

Low Income, Weatherization & Other Consumer Assistance

The PUCN monitors, collects, audits and disburses assessments that support the Nevada Energy Assistance and the Nevada Weatherization Assistance programs, but does not administer them. Below is information on several programs that may be helpful to you or someone you know.

ASSISTANCE FOR SENIORS & DISABLED CUSTOMERS

NV Energy

- **Green Cross:** For customers and their household dependents who rely on electrically-operated medical equipment 24/7, receive advance notification of scheduled outages. nvenergy.com/account-services/assistance-programs/green-cross
- **Third Party Protection Plan:** Allows a friend or relative to be notified in case of a delinquent bill. The third party is not obligated to pay the bill but can often help resolve the problem before service is discontinued. nvenergy.com/account-services/assistance-programs/third-party-protection

Southwest Gas

- **Third Party Notification:** Allows a friend or relative to be notified in case of a delinquent bill. The third party is not obligated to pay the bill but can often help resolve the problem before service is discontinued. swgas.com/en/third-party-notification-page

CONSUMER PROTECTION AGENCIES

Nevada Office of the Attorney General

- **Bureau of Consumer Protection:** BCP represents residential and small business consumers in PUCN proceedings. ag.nv.gov/About/Consumer_Protection/Bureau_of_Consumer_Protection/

Department of Business & Industry

- **Nevada Consumer Affairs:** Helps people who have experienced a financial hardship or loss because of fraud or a deceptive business practice in Nevada. consumeraffairs.nv.gov

SERVICE LISTS

subscribe to stay informed of PUCN proceedings

Master Service List

Receive email notification of new dockets opened by utility type, utility company, or area of interest (i.e., renewables).

Docket Service List

Receive email notification of all notices & orders issued in specified dockets.

Public Meeting Notice

Receive email notification of PUCN agenda meetings.

puc.nv.gov/About/Docs/Forms/Service_List_Requests

ENERGY ASSISTANCE

Nevada Division of Welfare & Supportive Services

- **Energy Assistance Program:** Helps reduce energy bills by making payments to the power company on a customer's behalf. dss.nv.gov/Energy/1_Energy_Assistance/

NV Energy

- **Project REACH:** Help for eligible Southern Nevadans who meet the income guidelines and are experiencing economic hardship. nvenergy.com/account-services/assistance-programs/project-reach
- **Special Assistance Fund for Energy (SAFE):** Supplements state and federal low-income energy assistance programs for Northern Nevadans. nvenergy.com/account-services/assistance-programs/safe

Southwest Gas

- **Energy Share:** Helps customers who have encountered unexpected financial difficulties. swgas.com/en/energy-share

WEATHERIZATION ASSISTANCE

Nevada Housing Division

Weatherization Assistance Program: Helps income-qualified families improve the energy efficiency of their homes. housing.nv.gov/programs/Weatherization/

TELEPHONE ASSISTANCE

Federal Communications Commission

- **Lifeline for Low-Income Consumers:** Discount on phone service for qualifying low-income consumers. Lifeline is part of the Universal Service Fund. fcc.gov/general/lifeline-program-low-income-consumers

Federal Trade Commission

- **National Do Not Call Registry:** Gives you a choice about whether to receive telemarketing calls. donotcall.gov



February 2026 PUCN Calendar

Visit puc.nv.gov to view the PUCN calendar and access details about the items listed below, including links to watch live streams of the proceedings.

All events may be continued, rescheduled, or cancelled at the discretion of the Presiding Officer. Please call (775) 684-6101 if you have questions about an event on this calendar.

FEBRUARY 4

- **11:00AM - Continued Prehearing Conference - Docket 24-09012** - Application of Verdi Meadows Utility Company, Inc. for approval to withdraw \$750.00 in funds from its surcharge funds account to pay for an emergency leak repair authorized by the Commission in Docket No. 22-01024.

FEBRUARY 5

- **1:00PM - CONSUMER SESSION - Docket 25-11010** - *Application of CenturyLink of Nevada, LLC d/b/a CenturyLink for relief from designation as a provider of last resort in Clark County, Nevada pursuant to NRS 704.68886.*

FEBRUARY 10

- **10:00AM - Continued Prehearing Conference - Docket 25-10012** - Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 557, to revise Tariff No. 1-B to modify Optional Load Management and Automation Services Rider Schedule OLM-AS and establish Energy Grid Services Rider Schedule No. GSR-E and Capacity Grid Services Rider Schedule No. GSR-C to support demand response programs and broader load flexibility programs approved in Docket No. 24-05041.

FEBRUARY 11

- **10:00AM - Continued Prehearing Conference - Docket 25-11010** - Application of CenturyLink of Nevada, LLC d/b/a CenturyLink for relief from designation as a provider of last resort in Clark County, Nevada pursuant to NRS 704.68886.

FEBRUARY 12

- **1:00PM - Prehearing Conference - Docket 25-12031** - Application of Nevada Power Company d/b/a NV Energy, filed under Advice Letter No. 562, to revise Tariff No. 1-B to modify Generating Facility Interconnections Rule No. 15 pursuant to the Order issued in Docket No. 24-05041.
- **1:15PM - Prehearing Conference - Docket 25-12032** - Application of Sierra Pacific Power Company d/b/a NV Energy filed under Advice Letter No. 689-E, to revise Electric Tariff No. 1 to modify Generating Facility Interconnections Rule No. 15 pursuant to the Order issued in Docket No. 24-05041.

FEBRUARY 13

- **8:00AM - Informal Workshop - No Live Stream - Docket 25-02016** - 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.

FEBRUARY 16 - Presidents Day Holiday

FEBRUARY 20

- **10:00AM - Continued Workshop - Docket 25-07006** - Rulemaking to amend, adopt, and/or repeal regulations in accordance with Senate Bill 417 (2025).

FEBRUARY 24

- **9:30AM - Continued Prehearing Conference - Docket 25-10015** - Application of Great Basin Water Co., Pahrump, Spring Creek, Cold Springs, and Spanish Springs Divisions, for authority to revise Water Tariff Nos. 236, 238, 240A and 242 to implement the deferred water service adjustment rate mechanism relating to the Order issued in Docket No. 21-12025.
- **10:00AM - REGULAR AGENDA**
- **10:30AM - Continued Prehearing Conference - Docket 25-10003** - Amended Application of Sierra Pacific Power Company d/b/a NV Energy for approval of its 2026-2028 Triennial Integrated Resource Plan.

FEBRUARY 26 - FEBRUARY 27

- **10:00AM - Hearing - Docket 25-09010** - Application of Southwest Gas Corporation for approval of its 2026-2028 Triennial Integrated Resource Plan.

PUCN

Consumer Session

to hear public comment regarding CenturyLink's application for relief from designation as a provider of last resort (POLR) in Clark County

**THURSDAY
FEBRUARY 5
1 PM**

the meeting will be conducted in person, at the PUCN's Carson City and Las Vegas offices, electronically, via Microsoft Teams, and telephonically.

More information:
Call us at 775-684-6100 or 702-486-2600, or visit puc.nv.gov to look up docket 25-11010 and review CenturyLink's application

Dockets Opened at the PUCN in January 2026

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

Docket No.	Description
26-01001	Reports from public utilities operating in Nevada of accidents or significant service outages occurring during calendar year 2026 pursuant to NRS 704.190 and NAC 704.230.
26-01002	Annual Reports for calendar year 2025 submitted by Electric, Natural Gas, LPG, Geothermal, Alternative Sellers, and Railroad companies as well as Providers of New Electric Resources operating in Nevada pursuant to NRS 703.191 and NAC 704.225.
26-01003	Annual Reports for calendar year 2025 submitted by Water and Wastewater companies operating in Nevada pursuant to NRS 703.191, NAC 703.199, and NAC 704.225.
26-01004	Annual Reports for calendar year 2025 submitted by Mobile Home Parks operating in Nevada pursuant to NRS 704.960 and NAC 704.987.
26-01005	Annual Reports for calendar year 2025 submitted by Telecommunication companies operating in Nevada pursuant to NRS 703.191 and NAC 704.7483.
26-01006	One Call Enforcement Actions and Inspection Reports by the Regulatory Operations Staff pursuant to NRS 455 for calendar year 2026.
26-01007	Pipeline Safety Enforcement Actions and Inspection Reports by the Regulatory Operations Staff pursuant to 49 CFR 191 and 192 for calendar year 2026.
26-01008	Rail Safety FRA Form 96 Inspection Reports for calendar year 2026.
26-01009	Reports from electric and gas utilities operating in Nevada of transactions and calculations affecting the deferred energy accounts pursuant to NAC 704.195 for calendar year 2026.
26-01010	Filings by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of its monthly financial statements and quarterly calculations of its earned rate(s) of return and returns on equity for the Nevada jurisdiction pursuant to the Order issued in Docket No. 13-07021.
26-01011	Notifications and Reports from electric utilities operating in Nevada regarding power outages initiated to preserve public safety or proactive de-energization events for calendar year 2026.
26-01012	Notifications and Reports from electric utilities operating in Nevada regarding certain ignition events and wildfires occurring in the vicinity of the infrastructure of an electric utility for calendar year 2026.
26-01013	Notifications by natural gas utilities operating in Nevada of new or revised discounted rate contracts, contracts for alternative fuel capable customers, and contracts for special service pursuant to Section 2 of LCB File No. R075-20 and the Order issued in Docket No. 19-02024 for calendar year 2026.
26-01014	Filings by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of its quarterly data metrics for its Economic Recovery Transportation Electrification Plan pursuant to the Order issued in Docket No. 21-09004.
26-01015	Filings by Eligible Telecommunications Carriers of Federal Communications Commission ("FCC") Form 555 to comply with the FCC's annual reporting requirements.
26-01016	Filings by Nevada Power Company d/b/a NV Energy and Sierra Pacific Power Company d/b/a NV Energy of its current Strategic Operating Plans pursuant to the Order issued in Docket No. 22-06014.
26-01017	Annual Reports from providers of new electric resources detailing the adequacy of supply pursuant to Section 5 of LCB File No. R194-22 and the Order issued for Phase 2 in Docket No. 19-06029 for calendar year 2026.
26-01018	Notice by Sierra Pacific Power Company d/b/a NV Energy of its intent to file an application for adjustment in electric rates.
26-01019	Keith Grassini vs. Sierra Pacific Power Company d/b/a NV Energy. Complaint regarding garage meter billing.
26-01020	Joint Petition of the Regulatory Operations Staff and NPL Construction Co. ("NPL") requesting the Commission accept a stipulation regarding violations of Nevada's One Call Law by NPL.
26-01021	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 2024 and/or the period July 1, 2024, through June 30, 2025.
26-01022	Registration of Qikfox Cybersecurity Systems, Inc. as a commercial mobile radio service provider.
26-01023	Application of GridLiance West LLC, under the provisions of the Utility Environmental Protection Act, for a permit to construct 230 kV substation improvements and associated facilities to interconnect the Purple Sage Project with the existing Trout Canyon Substation to be located on federally-managed land in Clark County, Nevada.
26-01024	Notice by Frontier Communications of the Southwest Inc. of Service Catalog updates to increase OneVoice rates.
26-01025	Notice by Terra Nova Telecom, Inc. of its intent to request numbering resources for various rate centers from the North American Numbering Plan Administrator.

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Dockets: *continued from page 3*

Docket No.	Description
26-01026	Application of CenturyTel of the Gem State, Inc. d/b/a CenturyLink, filed under Advice Letter No. NV2026-01, to revise Tariff No. 1A to increase monthly charges for Advanced Calling Services features and Custom Calling Service features.
26-01027	Renaud Delgadillo vs. Southwest Gas Corporation. Complaint regarding damage/loss caused by excavation.
26-01028	Christian Salmon vs. Nevada Power Company d/b/a NV Energy. Complaint regarding the PowerShift Air Conditioning Tune-Up Incentive.
26-01029	Notice by Zayo Group, LLC ("Zayo Group") and Zayo Network Services, LLC ("Zayo-NS") of a pro forma transfer of certain assets, including customer contracts, communications optical fiber, rights in third party fibers, and associated telecommunications equipment, from Zayo Group to Zayo-NS.
26-01030	Notice by Southwest Gas Corporation of its intent to file an application for adjustment in rates.
26-01031	Application for a Permit to Construct Utility Facility UEPA.
26-01032	DC Engineering vs. Sierra Pacific Power Company d/b/a NV Energy. Complaint regarding Rule 9 deadlines.
26-01033	Application of GW Operating, LLC for authority to operate as a competitive supplier of telecommunication service within the State of Nevada.
26-01034	Notice by Western Management, LLC ("Western Management"), new management company of Gentry Manor Mobile Home Park ("Gentry Manor") and Gentry Place Mobile Home Park ("Gentry Place"), of the transfer of the tenant service charge account balances in the amount of \$36,725.64 (Gentry Manor) and \$9,955.59 (Gentry Place) to Western Management.
26-01035	Notice by Copia Digital, LLC, under the provisions of the Utility Environmental Protection Act, of an application to a federal agency for approval to construct the Bergen Data Center Transmission Line Project consisting of two up to 500 kV transmission lines approximately 0.85-miles long and associated facilities to connect to the Bergen Data Center Facility to the Harry Allen Substation, to be located on federally-managed land in Clark County, Nevada.
26-01036	Petition of Lighthouse Fortress Holdings, LLC for an Advisory Opinion or Declaratory Order as to whether the storage capacity of a battery energy storage system would be combined with the output of an associated solar facility of less than 70 MW to result in the project being considered a utility facility under the Utility Environmental Protection Act.
26-01037	Application of Pahump Utility Company, Inc., filed under Advice Letter No. 22, to revise Water Tariff No. 1A and Sewer Tariff No. 1A to increase water storage capacity charge and wastewater treatment plant capacity charge.
26-01038	Application of the Department of Health and Human Services Aging and Disability Services Division for approval of a State Fiscal Year ("SFY") 2027 telecommunication device for the deaf surcharge that is calculated based on its legislatively approved budget for SFY 2027.
26-01039	Petition of the Regulatory Operations Staff for an Order to Appear and Show Cause why Anthem Broadband of Nevada, LLC should not be assessed a civil penalty for violation of Nevada's One Call Law.

Got a question or complaint about your utility service?



Call us at:

775-684-6100 or
702-486-2600



Visit us online at:

puc.nv.gov/FAQ/Resolving_Disputes

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.