



Nevada Board for the Regulation of Liquefied Petroleum Gas

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Consumer/Informal Complaint Form

1. Read all instructions carefully. The Board desires to provide courteous and timely service to all complainants. **Complaints may be brought against licensed or unlicensed persons, businesses, or Certificate of Competency holders.**
2. The Board does **NOT** have jurisdiction over the following complaints:
 - a. If the complaint is about rates being charged for LP-Gas in systems serving nine customers or less then you have the right to change suppliers. The Board does **NOT** regulate the price charged for LP-Gas or LP-Gas equipment in systems serving nine customers or less.
 - b. If the complaint is about rates being charged for LP-Gas in systems serving ten or more customers, and some pipeline systems, contact the Nevada Public Utilities Commission:
Carson City (775) 684-6101
Las Vegas (702) 486-2600
Web site: <http://pucweb1.state.nv.us/PUCN/PUCHome.aspx>
 - c. If the complaint is about instruments measuring the proper amount of gas then contact the Nevada Bureau of Weights and Measures:
Sparks (775) 688-1166
Elko (775) 738-8076
Las Vegas (702) 486-4690
Web site http://agri.nv.gov/Measurements_Weights.htm
3. **STEP 1 - CONSUMER COMPLAINT** (*Request for Mediation*) Contact the Board office via phone or email to submit your complaint or complete this form and submit it to the Board office. The Board staff will contact the defendant listed in your complaint and attempt to mediate the complaint.
4. **STEP 2 - INFORMAL COMPLAINT** (*Request for Disciplinary Action*) If the Board staff is unsuccessful mediating your complaint, you can initiate the second step by completing this form and submitting it to the Board office. A copy of the complaint will be sent to the defendant who will be given an opportunity to respond. The Board staff will investigate the allegations set forth in the complaint and if their investigation produces insufficient evidence to verify these allegations they will dismiss the complaint. If the investigation produces sufficient evidence to determine that a violation of statute or regulation can be sustained the legal counsel for the Board will become involved and will work with both parties to resolve the complaint.
5. **STEP 3 - FORMAL COMPLAINT** (*Notice of Hearing*) If the Informal Complaint fails to resolve the complaint the legal counsel for the Board will file a Formal Complaint and Notice of Hearing against the defendant. The defendant and the legal counsel for the Board will be given an opportunity to present their evidence and testimony to the Board and the Board will make the final determination as to whether disciplinary action will be taken against the defendant.
6. **Please type or print when completing this form and make sure it is properly signed.**

SECTION 1 – TYPE OF COMPLAINT

Please select the type of complaint you would like to file. **Please be aware that a Consumer Complaint must be lodged before an Informal Complaint can be filed.**

Consumer Complaint (*Request for Mediation*) – This is **STEP 1**; the Board Staff will contact the licensee and attempt to mediate this complaint.

Informal Complaint (*Request for Disciplinary Action*) – This is **STEP 2**; to be completed only if the initial mediation was unsuccessful. A copy of this complaint will be sent to the defendant who will be given 15 days to respond. The Board staff and their legal council will review your complaint and the defendant's response and attempt to resolve the complaint equitably.

SECTION 2 – ALLEGED VIOLATION

Please select the types of violations you are alleging were committed.

Failure to install, maintain, or operate LP-Gas equipment in conformity with regulations. (NRS 590.525)

Failure to disclose pricing or consumer information. (NAC 590.280)

Failure to remove a leased container within 30 days of written notice to the dealer. (NRS 590.537, NAC 590.560(2))

Failure to refund unused LP-Gas and tank rent within 15 days of container removal. (NRS 590.537, NAC 590.560(2))

Failure to give 48 hour notice prior to unrequested disconnection of service (NAC 590.290)

Other. (explain in section 4)

SECTION 3 - PARTIES TO THE COMPLAINT

Complaint From (complainant):

Name: _____

Address: _____
(Street Address) (City) (State) (Zip)

Phone No.: _____ Email: _____

Complaint Against (defendant):

Name: _____
(Name of Person, Business or Certificate of Competency holder)

Address: _____
(Street Address) (City) (State) (Zip)

SECTION 4 - ACCUSATION

Specifically describe events including names and dates as appropriate, also include copies of supporting documentation. (attach additional sheets if necessary)

SECTION 5 - RESOLUTION

What could be done to resolve this complaint to your satisfaction?

SECTION 6 - DECLARATION AND AUTHORIZED SIGNATURE

I declare under penalty of perjury under the law of the State of Nevada that the foregoing is true and correct.

Executed on _____ (date) _____ (signature)
_____ (print name)

FOR OFFICE USE ONLY – DO NOT WRITE IN THIS SPACE

Case No.: _____

Consumer Complaint Lodged: _____

Informal Complaint Filed: _____

Formal Complaint Filed: _____

License or COC No.: _____

Date Resolved: _____ Processed by: _____

