

# Nevada

Last updated: 9/15/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Nevada. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

NRS 704.020; NRS 704.675

## Weather Protections

The following weather protections only apply to customers of the northern Nevada service territory of Sierra Pacific Power Company, southern Nevada service territory of Nevada Power Company, as well as those within the service area of a gas utility. Customers may not be disconnected from their utility service when the forecasted temperature falls below 15 degrees F or rises above 105 degrees F in the next 24-hour period.

For the northern Nevada service territory of Sierra Pacific Power Company and southern Nevada service territory of Nevada Power Company, elderly and disabled customers will not be disconnected if temperatures fall below 20 degrees F. For the northern service territory, elderly and disabled customers will not be disconnected if temperatures rise above 95 degrees F. For the southern territory, elderly and disabled customers will not be disconnected if they live in a mobile home constructed before Jan. 1, 2000, and the temperature is 100 degrees or higher (if they do not live in a mobile home, they are protected at 103 degrees or higher).

NAC 704.375; NAC 704.390

## Medical Protections

Disconnections will be delayed for up to 30 days if termination of service would be “especially dangerous to health,” meaning a condition or event that is likely to cause serious impairment to the health of a person who appears to be unable, without assistance, to manage his or her own resources, carry out the activities of daily living, or protect himself or herself from neglect or a hazardous situation. This protection can be renewed one time.

A utility may not terminate service to a customer if the utility knows that a resident of the household is confined to the location where service is provided, is on a life support device which requires utility service to operate and is likely to die without the life support device if the utility terminates service. Medical certificates can be issued by a licensed physician, public health official or advanced practice registered nurse. Customers receiving medical protections must enter into payment agreements, and utilities are not required to delay shutoffs if a customer notifies the utility provider that they intend to obtain a medical certificate.

NAC 704.307; NAC 704.370

### Other Customer Protections

Per the warm and cold weather protections, “elderly” residents are defined as those aged 62 years or older. “Disabled” customers refer to those with any physical or mental disability that would be a substantial barrier to obtaining, retaining, or preparing for competitive integrated employment. The individual would need vocational rehabilitation services to determine his rehabilitation potential or prepare him for integrated employment.

There are no specific protections for households with children or military personnel.

NAC 704.375; NAC 704.3065; NAC 704.3105 (See also N.R.S. 615.110 and N.R.S. 615.130)

### General Exemptions

Customers and utilities cannot request an exemption from the rules for reasons of hardship.

### Notification Requirements

Written notification of at least 10 days is required from a utility before a customer may be disconnected. In-person notifications should be attempted, while telephone notifications are not required. A utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

NAC 704.360

### Payment Information, Delinquency, and Fee Information

The time period for customers to pay their bill is not specified. However, bills are considered past-due 15 days after the initial due date on the bill.

An electric utility may not terminate service to an advanced service delivery meter customer because of nonpayment if the arrearage is \$100 or less (advanced service delivery meters are devices that allow for remote disconnection of electric service.) The Sierra Pacific Power Company may not terminate service to dual-billed gas and electric customers in its northern Nevada service territory if the arrearage for both electric and gas is \$100 or less. Otherwise, utilities may not terminate service to customers if the arrearage is \$50 or less.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

NAC 704.360; NAC 704.375; NAC 704.302; NAC 704.339; NAC 704.342

### Landlords and Tenants

Tenants, where the landlord is the customer, shall receive the same protections as other customers.

Nev. Rev. Stat. Ann. § 704.930

### Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. Additionally, customer protections are sent alongside disconnection notices as well.

NAC 704.360