Weatherization Opportunities for Seniors

The Nevada Governor’s Office of Energy partners with the Nevada Housing Division to provide the Home Energy Retrofit Opportunities for Seniors (HEROS) program.

HEROS assists with reducing energy costs for Nevada seniors by improving the energy efficiency of their home. The program is provided at no cost to income qualified seniors.

PROGRAM REQUIREMENTS

- Seniors aged 60 years and older.
- Must be an NV Energy customer.
- Seniors who own and reside in their own homes.
- Seniors with income at or below 200% of federal poverty guidelines.

ELIGIBLE MEASURES

After a home energy assessment is performed by a trained energy auditor, a dwelling unit may qualify for some of these typical energy conservation measures:

1. Duct sealing
2. Shell sealing
3. Air conditioner/evaporative cooler covers
4. Exhaust fan with dampers
5. Broken window repair
6. Water heater blanket
7. Dual pane windows
8. Solar screen (southern NV only)
9. Attic insulation
10. CFL or LED lightbulb retrofits
11. Energy Star rated refrigerator from approved contractor
12. Air conditioner replacement
13. Furnace 95% AFUE replacement
14. Air conditioner clean & tune or repair
15. Furnace clean & tune or repair
16. Heat pump replacement
17. Water heater replacement
18. Heat pump clean & tune or repair
19. Low flow showerhead or faucets
20. Water heater pipe wrap and water heater blanket
21. Elastomeric coating & polyisocyanurate foam
22. Floor insulation
23. Duct insulation
24. Heat pump water heater
25. Programmable thermostat installation
26. Mini-split conversions

For more information, contact the agencies listed in the orange box below.

Interested in H.E.R.O.S. Weatherization? Call:

HELP of Southern Nevada
(702) 369-4357
(serving City of Las Vegas and southern rural Clark County)

City of Henderson Neighborhood Services
(702) 267-2000
(serving City of Henderson)

Las Vegas Clark County Urban League
(702) 636-3949
(serving City of North Las Vegas and northern rural Clark County)

Community Services Agency
(775) 786-6023
(serving Washoe County)

Nevada Rural Housing Authority
(775) 887-1795
(serving Carson, Douglas, Lyon and Storey Counties)

Rural Nevada Development Corporation
(775) 289-8519
National Value of Water Campaign

The National Association of Regulatory Utility Commissioners (NARUC) and state utility regulators join elected officials, water utilities, community leaders, educators and businesses from across the country in supporting the ongoing “Value of Water Campaign.”

Through The Value of Water Campaign more than a thousand organizations across the country are raising awareness about the role of water infrastructure in everyone's lives and the importance of investment.

“Having access to affordable, safe drinking water and ensuring the integrity of our water infrastructure are important issues to NARUC and its members,” said NARUC President Paul Kjellander. “Water is a life-sustaining, essential utility.”

“Raising awareness about the state of water infrastructure is a crucial step to ensuring water systems keep flowing for generations to come. Even though we cannot see the pipes and sewers beneath our feet, water cannot be taken for granted. High-quality water service is a critical part of every thriving community. We encourage everyone to take a minute to learn more about their local water system, where their drinking water comes from and where their wastewater goes,” said U.S. Water Alliance Board Chair Oluwole (OJ) McFoy.

With the challenges of maintaining water infrastructure that is a century old in some places, there is growing concern about the stability of water supply and service.

According to the 2021 Value of Water Index, 83 percent of Americans said ensuring a stable supply of water should be a top federal priority. They also ranked addressing water contamination and investing in infrastructure as top priorities.

PUCN-Regulated Water & Wastewater Companies

The PUCN regulates the rates, service quality, and service territories of 27 investor-owned water and wastewater utilities serving approximately 22,300 customers in Nevada. (See page 3 for a map of PUCN-regulated water and wastewater companies.)

The PUCN regulates the service territories, but not the rates or service quality, of water and wastewater utilities under the control of a non-investor-owned governing body, such as a co-op or homeowner's association.

The PUCN also does not have any regulatory oversight over utilities operated by governmental bodies, quasi-governmental bodies, or political subdivisions of the state, including the Southern Nevada Water Authority, the Las Vegas Valley Water District and the Truckee Meadows Water Authority.

The PUCN's primary regulatory activities over investor-owned water/wastewater utilities include:

- Ensuring the delivery of clean, safe and reliable water to customers at reasonable rates.
- Ensuring reliable sewer service to customers at reasonable rates.
- Monitoring quality of service, environmental compliance and financial performance.

The PUCN also reviews Utility Environmental Protection Act (UEPA) permits for compliance with environmental requirements for new investor-owned water and/or wastewater facilities.

Water quality, supply and wastewater discharge issues are governed by various federal and state agencies. The PUCN works collaboratively with these other agencies to ensure utility compliance.
PUCN-Regulated Water & Wastewater Companies

1. Cherry Creek Water District, LLC
2. Desert Utilities, Inc.
3. Dutchman Acres Water Co.
4. Edgewood Water Co.
5. Gardnerville Water Co.
8. Indian Springs Water Co., Inc.
9. Midas Water Cooperative
10. Mount Charleston Water Company
11. Old River Water Company
13. Palm Gardens Water Cooperative
14. Panaca Farmstead Association
15. Rancho Cooperative Water Company
16. Rosemount Water Company
17. Shoshone Estates Water Co., Inc.
18. Silver Knolls Mutual Water Company
19. Silver Springs Mutual Water Company
22. Verdi Meadows Utility Company, Inc.
23. Verdi Mutual Water Company
24. Great Basin Water Co. (Cold Springs)
25. Great Basin Water Co. (Spanish Springs)
27. Great Basin Water Co. (Spring Creek)
### Dockets Opened at the PUCN in November 2021

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

<table>
<thead>
<tr>
<th>Docket No.</th>
<th>Date Filed</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>21-11004</td>
<td>11/1/2021</td>
<td>Notice by Central Telephone Company d/b/a CenturyLink, Lumen Technologies, Inc., Apollo Global Management, Inc., and Connect Holding, LLC of a transaction that will result in a transfer of control of a telecommunications company.</td>
</tr>
<tr>
<td>21-11005</td>
<td>11/2/2021</td>
<td>Application of CenturyTel of the Gem State, Inc. d/b/a CenturyLink, filed under Advice Letter No. NV2021-21, to revise Tariff No. 1A to eliminate the residential Emergency Line Service option.</td>
</tr>
<tr>
<td>21-11006</td>
<td>11/4/2021</td>
<td>Notice by Desert Marble Solar LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct the Desert Marble Solar Project consisting of a 500 MW photovoltaic solar electric generating facility, a 500 MW battery energy storage system, a 345 kV generation-tie line, and associated facilities to be located in Humboldt County, Nevada.</td>
</tr>
<tr>
<td>21-11007</td>
<td>11/4/2021</td>
<td>Revised registration of New Cingular Wireless PCS, LLC d/b/a Cingular Wireless to change fictitious business name to AT&amp;T Mobility.</td>
</tr>
<tr>
<td>21-11008</td>
<td>11/8/2021</td>
<td>Notice by Stratus Networks, Inc. and Saturn Acquisition Company, Inc. of a transaction that will result in a transfer of control of a telecommunications company.</td>
</tr>
<tr>
<td>21-11009</td>
<td>11/8/2021</td>
<td>Petition of the Regulatory Operations Staff for an order to appear and show cause why Certificates of Public Convenience and Necessity, Licenses, or Permits should not be revoked, why administrative fines should not be imposed, and/or why administrative action should not be taken on certain companies that have not timely met their regulatory obligations for calendar year 2020 and/or the period July 1, 2020, through June 30, 2021.</td>
</tr>
<tr>
<td>21-11010</td>
<td>11/10/2021</td>
<td>Filing by Boomerang Wireless, LLC d/b/a enTouch Wireless of Info Tariff No.1 that includes revisions to Wireless Lifeline Program.</td>
</tr>
<tr>
<td>21-11012</td>
<td>11/12/2021</td>
<td>Notice by Aurora Solar LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct a 120 kV generation-tie line, upgrades to an existing access road, and other ancillary facilities associated with the Alpha Solar Project to be located in Pershing County, Nevada.</td>
</tr>
<tr>
<td>21-11013</td>
<td>11/15/2021</td>
<td>Notice by Network Innovations, Inc. and NI Topco, Inc. of a transaction that will result in a transfer of control of a telecommunications company.</td>
</tr>
<tr>
<td>21-11015</td>
<td>11/15/2021</td>
<td>Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 21-04(E) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective January 1, 2022.</td>
</tr>
<tr>
<td>21-11016</td>
<td>11/15/2021</td>
<td>Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 21-04(G) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective January 1, 2022.</td>
</tr>
<tr>
<td>21-11017</td>
<td>11/17/2021</td>
<td>Notice by Jeffrey Dempsey, former owner of Gray Fox Court, of the transfer of the tenant service charge account balance in the amount of $18,519.68 to the new owner, Ferreri Family Limited Partnership.</td>
</tr>
<tr>
<td>21-11018</td>
<td>11/29/2021</td>
<td>Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-21-08, for the Elko Division to revise Tariff No. 1-B to introduce the Convenience Fee for payments using a Customer Representative.</td>
</tr>
<tr>
<td>21-11019</td>
<td>11/29/2021</td>
<td>Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-21-09, for the Tonopah Division to revise Tariff No. 1-B to introduce the Convenience Fee for payments using a Customer Representative.</td>
</tr>
<tr>
<td>21-11020</td>
<td>11/23/2021</td>
<td>Petition of CenturyTel of the Gem State, Inc. d/b/a CenturyLink requesting deviation from NAC 704.7594 and 704.7597 as it relates to the requirement to maintain its books using the Uniform System of Accounts.</td>
</tr>
<tr>
<td>21-11022</td>
<td>11/24/2021</td>
<td>Notice by Balanced Rock Power Development, LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct the Sage City Solar Project consisting of an up to 800 MW photovoltaic solar electric generating facility, an up to 800 MW battery energy storage system, a 500 kV generation-tie line, and associated facilities to be located in White Pine County, Nevada.</td>
</tr>
</tbody>
</table>

Prior editions of PUCN Connection are available at [puc.nv.gov/About/Media_Outreach/PUCN_Connection/](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 Communications Director Peter Kostes at pkostes@puc.nv.gov.