

NEVADA RATEPAYERS'

BILL OF RIGHTS

1

THE RIGHT TO RATE ACCOUNTABILITY

- ◆ Charging customers **the highest residential utility rates of any Mountain state** is unreasonable in light of the utility's high profits and excessive executive compensation. Customers have a right to a reasonable rate reduction while the utility posts high profits and makes record payouts to executives.
- ◆ **If customers conserve energy, they should receive lower bills.** The company may not attempt to 'recoup' costs by raising the rates of customers who conserve power.
- ◆ Money collected from ratepayers should be used for the purposes expressed by the company and the PUCN. Dollars allocated for employee retirement accounts or health benefits should not be siphoned off for other purposes, such as excessive corporate compensation.

2

THE RIGHT TO PROTECTION FROM OVERCHARGING DUE TO EXCESSIVE CORPORATE COMPENSATION

- ◆ In order to safeguard against excessive corporate compensation for executives, **all payouts that exceed \$1 million per year must be approved** by both shareholders and the Public Utilities Commission of Nevada.

3

THE RIGHT TO IMPROVED CUSTOMER SERVICE

- ◆ Those paying the highest utility rates of any Mountain state should get better than **the worst customer service** (as ranked by JD Power).
- ◆ Customers have the right to pay their bill in person if they so choose, and have the right to speak to **an actual person in Nevada** on the phone who can answer their questions directly.
- ◆ Customers have the right to expect a reasonable amount of service crews throughout the state available to assist in an emergency, within a safe response time.
- ◆ **Customers have the right to appeal their utility bill** if they feel a gross miscalculation has been made, and they have the right to a fair and thorough review process completed in a reasonable amount of time.

4

THE RIGHT TO HIGH ENVIRONMENTAL STANDARDS

- ◆ Utilities should pursue alternative, clean energy sources including solar and wind while moving away from coal.
- ◆ Utilities should work to modernize their infrastructure and operations with a focus towards **creating green jobs in Nevada, for Nevadans.**

5

THE RIGHT TO COME FIRST

- ◆ Consumers have a right to safe and reliable service, and a right to expect the utility will make necessary investments in infrastructure, training and equipment to protect both customers and workers.
- ◆ Consumers, not shareholders, should be the utility's highest priority. The utility must focus on the needs of consumers, including providing reasonable rates, improved customer service and fair treatment. **Without consumers, there is no profit to make.**

PAID FOR BY THE DEDICATED WORKERS OF IBEW LOCAL 1245



SIGN ON TO SUPPORT THE NEVADA RATEPAYERS' BILL OF RIGHTS AT www.ShameOnNVEnergy.com

