

NOTICE OF PUBLIC MEETING
of the
Committee on Energy Choice's
Technical Working Group on Consumer Protection

October 18, 2017
1:00 P.M.

CARSON CITY
Legislative Counsel Bureau
401 S. Carson Street, Room 3137
Carson City, Nevada 89701

Also available via videoconference:
<https://www.leg.state.nv.us/App/Calendar/A/>

LAS VEGAS
Grant Sawyer State Office Building
555 East Washington, Room 4401
Las Vegas, Nevada 89101

The public is invited to attend at either location.

Below is an agenda of all items scheduled to be considered. At the Chair's discretion, two or more agenda items may be combined for consideration, removed, or discussion may be delayed relating to any item at any time. Unless otherwise stated, items may be taken out of order presented on the agenda at the discretion of the chairperson.

Members of the public who are disabled and require accommodations or assistance at the meeting are requested to notify the Governor's Office of Energy in writing or by calling 775-687-1850

Please notify Pat Malloy at the Governor's Office of Energy at (775) 687-1850, or cec@energy.nv.gov if you would like to request a written copy of the notice sent to you or to request supporting material at no charge. All supporting material is available to the public at 755 North Rook Street, Suite 202, Carson City, Nevada 89701 or at <http://energy.nv.gov/Programs/TaskForces/2017/EnergyChoice/>.

Public comment may be limited to three minutes per person at the discretion of the chairperson.

AGENDA

(Action may be taken on those items denoted "*For Possible Action*")

- 1. Call to order, roll call, and establishment of quorum**
- 2. Public comments and discussion.** No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken.
- 3. Approval of Minutes from August 23, 2017 meeting– (*For Possible Action*)**

4. Presentation: Mark Kreuger, Consumer Counsel, and Judy Kareck, Senior Engineer, NV Attorney General's Office, Bureau of Consumer Protection – Consumer Protection: Protections from Undue Rate Increases & Fraudulent Practices
(Discussion)

5. Potential issues up for future consideration (For Possible Action):

Direction from Committee on the following issues:

- i. Licensing, market behavior, transactional rules and related enforcement regimes regarding
- ii. Routine monitoring and oversight of market participants (administering and managing reporting requirements)
- iii. Customer education on the retail marketplace and their rights
- iv. Customer complaint and dispute resolution
- v. Oversight of and rules for managing customer enrollments and supplier switching
- vi. Oversight of and rules for managing data privacy and data exchange
- vii. Transmission and distribution rate design and recovery
- viii. Market participant compliance with and obligations regarding market behavior rules
 1. Enforcement of Market Behavior Rules by the Public Utilities Commission of Nevada (PUCN) and the Attorney General's Office?
- ix. Low-income customer assistance programs
- x. Retail Providers – what types of payment options and credit arrangements should be offered to ratepayers
- xi. Oversight of Energy Providers

6. Public comments and discussion. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken.

7. Adjournment. (For Possible Action)

This notice and agenda has been posted on or before 9:00 a.m. on the third working day before the meeting at the following locations:

- (1) Governor's Office of Energy principal office at 755 N Roop St., Ste. 202, Carson City, NV
- (2) Governor's Office of Energy website: <http://energy.nv.gov>
- (3) Nevada State official website: <https://notice.nv.gov>
- (4) State Capitol, 101 North Carson St., Carson City, Nevada
- (5) Grant Sawyer State Office Building, 555 E Washington, Las Vegas, Nevada
- (6) State Library and Archives, 100 N. Stewart Street, Carson City, Nevada
- (7) Nevada Legislature Building, 401 S. Carson Street, Carson City, NV