacing a showerhead, look for one that has earned the WaterSense label.

## Toilets:

- If your toilet is leaking, the cause is often an old or faulty toilet flapper. Over time, this inexpensive rubber part decays, or minerals build up on it. It's usually best to replace the whole rubber flapper—a relatively easy, inexpensive do-it-yourself project that pays for itself in no time.
- If you do need to replace the entire toilet, look for the WaterSense label. If the average family replaces its older, inefficient toilets with new WaterSense labeled ones, it could save 13,000 gallons of water per year. Retrofitting the house could save the family nearly \$2,900 in water and wastewater bills over the lifetime of the toilets.

## Outdoors:

- An irrigation system should be checked each spring before use to make sure it was not damaged by frost or freezing.
- An irrigation system that has a leak 1/32nd of an inch in diameter (about the thickness of a dime) can waste about 6,300 gallons of water per month.
- To ensure that your in-ground irrigation system is not leaking water, consult an irrigation professional certified by a WaterSense labeled program. Visit [www.epa.gov/watersense/findapro](http://www.epa.gov/watersense/findapro) to browse WaterSense's Directory of Certified Professionals.
- Check your garden hose for leaks at its connection to the spigot. If it leaks while you run your hose, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.

## About EPA's WaterSense Program

WaterSense, a partnership program sponsored by EPA, seeks to protect the future of our nation's water supply by offering people a simple way to use less water with water-efficient products, new homes, and services. Since the program's inception in 2006, WaterSense has helped consumers save trillions of gallons of water and billions of dollars in water and energy bills.

For more information, visit [www.epa.gov/watersense](http://www.epa.gov/watersense).

## UTILITY BILL PAYMENT ASSISTANCE

### SOUTHERN NEVADA

[CARES Housing & Utility Assistance - Clark County](#)  
[City of North Las Vegas Relief Programs](#)  
[Project REACH](#)  
[Nevada Energy Assistance Program](#)  
[Energy Share](#)

### 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](#)  
[Energy Share](#)

## 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).

## Get to Know Us: *Engineering*

The Engineering Division is responsible for monitoring the implementation of electric renewable portfolio standards and demand-side management activities, as well as forecasting Nevada's electric energy and capacity requirements.

The division monitors water and wastewater utilities for quality of service, environmental compliance, and financial performance; and reviews Utility Environmental Protection Act (UEPA) applications for construction permits for compliance with environmental requirements for new utility facilities.

The division also oversees a gas pipeline safety program in conjunction with the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration.

## Stories from the Field

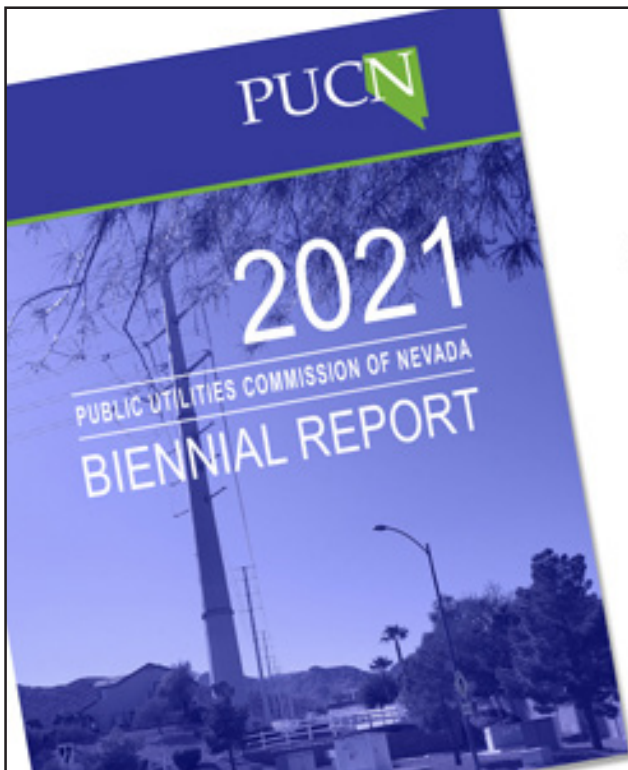


[https://youtu.be/QgH7O\\_1RIT4](https://youtu.be/QgH7O_1RIT4)

USA North 811 is Nevada's 811 call center. When you call 811 to request that your utilities mark their underground lines at your dig site, a USA North 811 representative will help you. You can also visit [usanorth811.org](http://usanorth811.org) to make your request and learn about the 811 process.

In a series of YouTube videos titled "Stories from the field," USA North 811 takes an inside look at the different stakeholder groups that participate in the 811 process, including the PUCN.

In the video at left, PUCN Gas Pipeline Safety Engineer Craig Rogers explains how the PUCN works to prevent damage to underground utilities through regulation and education.



## Activities, Accomplishments & Functions

**July 1, 2018 - June 30, 2020**

**Click to view . . .**



# Dockets Opened at the PUCN in February 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
21-02001	02/01/2021	Investigation to consider how Great Basin Water Co. - Spring Creek Division should classify deferred maintenance in future filings.
21-02002	02/01/2021	Application of Hotwire Communications, L.P. to voluntarily discontinue telecommunication service conducted under Certificate of Public Convenience and Necessity ("CPC") 2993.
21-02003	02/01/2021	Joint Application of Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy for approval of annual plans for the Solar Energy Systems Incentive Program, the Wind Energy Systems Demonstration Program, the Waterpower Energy Systems Demonstration Program, the Energy Storage and Lower Income components of the Solar Program, and the Electric Vehicle Infrastructure Demonstration Program for Program Year 2021-2022.
21-02004	02/03/2021	Application of Nevada Bell Telephone Company d/b/a AT&T Nevada and AT&T Wholesale, filed under Advice Letter No. 2070, to revise its Guidebook to clarify the calculation of the Federal Lifeline discount for Lifeline customers.
21-02005	02/05/2021	Application of CenturyTel of the Gem State, Inc. d/b/a CenturyLink, filed under Advice Letter No. 2021-04, to revise Tariff No. 1A to reduce the Federal Lifeline discount for Lifeline customers pursuant to Federal Communications Commission Docket No. FCC 16-38.
21-02006	02/08/2021	Notice by CBTS Technology Solutions LLC, Red Fiber Parent LLC, and Cincinnati Bell Inc. of a transaction that will result in a transfer of control of a telecommunication company.
21-02007	02/08/2021	Notice by CBTS Technology Solutions LLC, Red Fiber Parent LLC, and Cincinnati Bell Inc. of a transaction that will result in a transfer of control of a telecommunication company.
21-02008	02/11/2021	Petition of the Regulatory Operations Staff for an Order to Appear and Show Cause why Green Image, LLC d/b/a GTI should not be assessed a civil penalty for multiple violations of Nevada's One Call Law.
21-02009	02/12/2021	Investigation to gather, evaluate, establish, and track existing and newly-proposed metrics to measure electric utility performance for the purpose of assessing alternative rate-making plans & alternative rate-making mechanisms in accordance with Senate Bill 300.
21-02010	02/16/2021	Notice by Pantheon Solar LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct the Pantheon Solar Project consisting of a 1,000 MW photovoltaic solar electric generating facility, a 1,000 MW battery energy storage system, & associated facilities to be located approximately 15 miles west of Ely in White Pine County, NV.
21-02011	02/12/2021	Notice by the Regulatory Operations Staff of the 2021 range of reasonable returns on equity for water and sewer utilities.
21-02012	02/18/2021	Application of Safelink Internet LLC for authority to operate as a competitive supplier of telecommunication service within the State of Nevada.
21-02013	02/12/2021	Nevada Power Company d/b/a NV Energy filed Notice No. 21-01 to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective April 1, 2021.
21-02014	02/12/2021	Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 21-01(E) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective April 1, 2021.
21-02015	02/12/2021	Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 21-01(G) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective April 1, 2021.
21-02016	02/25/2021	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-21-01, for the Elko Division to revise Tariff No. 1-B to clarify the Federal Subscriber Line Charge Waiver for Lifeline Telephone Service.
21-02017	02/25/2021	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-21-02, for the Tonopah Division to revise Tariff No. 1-B to clarify the Federal Subscriber Line Charge Waiver for Lifeline Telephone Service.
21-02019	02/18/2021	Application of Southwest Gas Corporation, filed under Advice Letter No. 522, to revise Gas Tariff No. 7 to implement changes to support the implementation of Customer Data Modernization Initiative.
21-02023	02/19/2021	Filing by Telrite Corporation d/b/a Life Wireless of updated Informational Tariff No. 2 that includes updates to Wireless Lifeline Program.
21-02024	02/19/2021	Joint Application of Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy on the general accounting for NV Energy Inc.'s partial ownership in the DesertLink transmission line pursuant to the Order issued in Docket No. 15-06019.
21-02025	02/23/2021	Notice by Nevada Bell Telephone Company d/b/a AT&T Nevada and AT&T Wholesale, AT&T Teleholdings, Inc., and AT&T Inc. of a transaction that will result in a transfer of control of a telecommunication company.
21-02026		Notice by Windstream NuVox, LLC, Windstream Services, LLC, and Windstream Enterprise Holdings, LLC of a transaction that will result in a transfer of control of a telecommunication company.
21-02027	02/24/2021	Petition of Nevada Power Company d/b/a NV Energy for an Advisory Opinion or Declaratory Order as to whether the Public Utilities Commission of Nevada would supervise, regulate, and control an operator of a renewable energy system located at Melody Senior Living Apartments in Las Vegas, Nevada, as a public utility pursuant to NRS 704.020.
21-02028	02/24/2021	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.

Prior editions of PUCN Connection are available at [puc.nv.gov/About/Media\\_Outreach/PUCN\\_Connection/](http://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).