

PUCN Connection

A MONTHLY NEWSLETTER FROM the PUBLIC UTILITIES COMMISSION OF NEVADA

December 2023 Edition

Utilities United Against Scams!

In recent years, utilities have seen increased reports of their customers being contacted by scammers who pose as utility workers in an attempt to access their financial information or to obtain immediate payment by threatening service interruptions. These are known as utility impostor scams.

Utilities United Against Scams, a consortium of more than 150 U.S. and Canadian electric, water, and natural gas utilities and their respective trade associations, continues to raise customer awareness of common scams and new scam tactics used by utility impostors. Through its work and with the help of customer reporting, UUAS has successfully helped to take more than 14,020 toll-free numbers used by scammers against utility customers out of operation.

Utility impostor scammers continue to grow more sophisticated in their tactics. Increasingly, scammers use digital methods that target both younger and older generations. The UUAS encourage customers to stop and verify any unusual utility company requests before making a payment, regardless of whether the customer is contacted via phone, internet, or in person.

Digital scam tactics that customers should be aware of include:

- Sponsored ads on search engines that lead to an identical - but fake - utility bill payment page.

- QR codes that scammers falsely claim link to a utility payment page.
- Texts from a scammer claiming to be a utility representative, with a link to an impostor payment page.

Together, utilities are working to combat scammers by spreading awareness and partnering with telecom providers to remove access to phone lines for reported scammers.

As a reminder, utilities will never ask for payments using a pre-paid debit card, gift card, cryptocurrencies, or third-party digital payment mobile applications, and they will provide multiple notices before any service interruptions are implemented.

Customers who suspect that they have been victims of fraud or who feel threatened during contact with a scammer should contact their local utility company or their local law

State of Nevada
Public Utilities Commission
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9075 W. Diablo Drive #200, Las Vegas, NV 89148
(775) 684-6101 | (702) 486-7210

Complaint Form
Complaint Resolution staff will respond to you within 5 business days or sooner depending on the nature of the complaint.

Name: Last Name
First Name
Address: Street Address 1
Street Address 2
City

Question Form
Consumer Complaint Resolution staff will respond to your question within 5 business days.

Name: Last Name
First Name
Address: Street Address 1
Street Address 2
City

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

Call us at
775-684-6100 or 702-486-2600
or visit us online at
puc.nv.gov/FAQ/Resolving_Disputes

puc.nv.gov

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Consumer Sessions Scheduled for Southwest Gas Application to Change Rates

On Sept. 15, Southwest Gas filed an application with the PUCN for authority to increase rates for Southern and Northern Nevada. The application is designated as docket 23-09012.

Southwest Gas proposes to increase rates for single-family residential customers in Southern Nevada by \$8.14 monthly and in Northern Nevada by \$5.80 monthly.

The PUCN has scheduled two consumer sessions for Thursday, Dec. 14, at 1 and 6 pm, to hear public comment about the application.

Come in person to either of the PUCN's offices in Carson City or Las Vegas, or participate telephonically. The telephone conference line is 1-415-655-0001. The access code in Southern Nevada is 2531 150 0100, and in Northern Nevada 2531 999 5076.

A representative from Southwest Gas will be available to answer questions.

The PUCN has scheduled a hearing for this docket for Monday, Feb. 26, starting at 10 am. The public may attend the hearings in person at the PUCN offices in Carson City or Las Vegas or watch live via the PUCN website.

Contact the PUCN for more information.

Scams: *continued from page 1*

enforcement authorities. The Federal Trade Commission also provides additional information about protecting personal information and other information regarding impostor scams.

Visit www.utilitiesunited.org for information and tips on how customers can protect themselves from impostor utility scams. Follow along with UUAS on Twitter and Facebook, and join the conversation by using #StopScams.

Watch Out for These Online Utility Scams

As scammer tactics become more advanced, scammers are turning to popular digital tools and channels to target utility customers. Know the signs. Together, we can **#StopScams**.



Search engine scams

Scammers create fake sponsored utility payment pages on search engines like Google to trick customers. If you need to pay your utility bill and want to do so online, be sure to only visit the website listed on your utility bill. Check the URL and make sure it matches the URL on the bill.



Mobile Payment app scams

Scammers tell customers to pay their utility bill through an instant mobile payment app like Zelle or Venmo. Remember that utilities will never ask you to pay your bill through a third-party app.



Phishing/smishing

Scammers use phishing and smishing tactics over email and phone calls to trick customers. Phishing is when scammers send fraudulent emails disguised as utility emails to gain customers' personal information or steal money. Smishing is short for SMS phishing, when fraudulent texts are sent. Always verify emails and texts are actually from your utility.



If you suspect you are being targeted by a scammer, hang up the phone or ignore the text or email. Contact your utility at the number provided on your bill or on the company's website to verify whether there are any issues with your account.

www.UtilitiesUnited.org | [f](https://www.facebook.com/UtilitiesUnited) @UtilitiesUnited | [t](https://twitter.com/U_U_A_S) @U_U_A_S

DECEMBER CALENDAR

Most meetings are livestreamed between PUCN offices in Carson City & Las Vegas and on the PUCN website.

DEC. 14 | CONSUMER SESSION | 1 PM & 6 PM

Application of Southwest Gas Corporation for authority to increase its retail natural gas utility service rates for Southern and Northern Nevada. DOCKET 23-09012

DEC. 11 | WORKSHOP | 10 AM

Investigation and Rulemaking to amend, adopt, and/or repeal regulations in accordance with Senate Bill 329 (2019). DOCKET 19-06009

DEC. 18 | REGULAR AGENDA | 10 AM

Visit puc.nv.gov to view the complete PUCN calendar.

Dockets Opened at the PUCN in November 2023

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

Docket No.	Date Filed	Description
23-11001	11/1/2023	Application of UNITED COMMERCIAL TELECOM, LLC for authority to operate as a competitive supplier of telecommunication service within the State of Nevada.
23-11002	11/2/2023	Notice by Estuary Development Partners LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct the Delamar Solar Project consisting of a 1,200 MW photovoltaic solar electric generating facility, an up to 4,800 MWh battery energy storage system, an approximately 63-mile 525 kV generation-tie line, and associated facilities to be located on approximately 16,654 acres of federally-managed land in Lincoln and Clark Counties, Nevada.
23-11003	11/3/2023	Notice by Conterra Ultra Broadband, LLC of a pro forma change of control.
23-11004	11/6/2023	Joint Petition of Nevada Bell Telephone Company d/b/a AT&T Nevada and AT&T Wholesale and Preferred Long Distance, Inc. d/b/a Telpex Communications d/b/a Telpex for approval of an Amendment to their Interconnection Agreement pursuant to Section 252 of the Telecommunications Act of 1996.
23-11005	11/6/2023	Rhienna Perry vs. Nevada Power Company d/b/a NV Energy. Complaint regarding a billing dispute.
23-11006	11/7/2023	Joint Petition of the Regulatory Operations Staff and Summit Line Construction, Inc ("Summit") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by Summit.
23-11007	11/7/2023	Joint Petition of the Regulatory Operations Staff and Peek Brothers Construction Incorporated d/b/a Peek Brothers Construction ("Peek Brothers Construction") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by Peek Brothers Construction.
23-11008	11/8/2023	Rulemaking to comply with Governor Lombardo's Executive Order 003.
23-11009	11/16/2023	Application of Intrado Communications, LLC for approval of a change of name to Hypercube Networks, LLC for telecommunication service conducted under Certificate of Public Convenience and Necessity (CPC) 2664 Sub 5.
23-11010	10/31/2023	Notice by Travelers Casualty and Surety Company of America on behalf of rcn long distance company of a bond cancellation.
23-11011	11/15/2023	Registration of Welncentivize LLC d/b/a ChosenWireless as a commercial mobile radio service provider.
23-11012	11/15/2023	Joint Petition of Nevada Bell Telephone Company d/b/a AT&T Nevada and AT&T Wholesale and Charter Fiberlink NV-CCVII, LLC for approval of Amendments to their Interconnection Agreement pursuant to Section 252 of the Telecommunications Act of 1996.
23-11013	11/15/2023	Registration of Daywalker Mobile Inc as a commercial mobile radio service provider.
23-11014	11/15/2023	Nevada Power Company d/b/a NV Energy filed Notice No. 23-04 to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective January 1, 2024.
23-11015	11/15/2023	Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 23-04(E) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective January 1, 2024.
23-11016	11/15/2023	Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 23-04(G) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective January 1, 2024.
23-11017	11/27/2023	Application of Southwest Gas Corporation for authority to establish the Accumulated Deferred Interest rate in Southern Nevada pursuant to the Variable Interest Expense Recovery mechanism, Unrecovered Gas Cost Expense rates, system shrinkage rates, excess Imbalance Commodity and Reservation Charges, Renewable Energy Program Rates, General Revenues Adjustment rates, Conservation and Energy Efficiency rates, Mesquite Infrastructure Expansion Rates, Spring Creek Infrastructure Expansion Rates, and Contract Transition Adjustment Provision rate.
23-11018	11/27/2023	Registration of World Mobile Networks, LLC as a commercial mobile radio service provider.

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Docket No.	Date Filed	Description
23-11019	11/21/2023	Notice by Vernon Solar, LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct an approximately 345 kV generation-tie line and associated facilities to interconnect the Vernon Solar Project with the Valmy Substation to be located on approximately 20 acres of federally-managed land in Humboldt County, Nevada.
23-11020	11/22/2023	Joint Petition of the Regulatory Operations Staff and TJ's Landscaping ("TJL") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by TJL.
23-11021	11/28/2023	Southwest Gas Corporation filed Notice, under Advice Letter No. 537, to adjust Northern and Southern Nevada Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective January 1, 2024.
23-11023	11/22/2023	Application of Lincoln County Telephone System, Inc., filed under Advice Letter No. 29, to revise Tariff No. 1A to update the delivery method of directory information to online only.
23-11024	11/22/2023	Application of Moapa Valley Telephone Company, filed under Advice Letter No. 26, to revise Tariff No. 2A to increase the late fee charge.
23-11025	11/22/2023	Application of King's Row Trailer Park to withdraw \$74,415.17 from the tenant service charge account for reimbursement of expenses incurred to repair and maintain the electrical system.
23-11026	11/28/2023	Notice by Nevada Power Company d/b/a NV Energy, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct the Harry Allen to Reid Gardner 230 kV #3 Transmission Line consisting of an approximately 22.5 mile 230 kV transmission line and associated facilities to be located on private land and federally-managed land in Clark County, Nevada.
23-11027	11/29/2023	Application of Great America Networks, Inc. to voluntarily discontinue telecommunication service conducted under Certificate of Public Convenience and Necessity ("CPC") 3032.
23-11028	11/30/2023	Notice by Intermountain Infrastructure Group, LLC of a transaction that will result in a transfer of control of a telecommunication company.

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
Communications Director Peter Kostas at pkostas@puc.nv.gov.