

Consumers Bill of Rights

The rights of Nevada's utility consumers are codified in the Nevada Administrative Code (NAC) at 704.302-421. These provisions are commonly referred to as the Consumers Bill of Rights (CBR). The CBR is designed to make it easy to get and maintain utility services. The CBR recognizes that utilities provide vital services that must be made available to all utility customers on just and reasonable terms.

SOME KEY PROVISIONS

- **DEPOSITS NOT REQUIRED FOR CERTAIN CUSTOMERS:** Eliminates deposits for electric, gas and phone utility customers who have established satisfactory credit or for certain customers who receive benefits from a retirement plan. (NAC 704.329; NAC 704.4085)
- **DEPOSIT SIZE LIMITED:** Limits the size of any deposit required by an electric, gas or phone utility in the event that a customer cannot establish satisfactory credit and allows for the payment of a deposit in installments in certain circumstances. (NAC 704.328; NAC 704.332; NAC 704.409(4); NAC 704.4095)
- **TERMINATION OF SERVICE FORBIDDEN IN CERTAIN CASES:** Forbids electric and gas utilities from terminating service of a customer who has requested deferred payment of a delinquent bill unless delinquent payments exceed \$50, and forbids termination of water service for nonpayment unless the customer has first been offered a program of deferred payments. (NAC 704.341; NAC 704.3932)
- **PAYMENT PLANS FOR DELINQUENT BILLS:** Requires electric, gas, water and phone utilities to offer payment plans for the deferred payment of delinquent bills and requires electric and gas utilities to offer programs for the payment of bills by customers facing financial hardship. (NAC 704.341; NAC 704.342; 704.3932; NAC 704.413)
- **EQUAL PAYMENT PLANS FOR BUDGETING:** Requires electric and gas utilities to offer equal payment plans for budgeting purposes. (NAC 704.338)
- **ASSISTANCE FOR SENIORS/DISABLED:** Requires gas, electric, and (in certain counties) water utilities to notify customers of governmental agencies or other organizations that offer financial assistance prior to termination of service. (NAC 704.370; NAC 704.393(5); NAC 704.421)
- **ASSISTANCE FOR SENIORS/DISABLED:** Requires electric, gas, water and telephone utilities to notify customers of special assistance for seniors and persons who are disabled, and requires notice be provided to those customers prior to termination of service. (NAC 704.385; NAC 704.390; NAC 704.3936; NAC 704.4065; NAC 704.417)
- **TERMINATION OF SERVICE POSTPONEMENT:** Requires electric, gas, water and telephone utilities to postpone service termination when doing so is dangerous to the health of the customer. (NAC 704.370; NAC 704.3936; NAC 704.4185)
- **NOTICE OF DELINQUENCY REQUIRED:** Requires electric, gas, water and telephone utilities to provide notice of delinquency prior to terminating service to any customer. (NAC 704.360; NAC 704.393; NAC 704.4165)
- **TERMINATION OF SERVICE LIMITED - EXTREME WEATHER:** Limits an electric, gas, and water utility's right to terminate service during extreme hot or cold weather events. (NAC 704.375; NAC 704.3934)
- **THIRD-PARTY NOTICE:** Requires gas, electric and telephone utilities to provide third-party notice prior to service termination if requested by the customer. (NAC

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Termination of Service FAQs

1. In what situations may a utility terminate my service?

In general, electric, gas, water, and telecommunications utilities may terminate service, after providing notice to the occupant, for failure to pay a delinquent bill or provide a security deposit, or for violating a rule applicable to the utility service. Utilities may terminate service without notice in certain limited situations, for example, unsafe or hazardous conditions, theft, fraud, or abandonment of a service location.

Telecommunications companies must continue to provide access to call 911 and a number to contact the utility when they shut off basic service temporarily due to nonpayment. A telecommunications company may block calling features (like caller ID or voicemail) for delinquent telephone service charges. Blocking of these features is not regulated by the PUCN. The telephone company is not required to give notice prior to the actual blocking of the feature. To dispute or remove this block, you can contact the company for an explanation and request removal of the block, or meet the company's payment criteria.

2. If a medically fragile occupant of my residence depends on utility service for health reasons, can I prevent or delay disconnection of my service for failure to pay the bill?

Yes, if the electric, gas, water, or telecommunications utility is notified before it shuts off the service. Your doctor or a public health official must provide a statement to the utility that termination of utility service would be especially dangerous to the health of someone in the home. The utility company must postpone termination of service for 30 days. The postponement may be extended for 30 more days if the utility company is provided with a renewed medical certificate.

The statement from the doctor or public health official must state that the termination of service would be especially dangerous to a permanent resident of the home. The statement must be in writing and include:

1. The address where service is provided.
2. The name of the person who is ill or injured.
3. A clear description of the health issue.
4. The name, title and signature of the health care professional.

A medical postponement does not relieve the responsibility of the customer to pay the bill. A customer who obtains a medical postponement will be asked to sign a payment plan.

3. How much notice does a utility have to give me before my service can be disconnected?

Before a gas, electric, or water company may disconnect service, the company must provide a 10-day written notice explaining, among other things, the reason for the disconnection, the amount which must be paid in order to avoid shut-off, and the earliest date you will be disconnected if you fail to pay the amount owed. If not paid after the first notice, the utility must provide a second notice at least 48 hours before termination your service.

JANUARY CALENDAR

Watch proceedings live on the PUCN website.

JAN. 9 | REGULAR AGENDA | 10 AM

JAN. 17 - 19 | 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 fifth amendment to its 2021 Joint Integrated Resource Plan. DOCKET 23-08015

JAN. 30 | REGULAR AGENDA | 10 AM

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

Telephone companies are required to give you a disconnection notice at least five days before shutting off your service.

4. Can my utility service be shut off on a weekend or holiday?

Utilities may not disconnect or terminate service the day before a weekend, on the weekend, or on a State holiday, unless there is a safety issue that requires that service be disconnected.

5. What are the restoration of service rules if a gas or electric customer is shut off for failure to pay the bill?

After NV Energy has shut off gas or electric service, it is required to restore service promptly once payment is made or a credit arrangement satisfactory to the utility has been made. Except for reasons beyond its control and for multiunit residential complexes, the utility shall restore service on the same day if payment is received by the utility at or before 10 am. If payment is received after 10 am, service shall be restored within 24 hours after the time payment is received.

After Southwest Gas Corporation has shut off service, the utility shall restore service to a customer as soon as conditions permit once the customer has complied with all rules pertaining to payments, deposits, and safety.

The customer should contact the utility to ensure that payment submitted by the customer has been received by the utility.

6. Where can I find the rules that electric and gas utilities must follow when it comes to terminating and restoring service?

The rules electric and gas utilities must follow when it comes to terminating service are contained in the utilities' tariffs.

- [Sierra Power Pacific Company d/b/a NV Energy - Electric](#)
- [Sierra Power Pacific Company d/b/a NV Energy - Gas](#)
- [Nevada Power Company d/b/a NV Energy](#)
- [Southwest Gas Corporation](#)

Dockets Opened at the PUCN in December 2023

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

below.

Docket No.	Date Filed	Description
23-12001	12/1/2023	Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 543, to revise Tariff No. 1-B to modify Electric Line Extensions Rule No. 9 and Residential Service Multi-Family Schedule No. RM to update townhomes as single-family dwellings pursuant to the Order issued in Docket No. 22-08004.
23-12002	12/1/2023	Application of Sierra Pacific Power Company d/b/a NV Energy, filed under Advice Letter No. 669-E, to revise Electric Tariff No. 1 to modify Electric Line Extensions Rule No. 9 and Domestic Multi-Family Service Schedule No. DM-1 to update townhomes as single-family dwellings pursuant to the Order issued in Docket No. 22-08004.
23-12003	12/1/2023	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 Joint Expanded Solar Access Program Implementation Plan for plan period 2024-2026.
23-12004	12/5/2023	Notice by Nevada Power Company d/b/a NV Energy and Sierra Pacific 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 Sierra Solar Phase I Project consisting of a 400 MW photovoltaic solar electric generating facility, a 400 MW battery energy storage system, two 345 kV generation-tie lines, and associated facilities to be located on private and federally-managed land in Churchill County, Nevada.
23-12005	12/6/2023	Registration of Lux Mobile USA, Inc as a commercial mobile radio service provider.
23-12006	12/6/2023	Joint Petition of Nevada Power Company d/b/a NV Energy ("Nevada Power") and Station Casinos LLC ("Station") requesting a waiver of the eligibility requirement of Nevada Power's Large Customer Market Price Energy Tariff for Station.
23-12007	12/6/2023	Joint Petition of the Regulatory Operations Staff and Flippin's Trenching, Inc. ("Flippin's") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by Flippin's.
23-12008	12/11/2023	Notice by EON Telecom of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator.
23-12010	12/12/2023	Christian Salmon vs. Nevada Power Company d/b/a NV Energy. Complaint regarding a payment dispute and customer service issues.
23-12012	12/13/2023	Joint Petition of the Regulatory Operations Staff and F and P Construction Inc. ("F & P") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by F & P.
23-12013	12/15/2023	Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 534, to revise Electric Tariff No. 1-B to reflect the avoided short-term cost rates for purchases from Qualifying Facilities pursuant to Qualifying Facilities Schedule QF - Short Term.
23-12014	12/15/2023	Application of Sierra Pacific Power Company d/b/a NV Energy, filed under Advice Letter No. 661-E, to revise Electric Tariff No. 2 to submit short-term avoided cost rates for purchases from Qualifying Facilities pursuant to Schedule CSPP - Short-Term.
23-12015	12/19/2023	Application of Tenaska Power Services Co. for a license to operate as a provider of new electric resources.
23-12016	12/19/2023	Notice by Pay Tel Communications, Inc. of a transaction that will result in a transfer of control of a telecommunication company.

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704.365; NAC 704.4175)

- **APPLICATION FOR SERVICE:** Provides for electric, gas, and telephone utility customers to apply for service in a variety of ways, including in person, via telephone or through the mail. (NAC 704.326; NAC 704.408)

MORE INFORMATION

If you believe a utility is denying you a right covered by the Consumers Bill of Rights, contact the PUCN's Consumer Complaint Resolution Division.

Dockets: *continued from page 3*

Docket No.	Date Filed	Description
23-12017	12/19/2023	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 did not timely meet their regulatory obligations for calendar year 2022 and/or the period July 1, 2022, through June 30, 2023.
23-12018	12/20/2023	Notice by Sierra Pacific Power Company d/b/a NV Energy of its intent to file an application for adjustment in electric rates.
23-12019	12/20/2023	Notice by Sierra Pacific Power Company d/b/a NV Energy of its intent to file an application for adjustment in gas rates.
23-12020	12/22/2023	Application of Great Basin Water Co. for authority to establish a system improvement rate in the Pahrump Division for an eligible project designated by the Commission in Docket No. 21-03003 and for other relief properly related thereto.
23-12021	12/27/2023	Doris Hart vs. Southwest Gas Corporation. Complaint regarding damage/loss.
23-12022	12/27/2023	Joint Petition of Sierra Pacific Power Company d/b/a NV Energy ("Sierra") and Coeur Rochester, Inc. ("Coeur Rochester") requesting a waiver of the eligibility requirement of Sierra's Large Customer Market Price Energy Tariff for Coeur Rochester.
23-12024	12/29/2023	Sandra Rudd vs. Southwest Gas Corporation. Complaint regarding damage/loss.
23-12025	12/29/2023	Filing by Southwest Gas Corporation of its 2023 Status Report on the Spring Creek Expansion Project.
23-12026	12/29/2023	Filing by Southwest Gas Corporation of its 2023 Status Report on the Mesquite Expansion Project.

**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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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.