

# PUCN Connection

A MONTHLY NEWSLETTER FROM THE PUBLIC UTILITIES COMMISSION OF NEVADA

April 2025 Edition

## April is National Safe Digging Month

In observance of National Safe Digging Month this April, the PUCN is reminding homeowners and professionals to contact 811 - a free service - before starting any outdoor digging projects.

Digging without knowing the location of underground utilities can lead to serious injuries, service outages and expensive repairs. Accidentally striking gas, electric, communications, water or sewer lines can cause significant disruptions to homes and businesses.

USA North 811 (USAN) is Nevada's 811 call center. 811 requests to USAN can be made by calling 811 or going online to [usanorth811.org](https://usanorth811.org).

One reason Americans may not plan to get an 811 "dig ticket" prior to digging is that they believe their project is too shallow to merit an 811 request. However, in Nevada, anyone digging more than 12 inches into the ground is required to request 811 services.

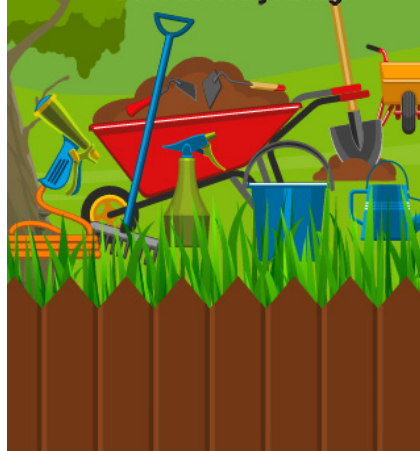
Senate Bill 27, effective July 1, 2023, requires contractors to call 811 if planning to use mechanical equipment or hand tools to excavate. In other words, a contractor ALWAYS needs a dig ticket. A non-contractor (i.e., homeowner, boy scout planting a tree) also always needs to call 811 if digging with mechanical equipment, and they will also need to call if they're digging with hand tools more than 12 inches down.

Even common do-it-yourself projects—such as planting a garden, installing a mailbox or setting up a fence—can pose risks, as many utilities shift over time and can be found just inches below the surface.

### Homeowners Guide to Safe Digging in Nevada



Know what's below.  
Call before you dig.



Contact PUCN Consumer Outreach Director Dawn Rivard for copies of the Homeowners Guide to Safe Digging in Nevada. The brochure is available in English and Spanish.

### Safe Digging Steps for Homeowners

- Contact 811 a few days before digging.
- Plan ahead—submit a free 811 request early in the week for weekend projects, ensuring enough time for marking.
- Confirm all utility lines are marked before beginning work.
- Adjust project plans if necessary—consider relocating projects if they are too close to marked utility lines.
- Verify 811 contact with hired contractors—ensure they have requested utility markings before any work begins.

### How 811 Works

Everyone who contacts 811 before digging is connected to a local 811 center, which communicates the request to utility companies in the area.

Professional locators then visit the site and mark the approximate location of underground utilities using color-coded paint or flags. Once the area is marked, it is safe to begin digging while carefully avoiding the designated lines.

For more information on digging in Nevada, download the PUCN's "Homeowner's Guide to Safe Digging in Nevada" web page: [puc.nv.gov/Safety/Homeowner\\_Guide\\_Safe\\_Digging](https://puc.nv.gov/Safety/Homeowner_Guide_Safe_Digging).



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



# Learn About Utility Regulation

The PUCN offers a number of fact sheets to help consumers understand utility regulation.

The general rate case process fact sheet, pictured at right, explains how a privately-owned natural gas or electric utility sets the rates consumers pay for usage.

Other fact sheet topics include a general overview of utility regulation, how a utility plans to provide gas or electric service 30 years into the future, and the consumer complaint process, to name just a few.

Visit the PUCN's website to view all available fact sheet topics. All are available in PDF format and can be easily downloaded, shared and printed.

[puc.nv.gov/Consumers/Be\\_Informed/PUCN\\_Fact\\_Sheets](http://puc.nv.gov/Consumers/Be_Informed/PUCN_Fact_Sheets)

PUCN staff may be available to provide presentations and discuss utility regulation topics with your community group or organization. Staff is also available to set up a booth and attend community events and expos. If you'd like more information on the availability of PUCN speakers and personnel attendance at your event, please contact the PUCN's consumer outreach director at the contact information below.

Dawn Rivard  
(702) 486-7214  
[drivard@puc.nv.gov](mailto:drivard@puc.nv.gov)



## April PUCN Calendar

Visit [puc.nv.gov](http://puc.nv.gov) to view the complete PUCN calendar and for links to watch live streams of the proceedings.

### APRIL 7 | COMMENTS DUE | 2 PM

Rulemaking to amend, adopt, and/or repeal regulations in accordance with Assembly Bill 524 (2023). Docket 23-07026

### APRIL 8 | REGULAR AGENDA | 10 AM

### APRIL 9 | COMMENTS DUE | 5 PM

Joint Petition of the Regulatory Operations Staff and Southwest Gas Corporation ("SWG") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law and 49 CFR Part 192 of the Federal Pipeline Safety Regulations by SWG. Docket 25-03014

### APRIL 16 | COMMENTS DUE | 5 PM

Joint Petition of the Regulatory Operations Staff and Green Image, LLC d/b/a GTI ("GTI") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by GTI. Docket 25-03016

### APRIL 23 | COMMENTS DUE | 5 PM

Joint Petition of the Regulatory Operations Staff and CT Equipment, Inc. ("CT") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by CT. Docket 25-03017

### APRIL 29 | REGULAR AGENDA | 10 AM

## Rules for Regulated Utilities

A tariff is a collection of rules that defines the relationship between a utility and its customers. Tariffs ensure that utilities apply non-discriminatory practices to all customers.

Each utility has its own set of tariffs.

Tariffs are formally approved by the PUCN and can only be changed by a PUCN order. A utility's tariff may consist of up to 20 or more rules and include:

- Service area
- Rates
- Allocation of costs for line extensions
- Allocation of costs for new customer connections
- Requirements for new customers
- Other responsibilities and authorities of the utility

[Nevada Administrative Code 703.375 – 703.410](http://Nevada Administrative Code 703.375 – 703.410)

provides more information on the type of information a utility must include in its tariffs.

Links to the tariffs of several utilities regulated by the PUCN are listed on the PUCN website. If you do not see your utility in this list, please [contact](#) the PUCN for more information about obtaining your utility's tariffs.

[puc.nv.gov/About/Docs/Tariffs/](http://puc.nv.gov/About/Docs/Tariffs/)

# Dockets Opened at the PUCN in March 2025

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
25-03001	3/3/2025	Application of Pahrump Utility Company, Inc., filed under Advice Letter No. 21, to revise Water Tariff No. 1A and Sewer Tariff No. 1A to adjust rates consistent with the most recent gross domestic product deflator.
25-03002	3/4/2025	Registration of Switch Mobile LLC as a commercial mobile radio service provider.
25-03003	3/4/2025	Notice by Frontier Communications of the Southwest Inc. of Service Catalog updates to increase Caller ID and Call Waiting/Cancel Call Waiting for business.
25-03004	3/4/2025	Notice by Frontier Communications of the Southwest Inc. of Service Catalog updates to increase Business PBX Trunk rates.
25-03005	3/4/2025	Notice by Frontier Communications of the Southwest Inc. of Service Catalog updates to increase Business Digital (ISDN) Single Line Access monthly, 12 month, and 35 month rates.
25-03006	3/4/2025	Application of Sierra Pacific Power Company d/b/a NV Energy, filed under Advice Letter No. 680-E, to implement Net Metering Rider-2025 Schedule No. NMR-2025 and to close Net Metering Rider-405 Schedule No. NMR-405 to new customers.
25-03007	3/7/2025	Application of Gardnerville Water Company for authority to modify Certificate of Public Convenience and Necessity ("CPC") 926 Sub 15 to expand its water service territory to include 2.72 acres of single-family residential property owned by Custom Craft Builders LLC contiguous to its existing service territory located in Douglas County, Nevada.
25-03008	3/7/2025	Application of Verdi Meadows Utility Company, Inc., filed under Advice Letter No. 12, to revise Water Tariff No. 1 to adjust water rates consistent with the most recent gross domestic product deflator.
25-03009	3/10/2025	Filing by Telrite Corporation d/b/a Life Wireless of updated Informational Tariff No. 2 that includes updates to Wireless Lifeline Program.
25-03010	3/10/2025	Filing by Cox Nevada Telcom, LLC of Annual Milestone Certification for the Rural Digital Opportunity Fund submitted to the Universal Service Administration Company pursuant to the Order issued in Docket No. 20-12033.
25-03011	3/10/2025	Request of EVOLVE WIRELESS LLC to cancel its commercial mobile radio service registration.
25-03012	3/11/2025	Application of Network Innovations, LLC for approval to add fictitious business name Nitel for telecommunication service conducted under Certificate of Public Convenience and Necessity ("CPC") 2905 Sub 1.
25-03013	3/5/2025	Notice by Machaen Enterprises, Inc. on behalf of IDT America Corp. of a bond renewal.
25-03014	3/12/2025	Joint Petition of the Regulatory Operations Staff and Southwest Gas Corporation ("SWG") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law and 49 CFR Part 192 of the Federal Pipeline Safety Regulations by SWG.
25-03016	3/17/2025	Joint Petition of the Regulatory Operations Staff and Green Image, LLC d/b/a GTI ("GTI") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by GTI.
25-03017	3/18/2025	Joint Petition of the Regulatory Operations Staff and CT Equipment, Inc. ("CT") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by CT.
25-03018	3/19/2025	Annual Reports from providers of new electric resources detailing the adequacy of supply for calendar year 2024.
25-03019	3/21/2025	Application of Stimulus Technologies of Nevada, LLC d/b/a Stimulus Technologies for authority to operate as a competitive supplier of telecommunication service within the State of Nevada.
25-03020	3/21/2025	Application of Steamboat Springs Water Works, Inc., filed under Advice Letter No. 8, to revise Rate Schedules to adjust water rates consistent with the most recent gross domestic product deflator.
25-03021	3/25/2025	Application of Spirit Mountain Utility Company, Inc., filed under Advice Letter No. 10, to revise Water Tariff No. 2 to adjust water rates consistent with the most recent gross domestic product deflator.
25-03022	3/27/2025	Application of Edgewood Water Company, filed under Advice Letter No. 7, to revise Tariff No. 1 to adjust water rates consistent with the most recent gross domestic product deflator.
25-03023	3/31/2025	Application of Mount Charleston Water Company, filed under Advice Letter No. 25-1, to revise Water Tariff and Sewer Tariff to adjust rates consistent with the most recent gross domestic product deflator.
25-03024	3/25/2025	Notice by Southwest Gas Corporation of its intent to file a resource plan and notice of a scheduled meeting pursuant to NRS 704.991.
25-03025	3/28/2025	Filing by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of NV GreenEnergy Rider Open Season Annual Report on the results of their open season and customer interest in participating in the program using an existing renewable resource.
25-03026	3/31/2025	Notice by Leap Telecom, LLC of its intent to request numbering resources for the Las Vegas rate center from the North American Numbering Plan Administrator.

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).