

Finding and fixing household leaks saves water and money

The annual Fix a Leak Week campaign sponsored by the U.S. Environmental Protection Agency (EPA) WaterSense Program is scheduled for March 17-23.

The Public Utilities Commission of Nevada (PUCN) supports the event and urges Nevadans to help put a stop to household water leaks that the EPA estimates account for nearly 1 trillion gallons of water wasted nationwide each year – an amount equal to the annual household water use in nearly 11 million homes.

The PUCN encourages consumers to take a few simple steps that can add up to a significant positive impact. Fixing easily-correctable household water leaks can save homeowners about 10 percent on their water bills, according to the EPA. Household leaks can account for more than 10,000 gallons of water in an average home every year. Ten percent of homes have leaks that waste 90 gallons or more a day.

Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware.

A showerhead leaking at 10 drips per minute wastes more than 500 gallons per year, which equals the amount of water it takes to wash 60 loads of dishes in your dishwasher. Old and worn faucet washers and gaskets frequently cause leaks in faucets. A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year. That's the amount of water needed to take more than 180 showers.

Did You Know?

Easy-to-fix water leaks account for nearly 1 trillion gallons of water wasted each year in U.S. homes. In fact, the average household leaks nearly 10,000 gallons of water per year, or the amount of water it takes to wash 300 loads of laundry, and could be costing you an extra 10 percent on your water bills. In just 10 minutes, you can search your home for leaks and crack down on water waste. Many common household leaks are quick to find and easy to fix. Worn toilet flappers, dripping faucets, and leaking showerheads all are easily correctable and can save on your utility bill expenses and water in your community. So put on your detective hat, lace up your running shoes, and take this 10-minute challenge to detect and chase down leaks!

epa.gov/watersense/fix-leak-week



EPA WaterSense

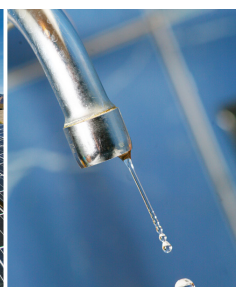
March 17-23, 2025
Fix a Leak Week

EPA's Fix a Leak Week tips include:

- **Check for leaks.** Look for dripping faucets, showerheads, and other fixtures. Don't forget to check irrigation systems and spigots, too. Look at your water usage during a colder month. If a family of four exceeds 12,000 gallons per month – there are serious leaks.
- **Toilet leaks.** Old or worn-out toilet flappers (e.g., valve seal) can cause leaks. This simple rubber device holds water in the tank, then releases water into the bowl when the toilet is flushed. Because the rubber can wear out, the flapper should be checked periodically and replaced at least every five years to ensure a good seal and avoid leaks. An old or worn flapper can cause your toilet to flush on its own or silently leak thousands of gallons a year. Replacing a flapper is a quick and easy fix that will save water and money.

- **Replace the fixture if necessary.** Look for WaterSense-labeled models, which are independently certified to use 20 percent less water and perform as well as or better than standard models.

In many cases, fixture replacement parts pay for themselves quickly and can be installed by handy do-it-yourselfers or local plumbing professionals. Irrigation professionals certified through a WaterSense-labeled program can also check systems for leaks.



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

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

PUCN General Rate Case Process

The timeline above outlines the formal evidentiary process the PUCN must undertake before making a decision in a GRC application. The process must be completed within 210 days.

RATE REGULATION
The basic purpose of utility rate regulation, as established by the Nevada Legislature, is to balance the needs of the consumer and utility. Consumers are interested in reliable and safe utility service at the lowest possible rates. The utility is interested in rates that are sufficient to cover the costs of providing utility service and adequate to attract and maintain investment capital. The role of the PUCN in this process is to assure the interests of the consumer and utility are balanced.

GENERAL RATE CASE (GRC) APPLICATIONS
Investor-owned electric, gas, water or wastewater utilities in Nevada must seek approval from the PUCN through a GRC application to change the rates charged to customers for services. The GRC application is filed with the PUCN and is available for the public to review on the PUCN's website or at the PUCN's offices. The utility cannot change the rates until after the PUCN finishes the process of investigating the GRC application and issues an order authorizing changes in rates.

FREQUENCY OF GRC FILINGS
The Legislature requires electric and certain water/wastewater utilities operating in Nevada to file a GRC application with the PUCN at least once every 36 months. For a recent example, see NV Energy's GRC application in Docket 23-06007. The Legislature has not set a schedule requiring natural gas or telephone utilities operating in Nevada to file GRC applications at designated intervals.

RATIONALE & CUSTOMER CLASSES
When a utility files a GRC application, it must include the reasons for the requested rate change. It must also propose the classes of customers who will pay for the rate change: residential, commercial or industrial. The application must state who will pay how much and why.

FORMAL EVIDENTIARY PROCESS
The application filing begins a formal evidentiary hearing process in which the PUCN must establish the amount of money the utility needs to collect from customers through rates. The basis for the amount is the PUCN's determination as to the reasonable and prudent costs for the utility to provide service. In addition to labor, materials and taxes, the costs considered include depreciation on plant used to produce and deliver the utility's product, as well as interest costs for debt issued by the utility to finance construction of that plant. Rates must also allow a reasonable profit on the equity invested by the company's shareholders. This information is primarily based on historical costs, not future projections. When added together, all of these costs produce the revenue requirement that needs to be collected from customers through rates. The receipt of a utility's GRC application initiates a formal process, outlined below, that must, by Nevada law, be completed within 210 days.

- 1. PRESIDING OFFICER ASSIGNED:** The PUCN has three commissioners, one of whom serves as chair. After receipt of the GRC filing, the chair either assigns herself, one of the other two commissioners, or a hearing officer, if appropriate, to oversee the GRC proceedings as the presiding officer.
- 2. DOCKET NUMBER:** The PUCN's Business Process Services division assigns a docket number to the application. All subsequent filings (notices, testimony, orders, etc.) for this application will be identified and tracked by the docket number.
- 3. NOTICE OF APPLICATION & NOTICE OF PREHEARING CONFERENCE:** Within 10 business days, the PUCN issues a Notice of Application, typically in combination with a Notice of Prehearing Conference. The notices contain a brief description of the filing or proceeding; the effect of the requested rate change upon consumers; the due date for potential participants in the docket to submit a Petition for Leave to Intervene; the due date for comments to be submitted; and the date a prehearing conference will be held. The notice is published in major newspapers in counties that will be affected by the rate change, at the PUCN's offices in Las Vegas and Carson City, and on the Dockets page on the PUCN's website. People who have subscribed to the appropriate PUCN service list(s) will also be informed of the application. Individuals may request to be placed on the specific docket service list to receive subsequent notices and orders issued by the PUCN in the docket.
- 4. DISCOVERY:** Discovery is information exchanged by the parties to the case to further their investigation; it is not public information. All parties to a proceeding are entitled to conduct discovery. Parties request evidence from the utility, including answers to interrogatories and requests for documentation. Staff

NORTHERN NEVADA
1150 E. Williams St., Carson City, NV 89701
Ph: (775) 684-6101 | Fax: (775) 684-6110
Consumer Complaints: (775) 684-6100

SOUTHERN NEVADA
9075 W. Diablo Dr., #250, Las Vegas, NV 89148
Ph: (702) 486-7210 | Fax: (702) 486-7206
Consumer Complaints: (702) 486-2600

puc.nv.gov

March PUCN Calendar

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

MARCH 5 | WORKSHOP | 10:30 AM

Filing by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of annual report on the quality of service metrics in compliance with the Order issued in Docket No. 15-06064. Docket 24-04003

MARCH 10, RENO | MARCH 17, PAHRUMP MARCH 19, ELKO CONSUMER SESSION | 6 PM

****These proceedings will not be broadcasted****

Application of Great Basin Water Co. for authority to consolidate and adjust its annual revenue requirement for water and sewer service rates charged to all classes of customers in the Pahrump, Spring Creek, Cold Springs, and Spanish Springs Divisions and for other relief properly related thereto. Docket 24-12003

MARCH 11 | REGULAR AGENDA | 10 AM

MARCH 11 | CONSUMER SESSION | 6 PM

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, Contract Transition Adjustment Provision rate, and establish the SGTC Volumetric Charge for Southern Nevada transportation customers. Docket 24-11005

MARCH 25 | REGULAR AGENDA | 10 AM

MARCH 25 | WORKSHOP | 11:30 AM

Investigation to explore Nevada Universal Service Fund issues. Docket 24-12030

MARCH 27 | HEARING | 10 AM

Show Cause Proceeding to determine 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 2023 and/or the period July 1, 2023, through June 30, 2024. Docket 24-11011

Dockets Opened at the PUCN in February 2025

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

Docket No.	Date Filed	Description
25-02001	2/4/2025	Filing by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy to report on outstanding incentives liabilities for the Solar and Storage Programs.
25-02002	2/5/2025	Filing by the Regulatory Operations Staff of calendar year 2024 accounting report for each utility authorized to collect a rate surcharge pursuant to NAC 704.600(6).
25-02003	2/7/2025	Application of Calpine Energy Solutions, LLC for approval of the transfer of Alternative Seller License No. G-6 Sub 2 or, in the alternative, for a Declaratory Order that approval of the License transfer is not required.
25-02004	2/10/2025	Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 550, to revise Tariff No. 1-B to modify Service Connections, Meters and Customer's Facilities Rule No. 16 and Types of Metering Installations Rule No. 20 to adjust provisions regarding meter location.
25-02005	2/10/2025	Application of Sierra Pacific Power Company d/b/a NV Energy, filed under Advice Letter No. 677-E, to revise Electric Tariff No. 1 to modify Service Connections, Meters and Customer's Facilities Rule No. 16 to adjust a provision regarding meter location.
25-02006	2/11/2025	Notice by QuantumShift Communications, Inc. d/b/a vCom Solutions, vCom Solutions, Inc., and AppSmart TGN, Inc. of a transaction that will result in a transfer of control of a telecommunication company.
25-02007	2/10/2025	Application of Verdi Meadows Utility Company, Inc. for authority to impose a rate surcharge to fund the preliminary engineering report.
25-02008	2/10/2025	Notice by the Regulatory Operations Staff of the 2025 range of reasonable returns on equity for water and sewer utilities.
25-02009	2/10/2025	Joint Petition of the Regulatory Operations Staff and Aspen Developers Corp ("Aspen") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by Aspen.
25-02010	2/12/2025	Joint Petition of the Regulatory Operations Staff and Great Basin Gas Transmission Company ("Great Basin") 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 Great Basin.
25-02011	2/10/2025	Petition of Nevada Power Company d/b/a NV Energy ("Nevada Power") requesting a waiver of certain meter installation requirements of Nevada Power's Electric Tariff Rule Nos. 16 and 20 for the Symphony Park Project.
25-02012	2/11/2025	Joint Petition of Nevada Bell Telephone Company, LLC d/b/a AT&T Nevada and AT&T Wholesale and Peerless Network of Nevada, LLC for approval of an amendment to the DS1/DS3 Transport Amendment of their Interconnection Agreement pursuant to Section 252 of the Telecommunications Act of 1996.
25-02013	2/11/2025	Joint Petition of Nevada Bell Telephone Company, LLC d/b/a AT&T Nevada and AT&T Wholesale and Utility Telecom Group, LLC d/b/a Utility Telephone for approval of an amendment to the DS1/DS3 Transport Amendment of their Interconnection Agreement pursuant to Section 252 of the Telecommunications Act of 1996.
25-02014	2/12/2025	Notice by WANRack, LLC of a pro forma change of indirect ownership.
25-02015	2/13/2025	CMRS Registration or Amendment or Discontinuance.
25-02016	2/18/2025	Application of Nevada Power Company d/b/a NV Energy for authority to adjust its annual revenue requirement for general rates charged to all classes of electric customers and for relief properly related thereto.
25-02017	2/14/2025	Application of Southwest Gas Corporation for approval to continue its Move2Zero Carbon Offset Program to its northern and southern Nevada sales customers and to continue the currently authorized regulatory asset treatment to track costs associated with the Program.
25-02018	2/14/2025	Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 25-01(G) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective April 1, 2025.

Continued on page 4

Dockets: *continued from page 3*

Docket No.	Date Filed	Description
25-02019	2/14/2025	Nevada Power Company d/b/a NV Energy filed Notice No. 25-01 to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective April 1, 2025.
25-02020	2/18/2025	Request of Clear Mobile, LLC to cancel its commercial mobile radio service registration.
25-02021	2/18/2025	Sierra Pacific Power Company d/b/a NV Energy filed Notice No. 25-01(E) to adjust the Base Tariff Energy Rates and Deferred Energy Account Adjustment Rates effective April 1, 2025.
25-02022	2/20/2025	Petition of Great Basin Water Co., Pahrump and Spring Creek Divisions, requesting a waiver of the requirement in NAC 704.63435 to file an application recommending the continuation or adjustment of a system improvement rate by April 1, 2025.
25-02023	2/21/2024	Notice by Network Innovations, LLC, Nitro Bidco Limited Partnership, and Comcast Business Communications, LLC of a transaction that will result in a transfer of control of a telecommunication company.
25-02024	2/25/2025	Notice by Windstream Communications, LLC, Broadview Networks, Inc., DeltaCom, LLC, McLeodUSA Telecommunications Services, L.L.C., PaeTec Communications, LLC, Talk America, LLC, Windstream New Edge, LLC, Windstream NuVox, LLC, Windstream Holdings II, LLC, and New Windstream, LLC of a transaction that will result in a transfer of control of telecommunication companies.
25-02025	2/26/2025	Joint Petition of the Regulatory Operations Staff and Las Vegas Paving Corporation ("LV Paving") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by LV Paving.
25-02026	2/26/2025	Application to Reset the BTER and DEAA.
25-02027	2/26/2025	Filing by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of Annual Greenlink Benefits Report and Analysis pursuant to the Order issued in Docket No. 20-07023.
25-02028	2/27/2025	Filing by Nevada Power Company d/b/a NV Energy of annual report on Economic Development Electric Rate Rider Program pursuant to NAC 704.8958.
25-02029	2/27/2025	Filing by Sierra Pacific Power Company d/b/a NV Energy of annual report on Economic Development Electric Rate Rider Program pursuant to NAC 704.8958.
25-02030	2/28/2025	Annual Report on Expanded Solar Access Program Plan.
25-02031	2/28/2025	Application for Cost Recovery of Natural Disaster Protection Plan.
25-02032	2/28/2025	Application for Cost Recovery of Natural Disaster Protection Plan.
25-02033	2/28/2025	Application for Deferred Energy Accounting Adjustment.
25-02034	2/28/2025	Application for Deferred Energy Accounting Adjustment.
25-02035	2/28/2025	Application for Deferred Energy Accounting Adjustment.

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.