

Consumer's Bill of Rights

What to Know to Avoid Scammers' Threats

Samuel S. Crano

- Assistant Staff Counsel, Public Utilities Commission of Nevada

Consumer Complaint Resolution Division

- Northern Nevada (775) 684-6100
- Southern Nevada (702) 486-2600

Consumer's Bill of Rights

- The rights of Nevada electric, gas, water, and telephone utility consumers are codified in the Nevada Administrative Code (NAC) at NAC 704.302-421. These provisions are commonly referred to as the Consumer's Bill of Rights. The Consumer's Bill of Rights is designed to make it easy to get and maintain utility services. The Consumer's Bill of Rights recognizes that utilities provide vital services that must be made available to all utility customers on just and reasonable terms.

Consumer's Bill of Rights: Key Provisions

- **NOTICE OF DELINQUENCY REQUIRED:** Requires electric, gas, water and telephone utilities to provide notice of delinquency prior to terminating service to any customer. ([NAC 704.360](#); [NAC 704.393](#); [NAC 704.4165](#))
- 10 Day Written Notice – Generally via U.S. Mail
- 48 Hour Written Notice – By U.S. Mail, or personal service (Door Hanger)

Consumer's Bill of Rights: Key Provisions

- **TERMINATION OF SERVICE FORBIDDEN IN CERTAIN CASES:** Forbids electric and gas utilities from terminating service of a customer who has requested deferred payment of a delinquent bill unless delinquent payments exceed \$50, and forbids termination of water service for nonpayment unless the customer has first been offered a program of deferred payments. ([NAC 704.341](#); [NAC 704.3932](#))

Consumer's Bill of Rights: Key Provisions

- **PAYMENT PLANS FOR DELINQUENT BILLS:** Requires electric, gas, water and phone utilities to offer payment plans for the deferred payment of delinquent bills and requires electric and gas utilities to offer programs for the payment of bills by customers facing financial hardship. ([NAC 704.341](#); [NAC 704.342](#); [NAC 704.3932](#); [NAC 704.413](#))

Consumer's Bill of Rights: Key Provisions

- **ASSISTANCE FOR SENIORS/DISABLED**: Requires electric, gas, water and telephone utilities to notify customers of special assistance for seniors and persons who are disabled, and requires notice be provided to those customers prior to termination of service. ([NAC 704.385](#); [NAC 704.390](#); [NAC 704.3936](#); [NAC 704.4065](#); [NAC 704.417](#))
- Requires gas, electric, and (in certain counties) water utilities to notify customers of governmental agencies or other organizations that offer financial assistance prior to termination of service. ([NAC 704.370](#); [NAC 704.393\(5\)](#); [NAC 704.421](#))

Consumer's Bill of Rights: Key Provisions

- **TERMINATION OF SERVICE POSTPONEMENT:** Requires electric, gas, water and telephone utilities to postpone service termination when doing so is dangerous to the health of the customer. ([NAC 704.370](#); [NAC 704.3936](#); [NAC 704.4185](#))

Consumer's Bill of Rights: Key Provisions

- **TERMINATION OF SERVICE LIMITED - EXTREME WEATHER:** Limits an electric, gas, and water utility's right to terminate service during extreme hot or cold weather events. ([NAC 704.375](#); [NAC 704.3934](#))

Consumer's Bill of Rights: Key Provisions

- **THIRD-PARTY NOTICE:** Requires gas, electric and telephone utilities to provide third-party notice prior to service termination if requested by the customer. ([NAC 704.365](#); [NAC 704.4175](#))

Consumer Complaint Resolution Division

- Northern Nevada (775) 684-6100
- Southern Nevada (702) 486-2600

Questions?