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## PUC CONSUMER BULLETIN

### How to File a Complaint With the Public Utilities Commission

In 2002, the Consumer Complaint Resolution Division of the Public Utilities Commission (PUC) assisted more than 5,700 Nevadans who had problems with their utility service. If you should encounter a problem with your utility service, the guidelines below will help you through the consumer complaint process.

#### **Does the PUC regulate the company with whom you are having a problem?**

In general, the PUC regulates investor-owned electric and natural gas utilities, telephone companies providing local service, and privately owned water and sewer companies in Nevada. The PUC is unable to assist you if your problem is with a utility that it does not regulate.

#### **Have you attempted to resolve the problem with the utility?**

The PUC asks that you give the utility an opportunity to resolve your problem before filing a complaint. In most cases, the utility will resolve your problem or answer your question before you need to call the PUC.

#### **What are the grounds for your complaint?**

There are certain rules that govern utility service. If a customer believes a utility has violated one of the rules, then he or she has grounds for a complaint.

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**How should you file your complaint?**

Most of the complaints that the PUC handles are from telephone calls. These informal complaints are normally handled within one day of receipt. You can also call the PUC for information regarding utility service or to file a protest against a utility. The telephone numbers are:

- Las Vegas (702) 486-2600
- Reno / Carson City (775) 687-6000
- Statewide (Toll Free) (800) 992-0900 Ext. 87-6001

**What information must you include in a written complaint?**

If you are not satisfied with this informal resolution of your complaint or your complaint is complex, you have the right to file a written complaint. You should include the grounds for the complaint and all supporting documents. Written complaints are normally handled within 30 days of receipt. You can address your complaint to the following addresses:

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| Consumer Complaint Resolution Division | Consumer Complaint Resolution Division |
| Public Utilities Commission of Nevada  | Public Utilities Commission of Nevada  |
| 101 Convention Center Drive, Suite 250 | 1150 E. William Street                 |
| Las Vegas, NV 89109                    | Carson City, NV 89701                  |

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