

How to Submit a Consumer Complaint with the Public Utilities Commission of Nevada:

Step 1: Contact Great Basin Water Company

The Public Utilities Commission of Nevada (“PUCN”) requests that consumers first submit their complaint with the utility company. This may take a few days as Great Basin Water Company Staff gathers facts concerning your complaint.

Keep a record of your conversations with Great Basin Water Company, including the name of the person you spoke with, the dates and times of conversations, and the time Great Basin Water Company takes to return your call if more information needs to be gathered. Save any emails to and from the Company.

Complaints can be submitted to Great Basin Water Company by phone or email at the following contact information:

Phone: (844)694-4404

Email: customerservice@greatbasinwaterco.com

Step 2: Contact the PUCN Consumer Complaint Resolution Division

If you are still dissatisfied after contacting Great Basin Water Company, contact the PUCN Consumer Complaint Resolution Division to submit an informal complaint. The Consumer Resolution Division handles consumer complaints within 3-5 business days. Complaints may be submitted by phone at:

Phone: (775)684-6100

Step 3: File a Formal Complaint

If you are dissatisfied with the outcome of your informal complaint, you may file a formal written complaint with the PUCN. The PUCN must deliver the complaint to Great Basin Water Company who must respond within 10 days. Once a response is received, the PUCN will investigate the complaint and make a recommendation within 30 days for any action you or Great Basin Water Company should take to resolve the Complaint. If the PUCN cannot resolve a formal written complaint, it can go to hearing for resolution.

The formal complaint form is available on the PUCN’s website at: http://puc.nv.gov/uploadedFiles/pucnv.gov/Content/About/Docs/Forms/Written_Consumer_Complaint_Form.pdf