

# ROOFTOP SOLAR

## Customer Resources



At NV Energy, we are dedicated to helping our customers in any way that we can. If you are experiencing issues with a rooftop solar system installed by a third-party, private company, we have provided avenues to help you seek out assistance:

- **The Public Utilities Commission of Nevada’s Consumer Complaint Resolution Division (Commission) receives** and investigates complaints made against solar installation companies.
  - **First, call the solar company directly to try and resolve the issue. If you are unable to resolve your problem with the solar company, contact the Commission at:** (775)-684-6100 (Northern Nevada) or (720)-486-2600 (Southern Nevada).
  - This Division can facilitate complaints and make sure the matter is handled by the correct State Department, such as Business and Industry – Consumer Fraud Unit, Attorney General’s Bureau of Consumer Protection, Nevada State Contractors Board, or the Better Business Bureau.
  - Most of the Division’s complaints are received informally by phone and are handled promptly. The PUCN’s online [Complaint](#) and [Question](#) forms can also be used to submit a complaint.
- **[The Nevada State Contractors Board](#)** has a Solar Investigation Unit focused on solar companies with complaints involving performance, theft, fraud, abandonment, diversion of funds and unlicensed contracting.
  - For more information on NSCB Solar Investigation Unit or to [file a complaint](#), homeowners should contact the NCSB at (702)-486-1100 (Southern Nevada) or (775)-688-1141 (Northern Nevada).
- **Nevada Governor’s Office of Energy**
  - The Nevada Governor’s Office of Energy can help homeowners who have been denied the ability to install a solar system from an organization like a homeowner’s association or local government.
  - To receive a Solar Renewable Energy System Determination from Nevada’s GOE, click [HERE](#) and follow the directions.
- **How NV Energy can help:**
  - NV Energy’s team can review a customer’s power bill to identify trends and any unexpected changes in the performance of a rooftop solar system. Based on our findings, we can offer tips and advice installed by a third-party, private company and may be able to provide tips or advice to customers if the issue is within the customer’s control. Customers can contact NV Energy’s customer service department at (702)-402-5555 (Southern Nevada) or (775)-834-4444 (Northern Nevada).
  - Additional resources and information can be found at [NVEnergy.com/solar](#)
    - Click [HERE](#) to see our “20 Questions to Ask Any Solar Contractor”