

PUCN Connection

A MONTHLY NEWSLETTER FROM THE PUBLIC UTILITIES COMMISSION OF NEVADA

August 2025 Edition

General Consumer Sessions Scheduled

Tell the PUCN & Legislature what you think

Each calendar year, the PUCN must conduct at least one general consumer session in the county with the largest population (Clark) and in the county with the second largest population (Washoe). The PUCN also conducts a general consumer session in Elko County, although not statutorily required to do so.

General consumer sessions allow the public to provide input about any topic concerning utilities regulated by the PUCN, including NV Energy and Southwest Gas, as well as some telecommunication, railroad and water companies.

The transcribed record from the consumer sessions is provided to the Legislature.

What to Expect at a Consumer Session

Consumer sessions are public meetings and open to the public. PUCN staff facilitate the consumer session by greeting attendees, signing up those who wish to speak and answering questions about the process. Speakers may have their time limited, at the discretion of the Presiding Officer. Generally, speakers are allotted 3 minutes, depending on the number of speakers. A court reporter provides transcription services for the official record.

See the calendar on page two or click on the links below for dates and times for the general consumer sessions.

- [Notice of Consumer Session - Washoe County](#)
- [Notice of Consumer Session - Clark County](#)
- [Notice of Consumer Session - Elko County](#)

811 Day

Aug. 11 serves as a reminder to call 811 or place online requests before digging

With Aug. 11 almost here, the Public Utilities Commission of Nevada is reminding homeowners and professionals to contact 811 to have underground utility lines marked prior to any digging projects.

Nevadans should call the statewide 811 hotline ("Call Before You Dig" program) or place online requests through usanorth811.org two working days before beginning excavation projects. State regulations require contractors to obtain a dig ticket if using mechanical equipment or hand tools. Non-contractors also always need a dig ticket if excavating with mechanical equipment or digging more than 12 inches deep with hand tools. However, it is good practice for everyone to call for a dig ticket whenever excavating, regardless of depth.

A newly released national survey found that 68 percent of Americans plan to tackle a do-it-yourself project involving digging within the next year. However, 27.2 million of them will not contact 811 beforehand, which puts themselves, their neighbors and essential utility services at risk.

In Nevada, about one



Don't let a small project cause a BIG problem!

811 is your first step to safety for all digging projects, regardless of the size.

Keep yourself, your community and underground utilities safe this summer and all year round by calling 811 or going online to 811beforeyoudig.com before putting a shovel in the ground.



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underground gas line is damaged every day. 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. With summer being a peak time to work on home improvement projects, it's timelier than ever that residents remember to dig safely.

When utilizing 811, which is a free service, callers are connected to USA North, Nevada's 811 call center. USA North notifies the appropriate utility companies of the caller's intent to dig. Professional locators are then sent to the requested dig site to mark the approximate locations of underground lines with flags, temporary paint, or both. The depth of utility lines can vary for several reasons, such as erosion, previous digging projects and uneven surfaces. Utility lines need to be properly marked because the risk of striking an underground utility line still exists even when digging only a few inches or digging in a previously marked location.

When natural gas pipelines have been damaged and natural gas is escaping, the following steps are the most important to take:

- Immediately cease work;
- Evacuate the impacted area to minimize the hazard presented by the damaged pipeline;
- Telephone emergency 911 services from a safe area; and
- Contact the utility operator

[Nevada Revised Statute 455.140](#) and [Nevada Administrative Code 455.160](#) require excavators to follow the steps outlined above and not attempt to operate any valve or other device owned by a utility.

For more information about safe digging procedures, please visit call811.com, usanorth811.org, or puc.nv.gov.

Learn the basics of safe digging with the PUCN's Homeowner's Guide to Safe Digging in Nevada brochure, including typical locations for buried utilities on residential property.

Contact Consumer Outreach Director Dawn Rivard at drivard@puc.nv.gov to request hard copies of the brochure (English & Spanish available).



August PUCN Calendar

Visit puc.nv.gov to view the complete PUCN calendar and for links to watch live streams of the proceedings.

AUGUST 13 | REGULAR AGENDA | 10 AM

AUGUST 18-21 | HEARING | 10 AM

Joint Application of Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy for approval of the cost recovery of the regulatory assets relating to the development and implementation of their Joint Natural Disaster Protection Plan. Docket 25-02032

AUGUST 21 | WASHOE COUNTY GENERAL CONSUMER SESSION | 1 PM & 6 PM
NO LIVESTREAM

Public Utilities Commission of Nevada-sponsored Consumer Session to be held in Washoe County, Nevada, pursuant to NRS 704.069(2). Docket 25-06001

AUGUST 25 | CLARK COUNTY GENERAL CONSUMER SESSION | 1 PM & 6 PM
NO LIVESTREAM

Public Utilities Commission of Nevada-sponsored Consumer Session to be held in Clark County, Nevada, pursuant to NRS 704.069(2). Docket 25-06002

AUGUST 26 | REGULAR AGENDA | 10 AM

AUGUST 27-28 | HEARING | 10 AM

Application of Nevada Power Company d/b/a NV Energy for approval of an Energy Supply Agreement with Las Vegas Convention and Visitors Authority.
Docket 24-06012

AUGUST 27 | ELKO COUNTY GENERAL CONSUMER SESSION | 6 PM
NO LIVESTREAM

Public Utilities Commission of Nevada-sponsored Consumer Session to be held in Elko County, Nevada.
Docket 25-06003

SEPTEMBER 1 | LABOR DAY HOLIDAY

Dockets Opened at the PUCN in July 2025

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

Docket No.	Date Filed	Description
25-07001	7/1/2025	Rulemaking to amend, adopt, and/or repeal regulations in accordance with Assembly Bill 46 (2025).
25-07002	7/1/2025	Rulemaking to amend, adopt, and/or repeal regulations in accordance with Assembly Bill 449 (2025).
25-07003	7/1/2025	Investigation and Rulemaking to amend, adopt, and/or repeal regulations in accordance with Assembly Bill 452 (2025).
25-07004	7/1/2025	Rulemaking to amend, adopt, and/or repeal regulations in accordance with Assembly Bill 458 (2025).
25-07005	7/1/2025	Rulemaking to amend, adopt, and/or repeal regulations in accordance with Senate Bill 326 (2025).
25-07006	7/1/2025	Rulemaking to amend, adopt, and/or repeal regulations in accordance with Senate Bill 417 (2025).
25-07007	7/1/2025	Rulemaking to amend, adopt, and/or repeal regulations in accordance with Senate Bill 442 (2025).
25-07008	7/21/2025	Revised registration of TracFone Wireless, Inc. d/b/a SafeLink Wireless, Simple Mobile, NET10, Total Wireless, Page Plus Cellular, TelCel, and Straight Talk for a change of name to Verizon Value, Inc. d/b/a TracFone.
25-07009	7/1/2025	Application of Sierra Pacific Power Company d/b/a NV Energy for approval of its 2025 Natural Gas Conservation and Energy Efficiency Plan Annual Report.
25-07010	7/1/2025	Joint Application of Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy for approval of their 2025 Combined Annual Electric Demand Side Management Update Report as it relates to the Action Plan of their 2025-2044 Joint Integrated Resource Plan.
25-07011	7/9/2025	Notice by CenturyLink of Nevada, LLC d/b/a CenturyLink ("CenturyLink") and Forged Fiber 37, LLC ("AT&T") of a proposed acquisition of certain parts of the fiber internet connectivity business of CenturyLink by AT&T.
25-07012	7/3/2025	Yonder Media Mobile Inc., CMRS registration or amendment or cancellation.
25-07013	7/3/2025	Nab Nail Bar vs. Nevada Power Company d/b/a NV Energy. Complaint regarding billing dispute.
25-07014	7/8/2025	Filing by E4 Connect, INC. of letter of intent submitted to Solix, Inc. in its capacity as Administrator of the Nevada Universal Service Fund ("NUSF") for allowance of NUSF funding for the year commencing January 1, 2026.
25-07015	7/8/2025	Filing by Beehive Telephone Co., Inc., Nevada of letter of intent submitted to Solix, Inc. in its capacity as Administrator of the Nevada Universal Service Fund ("NUSF") for allowance of NUSF funding for the year commencing January 1, 2026.
25-07016	7/8/2025	Filing by Lincoln County Telephone System, Inc. of letter of intent submitted to Solix, Inc. in its capacity as Administrator of the Nevada Universal Service Fund ("NUSF") for allowance of NUSF funding for the year commencing January 1, 2026.
25-07017	7/8/2025	Filing by Moapa Valley Telephone Company of letter of intent submitted to Solix, Inc. in its capacity as Administrator of the Nevada Universal Service Fund ("NUSF") for allowance of NUSF funding for the year commencing January 1, 2026.
25-07018	7/8/2025	Filing by Filer Mutual Telephone Company d/b/a TruLeap Technologies of letter of intent submitted to Solix, Inc. in its capacity as Administrator of the Nevada Universal Service Fund ("NUSF") for allowance of NUSF funding for the year commencing January 1, 2026.
25-07019	7/9/2025	Request of Liberty Wireless, LLC to cancel its commercial mobile radio service registration.
25-07020	7/9/2025	Joint Petition of the Regulatory Operations Staff and RaPiD Construction, Inc. ("Rapid") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by Rapid.
25-07021	7/10/2025	Jennifer Sheley vs. Nevada Power Company d/b/a NV Energy. Complaint regarding billing dispute over an unpaid balance at a previous address.
25-07022	7/10/2025	Application of Fiber AssetCo LLC for authority to operate as a competitive supplier of telecommunication service within the State of Nevada.
25-07023	7/14/2025	Informational Report of Prospector Pipeline Company concerning its natural gas resource planning activities.

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Docket No.	Date Filed	Description
25-07024	7/15/2025	Notice by Frontier Communications of the Southwest Inc. of Service Catalog updates to increase Business Digital (ISDN) Single Line Access monthly, 12 month, and 36 month rates.
25-07025	7/16/2025	Notice by AT&T Enterprises, LLC of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator.
25-07026	07/17/2025	Registration of Helix Wireless Inc. as a commercial mobile radio service provider.
25-07027	25-07027	US Mobile, Inc., CMRS registration or amendment or discontinuance.
25-07028	7/25/2025	Cricket Communication - notice of bond cancellation.
25-07029	7/25/2025	Application of Forged Fiber 37, LLC for authority to operate as a competitive supplier of telecommunication service within the State of Nevada.
25-07030	7/29/2025	Notice by NUSO, LLC of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator.
25-07031	7/29/2025	Request of Hoop Wireless, LLC to cancel its commercial mobile radio service registration.
25-07032	7/30/2025	Notice by Flygirl Solar Farm, LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct the Flygirl Solar Farm Project consisting of an up to 3,000 MW photovoltaic solar electric generating facility, a 3,000 MW battery energy storage system, a potential generation-tie line, and associated facilities to be located on approximately 19,817 acres of federally-managed land in Nye County, Nevada.



Got a question
or complaint
about your utility bill or service?

Call us at
775-684-6100 or
702-486-2600

or visit us at
puc.nv.gov
to submit your question or
complaint online

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
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