

The PUBLIC UTILITIES COMMISSION of NEVADA INVESTIGATES UTILITIES INC. of CENTRAL NEVADA

The PUCN Would Like to Hear from You



All interested persons are invited to appear and be heard.

PLEASE JOIN US to discuss customer service issues, system issues, rate/cost issues, and any other issues of concern with this public utility.

To view documentation filed by the PUCN in this matter, please visit www.puc.nv.gov. From our home page, select DOCKET INFO from the left navigational bar, followed by ALL DOCKETS. Scroll to docket number 11-07009 and click VIEW.

For more information, please contact Dawn Rivard, Consumer Outreach Director, at (702) 486-7214 or drivard@puc.nv.gov.

WORKSHOP

DATE:

Thursday, September 15, 2011

TIME:

10:00 A.M.

LOCATION:

Nye County Administration Building
Commission Chambers
2100 East Walt Williams Drive
Pahrump, NV 89048

Representatives from UICN, the Nevada Bureau of Consumer Protection and the PUCN will be present to answer questions.



If at any time you have a complaint about a utility that is regulated by the PUCN, please contact our **Consumer Complaint Resolution Division** at **(702) 486-2600**.

BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

Investigation regarding the water and sewer service,)
standards, and procedures of Utilities, Inc. of Central) Docket No. 11-07009
Nevada.)
_____)

**NOTICE OF INVESTIGATION
AND
NOTICE OF WORKSHOP**

On July 13, 2011, the Public Utilities Commission of Nevada ("Commission") opened an investigation regarding water and sewer service, standards, and procedures associated with Utilities, Inc. of Central Nevada ("UICN"). This investigation is designated as Docket No. 11-07009.

This Investigation is being conducted pursuant to the Nevada Revised Statutes ("NRS") and the Nevada Administrative Code, Chapters 703 and 704, including but not limited to NRS 703.150 and 704.001(3).

The preliminary issues identified by the Commission that are presently the subject of this investigation of Utilities, Inc. of Central Nevada include, but are not limited to, the following:

- **Customer Service Issues:** the accessibility of UICN's local office to customers; drop box(es); number/percentage of customers who pay bills in-person; number of customer complaints as a percentage based on size of utility; number of customer complaints regarding faulty or misread meters; number of days in a billing cycle to pay a bill without incurring late fees; organizational structure and responsibilities; staffing levels and certification for job duties of UICN staff.
- **System Issues:** fire hydrants (e.g., status, flow, accessibility); water storage for fire flow; status of capping old wells; status of looping the system; water quality regarding effluent and Wastewater Treatment Plant #3; use of effluent from

Wastewater Treatment Plants; effluent and the Nevada Division of Environmental Protection requirements; odor issues; sufficient water rights to cover territory; development plans and water resources; the status of Nevada Division of Water Resources' request to prove beneficial use; status of initial inspections for the fat, oils and grease plan; and size of service territory.

- Rate/Cost Issues: UICN's Tariff 1-A for Water Service Rule 9, Extension of Facilities; UICN's Tariff 1-A for Sewer Service Rule 9, Extension of Facilities; costs for line extensions; connection fees and costs; and UICN rates compared to other water/sewer utilities in the State/tiered rates.
- Miscellaneous Issues: Blagg Road; disputes with developers; outstanding developer agreements; discord between UICN and Nye County Commissioners.

During the course of the workshop, the above list of issues may expand to be considered at future workshops based on the community's feedback.

NOTICE IS HEREBY GIVEN that the Commission will hold a public WORKSHOP in this matter as follows:

THURSDAY, SEPTEMBER 15, 2011
10:00 A.M.
Nye County Administration Building,
Commissioners' Chambers
2100 East Walt Williams Dr.
Pahrump, Nevada 89048

at which time interested persons may appear and be heard. The purpose of this workshop is to solicit comments from all interested persons to formulate and simplify issues that should be investigated. A period will be provided for comments by the general public and discussion of those comments. Public comments may be limited to 5 minutes per person at the discretion of the Presiding Officer.

This matter is on file and available for public viewing at the Commission's website at <http://puc.nv.gov> and the offices of the Commission: 1150 East William Street, Carson City, Nevada 89701 and 9075 West Diablo Drive, Suite 250, Las Vegas, Nevada 89148. This Notice has been posted at the county courthouses located in Reno, Carson City and Las Vegas.

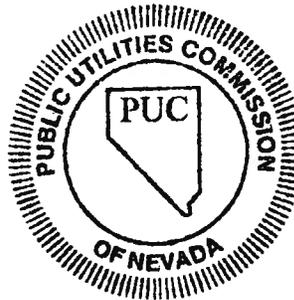
By the Commission,


BREANNE POTTER
Assistant Commission Secretary

Dated: Carson City, Nevada

8-17-11

(SEAL)





BRIAN SANDOVAL
Governor

STATE OF NEVADA
PUBLIC UTILITIES COMMISSION OF NEVADA

ALAINA BURTONSHAW
Chairman
REBECCA WAGNER
Commissioner
DAVID NOBLE
Commissioner
CRYSTAL JACKSON
Executive Director

Wednesday, August 17, 2011

LAS VEGAS REVIEW JOURNAL
MAGGIE WIMMER
PO BOX 70
LAS VEGAS NV 89101-

Re: 11-07009
NOTICE OF INVESTIGATION AND NOTICE OF WORKSHOP

Please publish the enclosed Legal Notice one time only, in a minimum one column by three inch ad with black borders on all sides, **NO LATER THAN -Sunday, August 28, 2011**

Please forward **an original and 1 copy** of the Affidavit of Publication, **no later than 5 days after publication**, and your bill to the following address:

Public Utilities Commission
1150 E. William Street
Carson City, Nevada 89701
(775) 684-6101

Sincerely,

A handwritten signature in cursive script that reads "Breanne Potter".

BREANNE POTTER
Assistant Commission Secretary

Enclosure

NORTHERN NEVADA OFFICE
1150 E. William Street
Carson City, Nevada 89701-3109
(775) 684-6101 • (775) 684-6110

<http://puc.nv.gov>

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Carson City, Nevada 89701-3109
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BRIAN SANDOVAL
Governor

STATE OF NEVADA
PUBLIC UTILITIES COMMISSION OF NEVADA

ALAINA BURTENSHAW
Chairman
REBECCA WAGNER
Commissioner
DAVID NOBLE
Commissioner
CRYSTAL JACKSON
Executive Director

Wednesday, August 17, 2011

PAHRUMP VALLEY TIMES
PHYLLIS TRICE
2160 E CALVADA BLVD
PAHRUMP NV 89048-

Re: 11-07009
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Public Utilities Commission
1150 E. William Street
Carson City, Nevada 89701
(775) 684-6101

Sincerely,

A handwritten signature in cursive script that reads "Breanne Potter".

BREANNE POTTER
Assistant Commission Secretary

Enclosure

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Service List Section 1 of 3

PUBLIC UTILITIES COMMISSION OF NEVADA
NOTICE OF INVESTIGATION AND NOTICE OF WORKSHOP

DOCKET NO. 11-07009

SIGNED 08/17/11

MAILED 08/18/11

TO:

Sent Certified

E-MAILED

A) APPLICANT

1 PUCN

PUCN

1150 E WILLIAM ST

CARSON CITY

NV 89701-3109

K) BY REQUEST

2 WENDY BARNETT

UTILITIES INC OF CENTRAL NEVADA

1240 E STATE ST STE 115

PAHRUMP

NV 89048-

(775) 727-5575

(775) 727-7752

wsbarnett@uiwater.com

Processed by: NDA

Reviewed by: LMU

Notice Service List Section 3 of 3

**NEWSPAPERS, INTEROFFICE DISTRIBUTION
AND OTHER ATTACHED LISTS**

8/17/2011

DOCKET NO. 11-07009

ADD:

WATER LIST
ALL NOTICES

NEWSPAPERS

LAS VEGAS REVIEW JOURNAL
NEVADA APPEAL
PAHRUMP VALLEY TIMES

OFFICE DISTRIBUTION

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MARY HYNES

KEITH ROGERS

LORETTA

JOYCE NEWMAN

Water List

8/17/2011

-
- 1 **Bob Howard**
BOB HOWARD (775) 727-9699
2361 ZUNI AVE
PAHRUMP NV 89048 howardseni@att.net
-
- 2 **Christina Cazares**
ACCIONA ENERGY NORTH AMERICA (702) 461-3917
PO BOX 60037 (702) 617-1903
BOULDER CITY NV 89006 ccazares@acciona-na.com
-
- 3 **JR Riley**
CONVERSE CONSULTANTS (702) 263-7600
731 PILOT RD STE H (702) 269-8353
LAS VEGAS NV 89119 jrriley@converseconsultants.com
-
- 4 **Karen Peterson**
ALLISON MACKENZIE ET AL (775) 687-0202
402 N DIVISION ST (775) 882-7918
CARSON CITY NV 89703 kpeterson@allisonmackenzie.com
-
- 5 **Luke Busby**
LUKE ANDREW BUSBY LTD (775) 453-0112
347 MARY ST
RENO NV 89509 lukebusby@gmail.com
-
- 6 **Nancy Fontenot**
ALLISON MACKENZIE ET AL (775) 687-0202
402 N DIVISION ST (775) 882-7918
CARSON CITY NV 89703 nfontenot@allisonmackenzie.com
-

All Notices

8/17/2011

-
- 1 **Jeanette Belz**
JK BELZ & ASSOCIATES (775) 329-0119
10580 N MCCARRAN BLVD STE 115-222 (775) 329-6048
RENO NV 89503 jb@jkbzelz.com
-
- 2 **Katrin Ivanoff**
KATRIN IVANOFF (775) 788-6555
7202 PARASOL LN
LAS VEGAS NV 89147 katrin0818@yahoo.com
-
- 3 **Regina Nichols**
WESTERN RESOURCE ADVOCATES (775) 841-2400
204 N MINNESOTA ST STE 1A (866) 223-8365
CARSON CITY NV 89703 rnichols@westernresources.org
-
- 4 **Roger Moffitt**
AT&T SERVICES INC (775) 333-3114
645 E PLUMB LN RM B132 (775) 333-2175
RENO NV 89502 roger.moffitt@att.com
-
- 5 **Sam Routson**
WINNEMUCCA FARMS INC (775) 625-5500
1 POTATO PL (775) 623-1200
WINNEMUCCA NV 89445 greatsam@usfds.com
-
- 6 **Scott Gerz**
CLEANPATH RENEWABLES DEVELOPMENT (775) 750-9759
201 W LIBERTY ST STE 300
RENO NV 89501 scott@cleanpathrenewables.com
-
- 7 **Stacey Crowley**
NV STATE OFFICE OF ENERGY (775) 687-1850
755 N ROOP ST STE 202 (775) 687-1869
CARSON CITY NV 89701 scrowley@energy.nv.gov
-
- 8 **Susan Fisher**
FISHER CONSULTING LLC (775) 742-7080
316 CALIFORNIA AVE #428
RENO NV 89509 susan@susanlfisher.net
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