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PUBLIC UTILITIES COMMISSION  
OF NEVADA LAS VEGAS

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### Organizational Structure

The Public Utilities Commission of Nevada ("Commission") is divided into two general sections: Commission Policy/Administration and Regulatory Operations. Commission Policy/Administration includes the Commissioners, Executive Director, Administration, General Counsel, Utilities Hearing Officers, Policy Analysis, the Public Information Office, and Consumer Outreach. Regulatory Operations includes the enforcement and analytical staff of the Commission, containing the Director of Regulatory Operations, Staff Counsel, Resource and Market Analysis, Financial Analysis, Engineering, Rail Safety, and Consumer Complaint Resolution.

### Commission Policy/Administration

#### **Commission**

The Commission is comprised of three Commissioners who are each appointed by the Governor to a four-year term. The Governor designates one Commissioner as Chairman.

In contested matters, rulemakings, and investigations, a Commissioner is assigned to govern the proceedings to act as the Presiding Officer. The Presiding Officer, in contested cases, acts in a quasi-judicial manner by receiving and ruling on the admissibility of evidence and amendments to pleadings, acting upon any pending motions which do not involve a final determination of the proceeding, issuing appropriate interim orders, ruling on all procedural matters, setting timeframes for oral testimony and making findings of fact and conclusions of law for the full Commission to approve. Witnesses are presented and are subject to cross-examination by the other parties, Commissioners and Commissioners' advisors. Likewise, in rulemaking proceedings, the Presiding Officer receives public comment on proposed regulations.

All matters over which the Commission has supervision, control, jurisdiction or advisory power must be approved by a quorum of Commissioners during a public agenda meeting. Thus, during these meetings, the Commissioners vote on Regulatory Operation Staff ("Staff") recommendations for resolution of matters which did not go to hearing, and vote on other recommendations presented by the Presiding Officer for final determination of matters in which

hearings have been held. The Commissioners also vote on various administrative, legislative, legal and policy issues in state and federal regulatory matters, including those before the Federal Energy Regulatory Commission ("FERC") and the Federal Communications Commission ("FCC").

**Commissioners**

<b>Name</b>	<b>Title</b>	<b>Telephone</b>	<b>E-mail</b>	<b>Location</b>
Alaina Burtenshaw	Chairman	(775) 684-6101	christensen@puc.nv.gov	Las Vegas
Rebecca Wagner	Commissioner	(775) 684-6101	christensen@puc.nv.gov	Carson City
David Noble	Commissioner	(775) 684-6101	christensen@puc.nv.gov	Carson City

**Executive Director**

The Executive Director serves as Chief Financial Officer and directs the daily operations of the Commission including without limitation, budget preparation, administration, human resources, media relations and consumer outreach, purchases and acquisitions made by the Commission and contracts and leases entered into by the Commission. The Executive Director also develops and implements policies and procedures to ensure the efficient operation of the Commission including Regulatory Operations.

**Executive Director Staff**

<b>Name</b>	<b>Title</b>	<b>Telephone</b>	<b>E-mail</b>	<b>Location</b>
Crystal Jackson	Executive Director	(775) 684-6177	cjackson@puc.nv.gov	Carson City
Debra Christensen	Executive Assistant	(775) 684-6191	christensen@puc.nv.gov	Carson City

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**Public Information Office**

The Public Information Office is responsible for coordinating all external communications with the public, media, financial community, trade organizations and other interested groups. The Public Information Officer (PIO) monitors state legislative activities and produces reports as needed, and interacts with other state agencies and branches of local, state and federal government to increase understanding of Commission activities.

### Public Information Office Staff

Name	Title	Telephone	E-mail	Location
Peter Kostas	Public Information Officer	(775) 684-6118	pkostas@puc.nv.gov	Carson City

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### Consumer Outreach

Consumer Outreach is responsible for managing consumer outreach efforts to include: development and dissemination of outreach materials, development and tracking of outreach activities, and attending and speaking at community events.

### Consumer Outreach Staff

Name	Title	Telephone	E-mail	Location
Dawn Rivard	Consumer Outreach Director	(702) 486-7214	drivard@puc.nv.gov	Las Vegas

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### Administration

Administration is responsible for the overall administrative operations of the Commission to include budget and fiscal management; assessments, fees and administrative fines; human resources and management services; computer systems and operations; and the Electronic Filings and Records Management System.

### Administration Staff Members

Name	Title	Telephone	E-mail	Location
Donna Skau	Commission Secretary	(775) 684-6197	dskau@puc.nv.gov	Carson City
Breanne Potter	Asst Commission Secretary	(775) 684-6167	bpotter@puc.nv.gov	Carson City

# State of Nevada Public Utilities Commission

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### Crystal Jackson

Crystal J. Jackson was appointed executive director by the Public Utilities Commission of Nevada (PUCN) on September 16, 2009. In this role, Jackson serves as chief financial officer and directs the daily operations of the PUCN including overseeing budgets, administration and human resources as well as purchases made and contracts entered into by the Commission.

Prior to being appointed executive director, Ms. Jackson served as commission secretary, assistant commission secretary and legal case manager at the PUCN. Before her tenure with the Commission, she worked 17 years for Richard H. Bryan, former Nevada attorney general, governor and United States senator. She also worked for the Department of Information Technology as a contract administrator.

Some of her accomplishments during her tenure with the Public Utilities Commission are successfully leading the development and implementation of the Commission's Electronic Filings and Records Management System and implementing a policy for energy conservation and efficiency at the Commission's Carson City office.

Ms. Jackson earned her undergraduate degree in Business Administration from the University of Phoenix and is a certified public manager. She was born in Fallon, Nevada, and is married with two children.

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**From:** Crystal Jackson <cjackson@puc.nv.gov>

**Date:** February 19, 2015 at 6:15:14 PM PST

**To:** "Ben.Kieckhefer@sen.state.nv.us" <Ben.Kieckhefer@sen.state.nv.us>, "Michael.Roberson@sen.state.nv.us" <Michael.Roberson@sen.state.nv.us>, "Pete.Goicoechea@sen.state.nv.us" <Pete.Goicoechea@sen.state.nv.us>, "Mark.Lipparelli@sen.state.nv.us" <Mark.Lipparelli@sen.state.nv.us>, "David.Parks@sen.state.nv.us" <David.Parks@sen.state.nv.us>, "Joyce.Woodhouse@sen.state.nv.us" <Joyce.Woodhouse@sen.state.nv.us>, "Paul.Anderson@asm.state.nv.us" <Paul.Anderson@asm.state.nv.us>, "John.Hambrick@asm.state.nv.us" <John.Hambrick@asm.state.nv.us>, "Derek.Armstrong@asm.state.nv.us" <Derek.Armstrong@asm.state.nv.us>, "Jill.Dickman@asm.state.nv.us" <Jill.Dickman@asm.state.nv.us>, "Chris.Edwards@asm.state.nv.us" <Chris.Edwards@asm.state.nv.us>, "Pat.Hickey@asm.state.nv.us" <Pat.Hickey@asm.state.nv.us>, "Randy.Kirner@asm.state.nv.us" <Randy.Kirner@asm.state.nv.us>, "James.Oscarson@asm.state.nv.us" <James.Oscarson@asm.state.nv.us>, "Robin.Titus@asm.state.nv.us" <Robin.Titus@asm.state.nv.us>, "Teresa.BenitezThompson@asm.state.nv.us" <Teresa.BenitezThompson@asm.state.nv.us>, "Irene.BustamanteAdams@asm.state.nv.us" <Irene.BustamanteAdams@asm.state.nv.us>, "Maggie.Carlton@asm.state.nv.us" <Maggie.Carlton@asm.state.nv.us>, "Marilyn.Kirkpatrick@asm.state.nv.us" <Marilyn.Kirkpatrick@asm.state.nv.us>, "Mike.Sprinkle@asm.state.nv.us" <Mike.Sprinkle@asm.state.nv.us>, "Heidi.Swank@asm.state.nv.us" <Heidi.Swank@asm.state.nv.us>  
**Subject:** E-mail dated Feb. 18 to Legislators from Fred Voltz

Members of the Senate Committee on Finance and Assembly Committee on Ways and Means:

I have become aware that Mr. Fred Voltz sent an e-mail to legislators regarding my testimony on Monday, February 16, to the joint meeting of the Senate Committee on Finance and the Assembly Committee on Ways and Means. I stand by my testimony and would like to add that the PUCN

regulates public utilities that provide service to nearly all of Nevada's 2.84 million residents. Like most public agencies, the PUCN is not immune from critics, and of these, we have a small number of citizens who seem unwilling or unable to educate themselves on how the PUCN, and its sister agencies nationwide, work to ensure just and reasonable rates for customers. Mr. Voltz is one such critic. We listen to Mr. Voltz's complaints at the majority of our agenda meetings. Our staff has repeatedly attempted to work with Mr. Voltz to address his concerns. However, our responses to his concerns/criticisms appear to fall on deaf ears. Now, as is his right, he is bringing his displeasure with the PUCN before the Legislature. Mr. Voltz repeatedly presents inaccurate and misleading information, which is of concern to the PUCN.

Should you have concern or questions about the information e-mailed by Mr. Voltz, please feel free to contact me.

**Crystal Jackson, Executive Director**

**Public Utilities Commission of Nevada**

PUCN-Fin

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Angel De Fazio February 24, 2015

What we are highly concerned about, is the truthfulness/accuracy of your statements to a committee. Like the Feb 12th statement by Crystal that the legal case manager required a JD and preferably Bar. She intentionally neglected that she was a legal case manager, according to her PUC bio, no legal education? Why misrepresent to one committee that job ALWAYS required a JD. Where's transparency?

If Crystal is going to attempt to appear credible, she should not have started out introducing the Commission Secretary as a Deputy Director and manager of Fiscal Services. Is this in preparation of SB46 for a raise that the commission deems acceptable?

There is no record of this 'promotion' ever discussed in a public meeting, nor listed on division list.

Here's Crystals email to finance dated the 19<sup>th</sup>, stating 'I stand by my testimony', so I guess deviations from the truth are acceptable'? Her hysterical comment 'we have small number of citizens who seem UNWILLING or unable to educate themselves on how the PUC/sister agencies works...oh, please! WE ask you questions, your 'irreplaceable' staff refuses to answer questions, get your facts straight. The BCP is always willing to answer concerns.

Your staff never WORKS WITH US! If you call criticism, ignoring us and telling us to go hire legal counsel when we ask how you operate is 'working', Houston we have a problem. I have your emails proving this.

Fred made ONE misstatement regarding the piddly reimbursement from feds re: railways.

Apparently, I will keep getting your ex parte type emails and making sure your false/misleading statements are clarified.

Crystal stated the PUC is cognizant of the ratepayers...not so, based on how you 'help us to get educated', also, remember I gave them the videos of how you rubberstamped, oops, I mean discussed the budget.

If you are going to be open as you are attempting to portray, cognizant of ratepayers, maybe you should take some acting lessons, as all the videos cast a different light. Especially the ones I provided to them.

I want these entered into the record as exhibits.