

PUCN Connection

A MONTHLY NEWSLETTER FROM the PUBLIC UTILITIES COMMISSION OF NEVADA

Produced by the PUCN's Outreach & Public Information Offices

November 2021 Edition

Residential Solar - What Homeowners Need to Know

Effective Oct. 1, 2021, licensed contractors who perform work on residential solar photovoltaic systems must adhere to heightened requirements outlined in [Senate Bill 303](#), which was passed during the 2021 Legislative Session.

The Nevada State Contractors Board (NSCB) offers the following tips for homeowners who are interested in installing solar systems on their homes. These tips incorporate requirements adopted in SB 303.

- A licensed contractor is required to construct, repair, maintain, restore, alter, or improve solar systems on single-family residences, including the replacement of existing equipment and installation of new equipment (search for and verify a contractor's license at nscb.nv.gov).
 - Take time to read and fully understand all contract terms and requirements, especially regarding financing options. These matters are complex and should be thoughtfully considered before deciding.
 - You are required to initial all provisions of the contract once read and understood. A legible copy of all documents signed and a written/signed receipt for money paid must also be provided to you.
 - Down payments are limited! Initial down payment or deposit – not to exceed \$1,000 or 10% of the aggregate contract value, whichever is less – to be paid before the start of construction.
 - A contractor must start work within 30 days after the date all necessary permits and approvals from the electric utility are received. A contractor who receives payment cannot refuse to perform work agreed to in the contract for any 30-day period.
- **You have the right to:**
 - ✓ Contact the Nevada State Contractors Board if you need assistance clarifying any of the provisions in the contract you may not understand.
 - ✓ Request a bond for payment and performance.
 - ✓ Contact an attorney for an explanation of your rights under a contract.
 - ✓ Request a copy of the contract in the language it was verbally explained.
 - After Oct. 1, 2021, a contract can be voided if the contractor fails to adhere to the requirements of the law.

More tips on working with solar contractors can be found on the NSCB website, nvcontractorsboard.com/residential_solar.html.



Public Utilities Commission of Nevada | puc.nv.gov



Consumer Complaints with Solar Installation Companies

The Public Utilities Commission of Nevada's (PUCN) Consumer Complaint Resolution Division (Division) receives and investigates complaints made against solar installation companies.

Investigations of Solar Installation Company Practices

During the 2017 Legislative Session, the Nevada Legislature passed Assembly Bill 405 (AB 405), which directs the PUCN to assist electric customers in contacting the correct organization to resolve the consumer's complaint concerning solar installation companies.

Consumer Responsibilities

First, call the solar company directly to try and resolve the issue. If you are unable to resolve your problem with the solar company, contact the Division.

Complaint Process

Most of the Division's complaints are received informally by phone and are handled promptly. The PUCN's online [Complaint](#) and [Question](#) forms can also be used to submit a complaint.

What the PUCN Can Do for You

The Division can facilitate your complaint and make sure it's handled by the correct state department, such as Business and Industry – Consumer Fraud Unit, Attorney General's Bureau of Consumer Protection, Nevada State Contractors Board, or the Better Business Bureau.

If your complaint is regarding your billing with a solar company and a regulated utility, the Division will request your bills and review them for accuracy. If a discrepancy is found, the Division will identify the error so that you will be able to represent the problem to the solar installation company or utility. If your complaint is related to other issues with your solar company, such as customer service, contracts, or installation and construction matters, the Division will ask another agency to contact you. The Division will stay in contact with you and the other agencies throughout the process.

Alternative Resources

If your concern is not regulated by the PUCN, the Division will, if possible, offer alternative resources, including:

- [Your state or federal elected officials](#)

Renewable Energy Bill of Rights & Consumer Protections

Visit [Renewable Energy Bill of Rights](#) and [Consumer Protections in the Renewable Energy Bill of Rights](#) for more information.

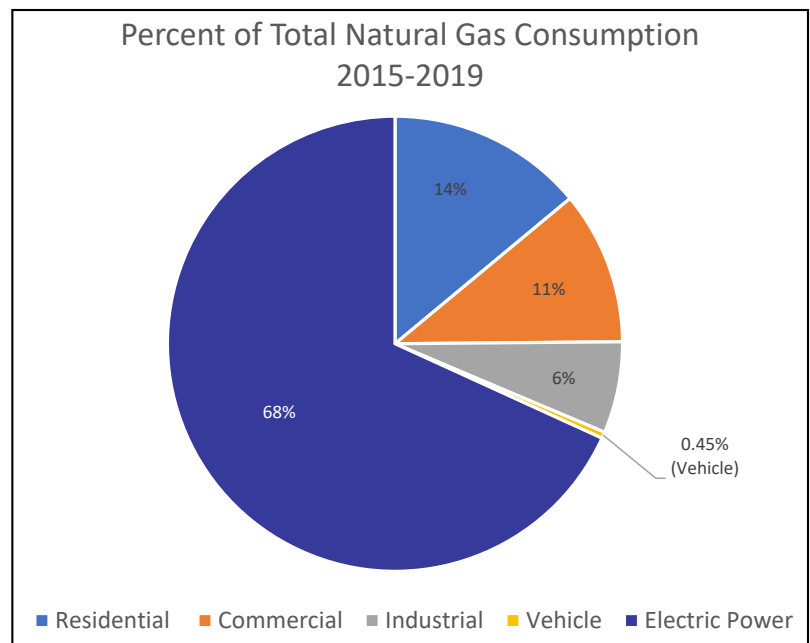
Contact the Division

- Northern Nevada: (775) 684-6100
- Southern Nevada: (702) 486-2600
- [Ask a Question Online](#)
- [Submit a Complaint Online](#)

Natural Gas Regulation in Nevada

Natural gas is a major source of energy in Nevada for residential, commercial, and industrial use. The PUCN's jurisdiction over natural gas service falls into three categories:

1. Rate regulation of Nevada's two investor-owned natural gas utilities, Southwest Gas Corporation and Sierra Pacific Power Company d/b/a NV Energy.
2. Licensing discretionary suppliers of natural gas, also known as alternative sellers of natural gas, that provide discretionary gas services to large industrial and commercial users in Nevada.
3. Overseeing gas pipeline safety in partnership with the USDOT's Pipeline and Hazardous Materials Safety Administration (PHMSA).



(Source: U.S. Energy Information Administration,
<https://www.eia.gov/>.)

Dockets Opened at the PUCN in October 2021

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

Docket No.	Date Filed	Description
21-10001	10/5/2021	Registration of MAXSIP TELECOM CORPORATION as a commercial mobile radio service provider.
21-10002	10/7/2021	Request of Working Assets Funding Service, Inc. d/b/a Working Assets Wireless to cancel its commercial mobile radio service registration.
21-10003	10/7/2021	Registration of IDT Domestic Telecom, Inc. as a commercial mobile radio service provider.
21-10004	10/7/2021	Joint Petition of the Regulatory Operations Staff and Green Image, LLC d/b/a GTI ("GTI") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by GTI.
21-10005	10/12/2021	Application of Frontier Communications of the Southwest Inc., filed under Advice Letter No. NV-21-03, to revise Tariff No. 4-C to add language to eliminate the Lifeline credit for voice qualified customers except for those in census blocks where there is only one service provider pursuant to Federal Communications Commission Docket No. FCC 16-38.
21-10006	10/13/2021	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-21-06, for the Elko Division to revise Tariff No. 1-B to add language to eliminate the Lifeline credit for voice qualified customers except for those in census blocks where there is only one service provider pursuant to Federal Communications Commission Docket No. FCC 16-38.
21-10007	10/13/2021	Application of Citizens Telecommunications Company of Nevada d/b/a Frontier Communications of Nevada, filed under Advice Letter No. NV-21-07, for the Tonopah Division to revise Tariff No. 1-B to add language to eliminate the Lifeline credit for voice qualified customers except for those in census blocks where there is only one service provider pursuant to Federal Communications Commission Docket No. FCC 16-38.
21-10008	10/12/2021	Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 521, to revise Public Street Lighting and Traffic Control Service Schedule No. SL to allow auxiliary devices such as public safety and wireless communications equipment be installed and billed up to a limited percentage of total load per service.
21-10009	10/14/2021	Notice by BCM One, Inc., Wholesale Carrier Services, Inc., and BCM One Group Holdings, Inc. of a transaction that will result in a transfer of control of telecommunication companies.
21-10010	10/14/2021	Notice by Combined Public Communications, LLC, CPC Engle Holdings, Inc., and Combined Public Communications Employee Stock Ownership Trust of a transaction that will result in a transfer of control of a telecommunication company.
21-10011	10/18/2021	Application of the City of Henderson for authority to alter the approach to an existing at-grade crossing on Nevada State Drive located southwest of the intersection of Nevada State Drive and Interstate 11 in Henderson, Nevada.
21-10012	10/14/2021	Application of Sierra Pacific Power Company d/b/a NV Energy to revise Electric Tariff No. 1 to establish ON Line Temporary Rider Schedule No. ONTR and for authorization to commence rate recovery of the One Nevada Transmission Line reallocated revenue requirement.
21-10013	10/18/2021	Application of Oregon-Idaho Utilities, Inc. d/b/a Humboldt Telephone Company for allowance of Nevada Universal Service Fund funding for the year commencing January 1, 2022.
21-10015	10/19/2021	Application of Southwest Gas Corporation, filed under Advice Letter No. 527, to revise Tariff No. 7 to include a Soft Off process that may be used upon the discontinuance of service to residential accounts.
21-10017	10/21/2021	Revised registration of Marconi Wireless Holdings, LLC to add fictitious business name Credo Mobile and to update contact information.
21-10018	10/22/2021	Filing by Spark Energy Gas, LLC of change in Registered Agent.
21-10019	10/25/2021	Joint Application of Nancy Kidwell, individually and as Trustee of the Nancy Lynn Kidwell Trust, and Universal Green Technology, Inc ("Universal Green Technology") for approval of the purchase of Spirit Mountain Utility Company, Inc. by Universal Green Technology.
21-10020	10/21/2021	Application of Carmelita Court MHP LLC to withdraw \$16,878.00 from the tenant service charge account for reimbursement of expenses incurred to repair and maintain the electrical system.
21-10021	10/27/2021	Application of Congruex Networks LLC for authority to operate as a competitive supplier of telecommunication service within the State of Nevada.
21-10022	10/27/2021	Karen Hannafious vs. Nevada Power Company d/b/a NV Energy. Complaint regarding payments not posted and reported as insufficient funds.

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.