

Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE

A. Customer's Request for Discontinuance of Service

1. Unless otherwise covered in these regulations or by special contract between customer and utility, a customer may have service discontinued by giving not less than five days advance notice thereof to utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required five days advance notice.
2. When such advance notice is not given to utility, the customer may be required to pay for service until five days after utility has knowledge that customer has vacated the premises or otherwise has discontinued electric service.
3. Whenever a customer discontinues the electric service received from utility before the end of the contract period of his service agreement, utility may bill him for the minimum charges due for the remainder of such contract period, exclusive of the RS schedule.

B. Grounds for Termination of Service Without Prior Notice

1. A utility may terminate electric or gas service without prior notice only:
 - a. If an unsafe or hazardous condition related to that service is found to exist on the customer's premises;
 - b. If the use of electric service on the premises is found to be detrimental or damaging to the facilities or services of the utility, or to the facilities or services of the utility or its customers;
 - c. Upon the order of any court or the Commission;
 - d. If the acts of the customer or the conditions upon his premises are such as to indicate to the utility his intention to defraud it;
 - e. If the utility has tried diligently to meet the requirements for notice set forth in NAC 704.360 and 704.365 but has not been able to give such a notice;

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Issued By:

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Connell Marsden

Vice President

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

B. Grounds for Termination of Service Without Prior Notice (Continued)

- f. If an event (a force majeure) occurs which could not have been reasonably anticipated or controlled and which requires the termination of the service;
- g. If the location at which the service is provided has been abandoned; or
- h. If the Customer obtained service without the specific credit authorization of the Utility.
- i. If the termination without prior notice is otherwise authorized pursuant to NAC 704.390, inclusive and subsection a.

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C. Notice of Proposed Termination

- 1. If a Utility has a ground for the termination of service under NAC 704.355 and intends to terminate the service, it shall send a written notice of its intended action to the Customer at least 10 days before it carries out the action, except that if the Customer has failed to comply with the terms of an agreement for deferred payment, the Utility may terminate service upon 48-hours' notice as provided in NAC 704.341.
- 2. If the Utility receives no response to the notice, it shall send a second notice to the Customer using:
 - a. A method required by NAC 704.390, if the Customer is subject to the provisions of that section; or
 - b. A method which ensures that the notice is delivered to the Customer or Customer's premises at least 48 hours before it terminates the service.
- 3. The initial notice must be served personally upon the Customer or mailed, by first-class mail, to the Customer's last known mailing address, or sent via the Internet to the most recent electronic address provided to the Utility by the Customer. Service of the notice shall be deemed complete as of the date of mailing or personal delivery. A second notice may be communicated to the Customer;
 - a. In person;
 - b. By first-class mail sent to him at his last known address;
 - c. By telephone if the person receiving the communication is 18 years of age or older and is a resident at the address where the service is being provided; or

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

C. Notice of Proposed Termination (Continued)

- d. By posting the notice on the door of that residence if no one is at home.
- e. If requested by the Customer, and within the capability of the Utility, by electronic notice sent via the Internet to the most recent electronic address provided to the Utility by the Customer.

If a Utility intends to change the method it normally uses to deliver the second notice, it shall send a written notice to its Customers specifying the new method and the date on which it will begin using that method.

- 4. A notice of an intended termination of service must contain the following information in clear and understandable language, with the information listed in paragraphs (i), (j) and (l) presented in a larger type size than the balance of the notice:

- a. An identification of the account affected by the intended termination.
- b. The date on or after which the intended termination will occur.
- c. The address of the location where service will be terminated.
- d. The reason for the intended termination, including, if the intended termination is for nonpayment, a statement designating the bill as one for actual or estimated use and specifying the total amount owed, the period over which that amount was incurred and the minimum payment required to avoid termination.
- e. The procedures which are available to dispute or appeal from the intended termination, specifying the address and telephone number of the Utility's office which is responsible for handling complaints or inquiries.
- f. A statement that the Utility will promptly investigate any complaint or dispute and give the Customer its written decision on the matter.
- g. A statement that if the Customer wishes to dispute any fact or interpretation of a regulation relied upon by the Utility in its decision to terminate service, the Customer must communicate with the Division. The statement must include the mailing address, telephone number, and toll free number of the Division.

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

C. Notice of Proposed Termination (Continued)

- h. A statement that the service will not be terminated before a resolution of the dispute if the Customer pays the questioned portion of the bill at the time the dispute arises and pays all subsequent bills.
 - i. An explanation of any arrangements for payment which the Utility offers to Customers who have difficulty in paying their bills.
 - j. A list of the names, addresses and telephone numbers of [any] at least two governmental agencies or other organizations which have notified the Utility that they will help Customers who are unable to pay their bills.
 - k. An explanation of the restrictions on the termination as set forth in NAC 704.370.
 - l. A statement that Customers must notify the Utility of their status as members of a household which contains electric appliances which are essential for health.
 - m. An explanation of the Utility's fee schedule and procedures for reconnecting the service.
5. If a utility provides a customer with an initial notice or a second notice of an intended termination of service and the customer or another adult resident of the customer's household communicates orally with the utility concerning the notice, the utility shall explain to the customer or other adult resident each item of information which is included in the notice pursuant to subsection 4.

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

C. Notice of Proposed Termination (Continued)

6. If a Utility has a reason for the termination of service and intends to terminate service to a mobile home park or multiunit residential complex, the Utility shall use its best efforts to notify the occupants of each family dwelling unit located within the park or complex of the Utility's intended action. The Utility shall use its best efforts to notify the occupants by posting on the door of each such unit a written notice which states:

- a. The reason for the termination of service;
- b. The deadline for making any delinquent payments or for taking any corrective action that is necessary to avoid the termination of service; and
- c. The date scheduled for the termination of service in the event that any delinquent payments are not made or corrective action is not taken.
- d. The requirements of this section are in addition to the provisions of Rule 6.D.1-4 below.

The Utility shall provide the notice required by this subsection to the occupants of a multiunit residential complex after no response has been received from the Customer of record to the 10-day and 48-hour notice. The Utility will provide notices to the residents of the complex prior to termination of service.

D. Third Party Notification

1. The Utility shall give written notice to each residential Customer who is elderly or handicapped at the time the Customer applies for service that they may designate a third person to receive notification of the pending termination of the Customer's service. The Utility shall give the written notice:

- a. At the time the Customer applies for service; or
- b. If the Customer applies for service by telephone, at the time the Customer receives the first bill for service.

2. Upon the written request of a residential Customer, a Utility shall notify a third person designated by the Customer of an intended termination by sending the third person a duplicate notice. The third person need not pay the bill.

3. The Utility shall make a diligent effort to notify the designated third person, but the Utility does not incur any liability for a failure to notify the third person.

4. As used in this section "third person" includes any guarantor of this Customer making the designation and any other person or public agency, other than the Customer or the Utility.

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

E. Restrictions on Termination of Residential Services

1. The Utility shall postpone termination of service to a residential Customer for 30 days after the day on which it receives both of the following:

a. A statement from a licensed physician, public health official, or advanced practice registered nurse certifying that any termination of the service would be especially dangerous to the health of the Customer or another person who is a permanent resident of the premises where the service is being provided and would constitute an emergency affecting the health of the person. The physician, health official, or advanced practice registered nurse may consider the feebleness, advanced age, physical disability or handicap, mental incapacity, serious illness, or other infirmity of the person affected. Except as otherwise provided in this paragraph, the statement must be in writing and include:

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1. The address where the service is provided;
2. The name of the person whose health would be especially endangered;
3. A clear description of the nature of the emergency; and
4. The name, title and signature of the person certifying the emergency.

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The statement may be made by telephone if a written statement is sent for confirmation to the Utility within 5 days after the oral statement is made.

b. A statement signed by the Customer:

1. That the Customer is unable to pay for service in accordance with the requirements of the Utility's billing; or
2. That the Customer is able to pay for service only in installments. The Utility shall allow an installment period of up to 90 days for the Customer to pay their bills.

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

E. Restrictions on Termination of Residential Services (Continued)

3. The postponement may be extended for an additional 30 days if the Utility receives a renewed medical certificate before the expiration of the original period of postponement.
4. If a Utility again intends to terminate service after a Customer has obtained a postponement pursuant to subsection 1 of this tariff, the Utility shall give written notice of its intended action:
 - a. To the division;
 - b. To the Customer and any other person required to receive notice pursuant to NAC 704.360 or 704.365; and
 - c. To governmental agencies or other organizations which have notified the Utility that they will assist Customers in paying their Utility bills.
5. Before the period of postponement expires, the Customer must arrange with the Utility to pay their bills in accordance with its applicable rules.

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F. A Utility may not terminate the service of a:

1. Residential Customer because of his failure to pay a delinquent bill for another class of service.
2. Customer because of delinquent bills which were incurred by the previous occupant of the location at which service is provided.
3. Customer on a weekend, on a holiday or on the day before a weekend or a holiday.
4. Customer because of nonpayment if the outstanding amount owed by the Customer is \$50 or less.

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

G. Elderly and Handicapped Persons – General

1. The Utility may not terminate service to a residential Customer who is elderly or handicapped, or whose household includes an elderly or handicapped person, unless it has notified the Customer or some adult resident in person or by telephone at the address where service is provided at least 48 hours before the date upon which termination would occur.
2. The Utility's representative shall explain to the Customer or other adult resident each item of information which NAC 704.360(6) requires to be included in a written notice of intent to terminate service.
3. In addition to the notice required by subsection 1 of this tariff, the Utility shall notify governmental agencies which have notified the Utility that they will assist Customers in paying their Utility bills.
4. Except as otherwise provided in NAC 704.350(1) and (2), a Utility may not terminate service to a Customer if the Utility has knowledge that the Customer or a permanent resident of the Customer's household:
 - a. Is confined to the location where service is provided;
 - b. Is on a life support device which, to operate effectively at that location, requires service to be provided by the Utility; and
 - c. Is likely to die without the aid of the life support device if the Utility terminates service.

H. Restoration of Service

1. The Utility shall resume service to a Customer;
 - a. If the customer has complied with the requirements set forth in the Utility's tariff;
 - b. Upon the order of any court of competent jurisdiction or the Commission; or
 - c. If the statement conforms to the requirements of that paragraph, immediately upon its receipt of the statement described in paragraph a of NAC 704.370(1).

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

H. Restoration of Service (Continued)

2. Except as otherwise provided in subsection 3, if a Utility terminates service to a Customer because of nonpayment and the Customer or another person or entity on behalf of the Customer subsequently pays the Utility at the Utility's office in an amount that is sufficient to resume service, the Utility shall resume service to the Customer:
 - a. On the same day that the payment is received by the Utility, if payment is received by the Utility on or before 10:00a.m.; or
 - b. Within 24 hours after the time when the payment is received by the Utility, if the payment is received by the Utility after 10:00a.m.
3. If a Utility terminates service to a multiunit residential complex because of nonpayment and the Customer of record or another person or entity on behalf of the Customer of record subsequently pays the Utility in an amount that is sufficient to resume service, the Utility shall resume service to each unit within the multiunit residential complex on a priority basis, subject to emergency situations, including, but not limited to, emergency situations affecting the health of a person as described in paragraph (a) of NAC 704.370(1)
4. When a Customer has requested that the reconnection be made during a period other than regular working hours, Utility will reasonably endeavor to so make the reconnection if practicable under the circumstances but will be under no obligation to do so, unless, in the opinion of the Utility, an emergency exists.

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

H. Restoration of Service (Continued)

5. Reconnection Charge

Where service has been discontinued for violation of these Rules or for non-payment of bills, the Utility shall charge a reconnection fee set forth in Schedule MC for the reconnection of service during regular working hours. If the Customer requests that the reconnection be made during a period other than regular working hours, the Utility shall also charge a same day service charge set forth in Schedule MC.

I. As otherwise provided in Section H of this Rule, a Utility may refuse service or refuse to resume service to a Customer:

1. Until the Customer complies with the requirements of the Commission and set forth in the tariff of the Utility;
2. If the Customer has obtained or attempted to obtain service by fraudulent means unless the fraud or attempted fraud has been corrected.
3. If there exists any of the conditions described in NAC 704.350.

J. Grounds for Termination of Service with Prior Notice

1. Except as otherwise provided in NAC 704.302 through NAC 704.390 inclusive, a Utility may terminate electric service to a Customer without his permission, after adequate notice has been given for any of the following reasons:
 - a. Nonpayment of a delinquent bill.
 - b. Failure to make a security deposit, an installment payment on a delinquent bill or a security deposit, or a guarantee, when required.
 - c. Violation of any rule of the Utility.
2. Except as otherwise provided by NAC 704.380, a Utility may terminate service:
 - a. At the new location of a Customer for their failure to pay a delinquent bill for service which the Customer received at a previous location; or
 - b. If a Customer receives residential service at more than one location, at any of the locations for the Customer's failure to pay a delinquent bill at any location.

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Rule No. 6

DISCONTINUANCE, RESTORATION AND REFUSAL OF SERVICE
(Continued)

K. Moratorium on Service Terminations

1. If a Utility intends to terminate service to a Customer or a multiunit residential complex because of nonpayment, the Utility shall postpone the termination if the termination would occur during a forecasted period of extreme temperature for the local geographical area which encompasses the location where service is provided and which typically experiences similar temperature conditions as the location where service is provided.

2. As used in this section:

a. The general Customer temperature moratorium related to high temperature does not apply to the gas Utility unless natural gas is essential for air conditioning.

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For all other Customers, a moratorium on service terminations shall apply for any period of 24 hours for which the National Weather Service has issued a forecast for that area predicting that, at some point during the period of 24 hours, the outside temperature will be:

1. 105 degrees Fahrenheit or higher; or
2. 15 degrees Fahrenheit or lower.

b. "National Weather Service" means the National Weather Service of the National Oceanic and Atmospheric Administration of the United States Department of Commerce.

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NEVADA POWER COMPANY
P.O. Box 98910
Las Vegas, NV 89151-0001
Tariff No. 1-B
cancels
Tariff No. 1-A (withdrawn)

Cancelling 1st Revised
Original

P.S.C.N. Sheet No. 66F
P.S.C.N. Sheet No. _____

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