



PUBLIC UTILITIES COMMISSION

INTERNAL ADMINISTRATIVE

POLICY MANUAL

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PUBLIC UTILITIES COMMISSION OF NEVADA

INTRODUCTION & OVERVIEW

Vision

Ensure safe, reliable utility service at just and reasonable rates.

Mission

Supervise and regulate the operation and maintenance of utility services in Nevada.

Philosophy

Strive to be efficient, flexible, impartial, diligent, and professional in all efforts.

SECTION 1

OFFICE OPERATIONS

Policy 1.1

INTERNAL POLICIES AND PROCEDURES

POLICY: Internal Administrative Policies and Procedures

PURPOSE: Commission employees are governed by the provisions of the Public Utilities Commission policies in operational and administrative functions. Once issued, policies will remain in effect until superseded or amended by the Commission.

Commission policies are for Commission employees, interns and volunteers. Commission policies are not inclusive of all policies applicable to State employment. Commission policies are in addition to State personnel policies, procedures and employee benefits. Information regarding State personnel policies, procedures and benefits may be found in your Employee Handbook. If you do not have a copy of the Employee Handbook, you may obtain a copy from the Division of Human Resource Management's website at: <http://hr.nv.gov>.

PROCEDURE:

A. Policy Issuance

1. Commission internal administrative policies will be placed on an administrative agenda by the Executive Director for Commissioner vote before issued, revised or suspended.
2. Policies will be reviewed for consistency with the Commission's vote by General Counsel's office and then issued under the signature of the Commission.
3. Policies will be placed and maintained on a shared directory in a read-only format.
4. Upon publication and distribution of an amended or suspended policy, the superseded policy will be archived in the Executive Director's office and retained indefinitely.
5. The Fiscal Administrative Analyst will provide new employees with instructions on where the electronic copy can be accessed.

B. Number and Format

1. The first policy published will be numbered 1.1. All subsequent policies will be numbered consecutively as they are published pursuant to sections.
2. Revisions to a published policy will replace the prior policy.

C. Manager Responsibility

1. Managers shall ensure that each employee within their division reviews the new and/or amended policy and provides written acknowledgment to the Fiscal Administrative Analyst within 10 calendar days of issuance.
2. At time of hire, the Fiscal Administrative Analyst will provide new employees with instructions on how to access the manual. Within ten days of the employee's hire date, managers shall review the policies with the employee and ensure written acknowledgment is provided to the Fiscal Administrative Analyst for inclusion in the employee's agency personnel file. If an employee has questions concerning a policy in this manual, managers may refer them to the Executive Director, Commission Secretary or Fiscal Administrative Analyst.

D. Employee Responsibility

1. Employees shall access Commission internal administrative policies on the shared directory and read the policy. Not all policies will directly affect all employees, but it is important for every employee to be familiar with the policies and know where to access them.
2. Employees shall provide the Fiscal Administrative Analyst (within ten (10) calendar days) a written acknowledgment that the policy has been reviewed. (For new employees: ten (10) calendar days from start date and for existing employees: ten (10) calendar days from issuance of policy.)

Policy effective: November 5, 2010
Last Revised: November 8, 2013
Last Revised: February 14, 2014

Policy 1.2

PUBLIC INFORMATION, PUBLIC RECORDS, AND MEDIA INQUIRIES

POLICY: Public Information, Public Records, and Media Inquiries

PURPOSE: To clarify what is considered public information, what information is deemed confidential, and where to direct inquiries from members of the media or general public.

PROCEDURE: Generally, all documents on file with the Commission are considered public records. Exceptions are made in the following areas in an effort to protect the rights of individuals, public officers or employees whose personal information could be compromised: (1) personnel jackets; (2) personal medical information; (3) financial information such as trust account and credit card numbers; (4) social security numbers; and (5) other information that has been deemed confidential by law. Other records which are public information include agency correspondence, internal files, and budget and accounting records, as well as the documents filed by the public in general. All individual computer files, e-mails, microfiche and images are also a matter of public record and must be made available upon request. All public records requests submitted under NRS Chapter 239 should be directed to the Executive Director who will work with General Counsel's office and the Public Information Officer (PIO) for response.

A. Media Contacts

1. It is the policy of the Commission that all media inquiries be directed to the PIO or in the absence of the PIO the Executive Director. This designation ensures that the Commission conveys a consistent voice to the public. For the purposes of other government meetings, interaction with legislators and other government officials, the Commissioners or the Executive Director will designate the most appropriate Commission representative depending on the subject matter.

B. Drafting and Distributing News Releases

1. News releases will be drafted in two categories:
 - a) General news releases
 - b) Commissioner initiated news releases
2. General news releases are as follows:
 - a) Major Commission events (i.e. annual regulatory assessment, new personnel/internal promotions, etc.)
 - b) Consumer Sessions
 - c) Renewable Energy information
3. Commissioner initiated news releases are as follows:
 - a) General information Example: Workshops that are of interest to the general public. The issuance of reports or adoption of regulations; request for comments, etc.
 - b) “Good News” Example: New regulations adopted by the Commission that are of interest to the general public.

C. Executive Director Responsibility

1. The Executive Director shall work directly with the PIO on non Commissioner initiated news releases to ensure accuracy and timeliness of information. Final approval of all news releases before distribution will be provided by the Executive Director.
2. The Executive Director shall oversee and provide final approval on all Commissioner initiated news releases prior to distribution.

D. PIO Responsibility

1. The PIO shall work directly with the appropriate personnel overseeing projects and/or information that will be included in the news release. The PIO will research necessary items, develop the text and body of the news release and submit it to the appropriate personnel for review.
2. If the news release is initiated by a Commissioner, the PIO will provide the draft news release to the Commissioner for approval prior to the Executive Director giving final approval. If the news release is of a general nature, the PIO will provide the draft news release to the Executive Director for final approval prior to distribution.

3. The PIO will ensure the news release is distributed to appropriate media contacts and provided to Policy Support for scanning.

E. Commissioner Responsibility

1. Commissioners will regularly review their docket schedule to determine which of their dockets falls under general information and good news for release to the public.
2. Commissioners will advise the PIO of dockets that may generate media interest.
3. Once a news release is developed, Commissioners will review and approve the draft news release prior to the Executive Director giving final approval.

Policy 1.3

OFFICE VISITORS

POLICY: Office Visitors

PURPOSE: To clarify the appropriate procedures for office visitors.

PROCEDURE: The Commission regularly has visitors in the building. All visitors except those attending a noticed Commission proceeding (i.e. agenda meeting, hearing or prehearing conference) are required to check-in and check-out with reception and issued a visitor badge. This includes employee family members, delivery and repair personnel and individuals that are here for scheduled and non-scheduled meetings with Commission employees.

A. Reception Procedures:

1. The visitor is greeted and asked how he/she can be helped. If the visitor is here to attend a noticed proceeding, he/she is directed to the appropriate hearing room.
2. If the visitor is here for any other reason, the following steps are to be followed:
 - a) The visitor is provided with a Visitor Badge and asked to wear the badge during the visit and to return prior to leaving the building.
 - b) The appropriate employee is notified that the visitor has arrived.
 - c) The visitor is then asked to have a seat and informed that the employee will be with them shortly.

B. Escorting Visitors

1. The visitor must be escorted from and back to reception. At no time, shall a visitor be allowed unescorted within the non-public employee work areas.

Policy effective: November 5, 2010

Last Revised:

Policy 1.4

OFFICE BUILDING MAINTENANCE

POLICY: Office Building Maintenance

PURPOSE: To clarify who the office coordinator is for issues with building maintenance or temperature, or in case of an emergency.

PROCEDURE: Report requests for building maintenance for issues with lighting, plumbing, or janitorial for the Carson City office to the Accounting Assistant III in Fiscal Services and for the Las Vegas office to the Front Reception Supervisor. This provides a central point of contact with Property Management and for documenting the maintenance / janitorial issues and ensuring the issues are resolved. In some situations other State agencies such as Risk Management, Buildings and Grounds, and/or Public Works will need to be consulted / notified.

Similarly, report exceptional problems with the office temperature to the designated staff person for that office. Temperature control is difficult and may often result in excessive heat or cold. Employees are advised to dress accordingly, keeping in mind their dress must be in compliance with the Commission's dress code policy.

Policy 1.5

RECORDS RETENTION

POLICY: Records Retention

PURPOSE: To clarify that office records are public records and are certain to specific retention periods.

PROCEDURE: Virtually every document in the Commission office is the property of the State of Nevada and, therefore, is subject to specific retention periods. Generally, most State records – including fiscal records - are subject to a minimum three-year retention period. However, statutes provide longer or shorter periods for certain documents. For example, the State Retention Schedule lists correspondence (letters, memos, emails, social media, etc.) dealing with day-to-day office administration and activities as having a one year retention period.

The Commission has an official records retention schedule approved by the Committee to Approve Schedules for Retention and Disposition of Official State Records. A copy of the schedule may be obtained from http://nsla.nv.gov/Records_Management/.

Employees are directed to check with the Executive Director if they are unsure of the retention period before the disposal of a State document or the establishment of a new filing system.

Policy 1.6

EMERGENCY AGENDA MEETINGS

POLICY: Emergencies may occur and the Commission may not be able to wait three days to call a meeting and post an agenda meeting notice in order to act; or the Commission may have already sent out an agenda meeting notice and cannot amend the agenda and give three days' notice before the meeting. The urgency of the situation may be compounded by the existence of statutory or regulatory deadlines. The procedures set forth in this document will be used as a guideline to initiate an emergency agenda meeting.

PURPOSE: To clarify the appropriate procedures for initiating an emergency agenda meeting.

PROCEDURE: NRS 241.020(2) provides that *except in an emergency*, written notice of all meetings must be given at least three working days before the meeting. NRS 241.020(8) describes an emergency as: "... an unforeseen circumstance which requires immediate action and includes, but is not limited to: (a) Disasters caused by fire, flood, earthquake or other natural causes; or (b) Any impairment of the health and safety of the public.

A. Emergency Agenda Meetings

1. An emergency agenda meeting may be scheduled with less than three days notice if the meeting is limited only to the matter which qualifies as an emergency.
2. The scheduling Commissioner will notify the Assistant Commission Secretary and General Counsel's office of the need for an emergency agenda meeting.
3. If an agenda meeting has not already been scheduled and an agenda meeting notice has not already been posted and mailed, the Assistant Commission Secretary will prepare an emergency agenda meeting notice (limited to the emergency item only) and provide as much notice to the public and the news media as is reasonably possible under the circumstances, (notification by facsimile, internet e-mail, Commission web page, press release, etc.). Additionally, the agenda meeting notice will be posted as time permits under the emergency. The Assistant Commission Secretary shall reflect in the minutes the nature of the emergency and why notice could not be timely given.

4. If an agenda meeting has already been scheduled, and an agenda meeting notice has already been posted and mailed, and less than three working days remain before the meeting, the Assistant Commission Secretary will provide as much notice to the public and the news media as is reasonably possible under the circumstances, (notification by facsimile, internet e-mail, Commission web page, or a press release). Additionally, the agenda meeting notice will be posted as time permits under the emergency. The scheduling Commissioner may add the emergency item to the agenda at the meeting. The Assistant Commission Secretary shall reflect in the minutes the nature of the emergency and why the notice could not be timely given.

5. If an agenda meeting has been scheduled and it is possible to amend the agenda meeting notice, and post and mail the amended notice (or a notice of an emergency item to be added to the agenda) more than three working days before the meeting, the Assistant Commission Secretary will notify the scheduling Commissioner of such and the Assistant Commission Secretary shall amend the agenda meeting notice, post and mail the amended notice.

Policy 1.7

AGENCY ISSUED KEYS AND SECURING PROPERTY

POLICY: Agency Issued Keys and Securing Property

PURPOSE: To clarify employee responsibilities for the protection of all keys (building, office, card, file cabinet, vehicle keys, cipher lock and alarm codes, etc.) furnished by the Commission; and securing property to include offices, building, and State/Agency-owned vehicles.

PROCEDURE:

A. Keys

1. Commission employees are expected to exercise reasonable care to make sure keys do not get lost, stolen, duplicated or otherwise used by any person other than the employee.
2. Should a building key(s) or proximity card become lost or stolen, the employee must immediately inform the Fiscal Administrative Analyst. The employee may have to pay the Commission \$25.00 for each lost or stolen key even if a replacement key is not requested. The \$25.00 will be used toward any necessary re-keying of the building.
3. When an employee leaves the Commission, the employee shall surrender, on the effective date of the change in employment status, any and all Commission furnished keys and/or proximity cards.

B. Securing the Office and Building

1. Employees shall make reasonable efforts to protect the office and building from theft, robbery and pilferage, which includes ensuring that the doors to the office and building are securely locked when leaving after normal business hours.
2. Normal business hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays.
3. The Carson City Building Exterior Doors are to be kept locked at all times during the hours of 5:00 p.m. to 8:00 a.m. Monday through Friday and at all times on holidays and weekends.

4. The Las Vegas Building Exterior Doors are to be kept locked at all times during the hours of 6:00 p.m. to 6:00 a.m. Monday through Friday and at all times on holidays and weekends.
5. After normal business hours, Property Management reserves the right to exclude from the building any person who does not possess an authorized means of access such as a key, card key, or a pre-arranged written authorization.
6. An office or building exterior door is never to be propped open for the convenience of running to the restroom, drinking fountain, dumpster, car, or designated smoking area.
7. No additional locks shall be placed upon any doors unless first approved by the Executive Director.

C. State/Agency-Owned Vehicles

1. Employees authorized to drive a State or agency vehicle shall make reasonable efforts to protect the vehicle and its contents from theft, robbery and pilferage, which includes ensuring that the vehicle doors are securely locked when the vehicle is not in use.

Policy 1.8

GENERAL HOUSEKEEPING

POLICY: General Housekeeping

PURPOSE: To clarify employee responsibilities in maintaining the Commission offices including building lease agreements.

PROCEDURE:

A. Employee Responsibilities

1. Employees shall practice good housekeeping etiquette.
2. Employees shall maintain a work area which is orderly, clean and free of hazards.
3. Employees shall follow all safety, fire protection, and evacuation procedures and regulations.
4. Employees shall report all hazards or equipment failures immediately.
5. Employees shall exercise common courtesy, clean-up spills, open doors with caution, keep file and desk drawers closed when not in use, remove cords or objects which may cause a person to trip or fall.
6. Employees shall avoid bringing products into the building that could release harmful or bothersome odors or contaminants.
7. Employees shall not: report for work in an impaired condition resulting from the use of alcohol or drugs; consume alcohol while on duty; unlawfully possess or consume any drugs while on duty, at a work site or on State property.
8. Employees shall not carry on the premises of the workplace, any firearm which is not required for the performance of the employee's current job duties or authorized by the Commission.
9. Employees are directed to comply with parking rules and regulations as posted and distributed by Property Management.

10. Employees must comply with the smoking policy; and utilize smoking area receptacles.

B. Personal Items

1. No items of any nature shall be placed on the window sills or mullions, which can be seen from the exterior of the building when the window blinds are in a closed position per the lease agreement.
2. State employees' personal property kept or maintained on State property will be considered to be "at their own risk" and to be covered by their own personal insurance. Personal property is NOT covered under the State's Property Insurance Program.

C. Pets

1. No animals shall be brought into or kept in or about the buildings, with the exception of service animals such as seeing eye dog. For a service animal exception, please contact the Commission Secretary or Fiscal Administrative Analyst.

SECTION 2

ETHICS

Policy 2.1

ETHICS IN GOVERNMENT

POLICY: Ethics in Government

PURPOSE: The Nevada Ethics in Government law (NRS Chapter 281A) governs the ethical conduct of all public employees and public officers, including Commission employees and commissioners. All Commission employees and commissioners are expected to familiarize themselves with NRS Chapter 281A and abide by its provisions.

PROCEDURE: NRS Chapter 281A was enacted to prevent public employees and public officers from using their position in government for personal or financial gain. The law also requires disclosure in situations where a public employee or public officer may have a personal or financial conflict which could cloud their judgment and compromise their ability to perform their duties objectively and fairly. For commissioners and certain Commission employees, there is also a one-year cooling off period after leaving Commission employment. More information can be found on the website of the Nevada Commission on Ethics, <http://ethics.nv.gov>.

A. NRS Chapter 281A

1. NRS 281A.400 outlines the following specific prohibitions:
 - a) Accepting gifts
 - b) Accessing unwarranted privileges
 - c) Contracting with government entities
 - d) Accepting private compensation for public duties
 - e) Using confidential information for personal gain
 - f) Suppressing information for pecuniary interests
 - g) Using government resources for personal use
 - h) Improperly influencing subordinates
 - i) Engaging in self-dealing
 - j) Using government publications for campaign purposes
2. Other similar provisions in Chapter 281A include:
 - a) Conflicts of interest, disclosure and abstention requirements
 - b) Personal interest in public contracts
 - c) Accepting honoraria
 - d) Post-employment restrictions
 - e) Required disclosures and other filings

Policy 2.2

COMMISSION LAWYERS' RESPONSIBILITIES AND DUTY OF LOYALTY

POLICY: Commission Lawyers' Responsibilities and Duty of Loyalty

PURPOSE: The Commission relies on the judgment, integrity and professional responsibility of the lawyers who are employed by the Commission to maintain their professional duty of loyalty and trust to the Commission. This policy provides instruction and guidance related to responsibilities and duty of loyalty for lawyers of the Commission.

PROCEDURE: The Commission employs Nevada licensed lawyers in the offices of General Counsel and Staff Counsel as well as Utility Hearings Officers, along with other law school graduates who may not be members of the Nevada State Bar. This policy applies to all law-trained positions and is cumulatively referred to hereafter for purposes of this policy as "Commission Lawyers."

A. Responsibilities

1. Commission Lawyers represent the Commission as a whole, and have specific duties to the office or commissioner to which they are assigned. The Rules of Professional Responsibility adopted by the Supreme Court of Nevada apply to all members of the State Bar of Nevada. Commission Lawyers who are not members of the Nevada State Bar will be held to the same rules of conduct, as appropriate.
2. Commission Lawyers owe their professional allegiance to the Commission as a whole and their assigned office or Commissioner.
3. Commission Lawyers must keep the Commission's interests paramount in any exercise of legal advice or representation, and their professional judgment cannot be influenced by the personal desires of any individual at the Commission or otherwise.

B. Possible Conflict Situations

1. The following are examples only and are not an all-inclusive list of possible situations in which the Commission Lawyer may be in a situation with an employee of the Commission which would be adverse to the interests of the Commission as a whole.

The Commission Lawyer is asked to provide legal assistance from an employee of the Commission relative to a negative performance review, a disciplinary action, a grievance procedure, or any other personnel matter.

A person or entity not employed by the Commission requests legal assistance from a Commission Lawyer on ways to avoid compliance with a Commission order the person or entity feels is not correct.

The Commission Lawyer is asked by a Commission employee of ways to proceed in a possible lawsuit against either the Commission or another Commission employee.

The Commission Lawyer is asked to assist an employee of the Commission on ways to proceed in an administrative action against another employee of the Commission. Examples of administrative action may include, but are not limited to, an open meeting law complaint with the Office of the Nevada Attorney General, complaints with the Ethics Commission, the Nevada Equal Rights Commission or the Equal Employment Opportunity Commission.

C. Pro Bono Work

1. The Supreme Court of Nevada has adopted a policy of encouraging members of the State Bar of Nevada to perform minimum levels of pro bono work annually. The Commission encourages Commission lawyers who are members of the State Bar of Nevada to comply with Supreme Court Rule 191 and consistent with their priorities and professional responsibilities of Commission employment may use Commission facilities. The pro bono activity must not be performed for utility related matters and must not involve any certificated utility as a party.

Policy 2.3

POLITICAL ACTIVITIES

POLICY: Political Activities

PURPOSE: To provide instruction and guidance related to political activities.

PROCEDURE: It is the policy of the Commission that employees shall conduct themselves at all times in an ethical manner and comply with the Nevada Constitution, the Nevada Revised Statutes (“NRS”), the Nevada Administrative Code (“NAC”), and the federal Hatch Act with respect to participation in political activities.

A. Political Activity

1. NAC 284.770 provides that employees may vote as they choose and express their political opinions on all subjects without recourse, except that no employee may:
 - a) Directly or indirectly solicit or receive, or be in any manner concerned in soliciting or receiving any assessment, subscription, monetary or nonmonetary contribution for a political purpose from anyone who is in the same department and who is a subordinate of the solicitor.
 - b) Engage in political activity during the hours of their State employment to improve the chances of a political party or a person seeking office, or at any time engage in political activity to secure a preference for a promotion, transfer or salary adjustment.
2. NRS 281A.520 prohibits causing a government entity from incurring an expense or making an expenditure to support or oppose a ballot question or candidate.

B. Hatch Act

1. The federal Hatch Act (5 U.S.C. §1501 et seq.) restricts the political activity of State employees in connection with programs financed in whole or in part by loans or grants made by the United States or a federal agency.

Permitted activities—State employees covered by the Hatch Act may:

- Run for public office in nonpartisan elections.
- Campaign and hold office in political clubs and organizations.
- Actively campaign for candidates for public office in partisan and nonpartisan elections.
- Contribute money to political organizations and attend political fundraising functions.

2. Prohibited activities—State employees covered by the Hatch Act may not:

- Be a candidate for public office in a partisan election.
- Use official authority or influence to interfere with or affect the results of an election or nomination.
- Directly or indirectly coerce contributions from subordinates in support of a political party or candidate.

C. Flex Time/Time Off For Campaign Activities

1. Flex time may apply for campaign activities prior to an election and will be considered on a case-by-case basis.
2. Flex time must be pre-approved in writing by the Division Manager and submitted to the Commission Secretary. Time sheets must be filled out to reflect flextime.

D. Annual leave, comp time leave or leave without pay may be taken for campaign activities.

1. Time off during the work week devoted to campaign activities must be pre-approved by the Division Manager and submitted to the Commission Secretary. Time off devoted to campaign activities during the work week must be coded on time sheets as annual leave, comp time leave or leave without pay and must specify that the time was used for campaign activities. Sick leave shall not be used.

E. Use of State Property/Records for Political Purposes

1. No Commission employee may directly or indirectly use or allow the use of State property or records for other than officially approved activities. An employee has a duty to protect and conserve State property and records, including equipment, supplies and other property entrusted or issued to him/her.

Policy 2.4

LEGAL SERVICE OF DOCUMENTS

POLICY: Legal Service of Documents

PURPOSE: To clarify what must be done with summons, subpoenas, lawsuits or other processes of service which are served on the Commission.

PROCEDURE: Occasionally, the Commission will receive by hand-delivery summons, subpoenas or other documents involving lawsuits. Any documentation received at reception pertaining to the courts must be directed to General Counsel's office. If the documents are received via hand-delivery for legal service, the receptionist must contact the General Counsel's office immediately so that an individual from General Counsel's office can accept service of the documents.

General Counsel's office only accepts service of documents involving actions related to the Commission's activities or an employee's activities in his/her official capacity as an employee at the Commission. General Counsel's office does not accept service of documents unrelated to such activities.

The receptionist is not authorized to accept any legal service of process. If no one from General Counsel's office is available, the receptionist is directed to contact the Executive Director. Although unlikely, in the event the Legal Process Server tries to drop off a filing for General Counsel and leave, the receptionist is to bring to his or her attention the notice that is prominently displayed on the reception counter. In the event that the Legal Process Server actually leaves a court filing on the counter, the receptionist must immediately notify General Counsel's office. If a court filing is not handled correctly, it could cause problems with the case due to the time sensitive nature of the documents.

SECTION 3

TRAVEL

Policy 3.1

AGENCY TRAVEL

POLICY: Agency Travel

PURPOSE: This policy is meant to ensure the efficient and productive operation and education of Commission employees, in accordance with budgetary allotments, and State Administrative Manual (SAM) Travel Chapter 0200. To comply with the Governor's directive effective March 1, 2010, stating that all departments shall eliminate all travel that is not related to the core mission of performing the job, health, life and safety of the employee or the public. This includes all training not directly related to maintaining the certification necessary to perform the core mission of the position/department. Any travel not paid by the State is exempt. Fee paid travel is considered paid by the State.

PROCEDURE:

A. Out-of-State Travel

1. Out-of-State Travel that supports the core mission of performing the job will be considered on a case-by-case basis. Travel needs to be minimized, but to the degree that it is necessary, it will be considered on a case-by-case basis. Written justification must be attached to the travel request identifying need/necessity and the relationship to the core mission of performing the job.

B. In-State Travel

1. Commission Hearings:
 - a) The location of the hearing will be determined by the Presiding Officer. Presiding Officers shall minimize the need for travel by considering the number of employees who would need to travel, and the appearance of witnesses via video conferencing. Written justification must be attached to the travel request indicating that the Presiding Officer has determined the location for the hearing. Presiding Officers are encouraged to set "dates certain" for Staff witnesses to include Staff consultants to avoid the need for an overnight stay.

2. Other Commission Proceedings (Prehearing Conferences, Workshops, etc.):
 - a) In-State Travel for these types of proceedings will be considered on a case-by-case basis depending on the need/necessity. These types of proceedings should be held via video conferencing. In the event video conferencing is not available travel may be approved based on the justification identifying need/necessity.
3. Consumer Sessions:
 - a) Managers/supervisors will ensure adequate resources are available at consumer sessions.
4. Area Inspections/Investigations/Audits:
 - a) Travel will be approved to conduct area inspections/investigations/audits as needed throughout the State. This includes but is not limited to Rail Safety Inspectors, Gas Pipeline Engineers, Engineers, Financial Analysts, Consumer Compliance Investigators, etc.
5. Other:
 - a) Travel which supports the core mission of the job will be considered on a case-by-case basis. Written justification must be attached to the travel request identifying need/necessity.

C. Training

1. Certifications/Licensures:
 - a) Training required for professional certifications/licensures for Certified Public Accountants, Attorneys, Professional Engineers, Water or Wastewater operating license, Federal Railroad Administration, and U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration will be approved.
2. Other:
 - a) Training which supports the core mission of the job will be considered on a case-by-case basis. Written justification must be attached to the travel/training request identifying need/necessity.

D. Out-of-State Audits

1. Travel pertaining to NRS 703.145 will be approved. Out-of-state audit travel is utilized for audits and/or investigations of utilities and railroads whose records are located outside the State; and Commission interventions in proceedings before the Federal Energy Regulatory Commission, Federal Communications Commission or other federal regulatory agencies.

E. Travel Arrangements

1. Travel should be by the least expensive method available when such factors as total travel time, salary of traveler, availability of agency vehicle or Fleet Services Division vehicles, and cost of transportation are considered. Advanced planning for travel will allow for the purchase of airline tickets at discounted rates (SAM Travel, Chapter 0200).
2. The “Request for Travel Arrangements” form must be submitted by all employees when the travel will result in an expense to the Commission (i.e., airfare, registration, mileage, lodging, per diem, incidentals, etc). When an expense may be incurred, a Request for Travel Arrangements form must be submitted, in advance of travel, to the Fiscal Services Travel Coordinator. The Request for Travel Arrangements is a two-part form: Request for Travel Arrangements - Part A; and Request for Travel or Training - Part B. Part A is completed for all in-state travel; Part A and Part B must be completed for out-of-state travel and/or training. These forms can be filled out using the Phone List. Open the Phone List and click Travel Request Form.

The Request for Travel Arrangements Form must be completed and include:

- a) Departing dates and times
- b) Returning dates and times
- c) Hotel Accommodations (indicate two (2) preferences)
- d) Ground Transportation
 - i. When requesting to use a personal vehicle, attach the agency’s preferred mapping tool showing the destination and routes of travel.
- e) Supporting documentation (conference/meeting agenda, etc.)
- f) Out-of-State travel requests - Attach a current GSA Lodging and Meals and Incidental Expense (M&IE) allowance sheet
- g) Employee’s signature - Part A and Part B (if applicable)
- h) Manager’s signature authorization
- i) DRO or Executive Director signature authorization

- j) Financial Officer for budgetary authority
- k) Chairman for final statutory authority

When possible, a Request for Travel Arrangements form for in-state travel should be received by the Travel Coordinator twenty-one (21) days in advance of travel (but no less than 24-hours in advance). For out-of-state travel, the Request for Travel Arrangements Part A and Part B should be submitted thirty (30) days in advance to allow for the purchase of airline tickets at discounted rates. The Las Vegas office may fax their completed Requests for Travel Arrangements forms directly to Fiscal Services where approval signatures will be obtained and the request processed upon approval.

3. An employee who needs to make changes to their original travel request must e-mail the Travel Coordinator with the changes and an explanation for the requested change. Any changes to travel which result in additional travel expenses should be pre-approved. Approval for changes will be based upon the business necessity and/or the net travel savings to the Commission. If the changes are not pre-approved, the employee may be held responsible for the additional expense. Additionally, employees may be held responsible for the travel expense if a trip is not cancelled as a result of their own actions (i.e., Fleet Services, lodging, etc.).
4. Airline credits that arise from cancelled or changed flights may only be used by the individual named on the original ticket and not by any other employee to include Southwest Airlines, American Airlines, United Airlines, US Airways, and Alaskan Airlines. Therefore, it is imperative that flights are scheduled only when it has been determined that the travel is imminent.
5. Bonus flight points earned (i.e., Southwest Airlines) as a result of State-paid air travel shall, whenever possible, be used by the Commission to meet State travel needs.
6. Changes to travel for personal reasons should be handled by the employee. Any additional travel expenses will be paid by the employee and will not be eligible for reimbursement by the Commission.

F. Travel Reimbursement Claims

1. All State employees will be required to use the US General Services Administration (“GSA”) per diem rates when traveling in-state and out-of-state on business. The GSA divides states into travel zones, each with its own specific rates. It is important to note that some zones’ rates vary by season. Travelers should pay particular attention to their travel dates, as they may cross the seasonal schedules. These rates are reviewed and adjusted annually by the GSA. Information regarding the reimbursement rates for all states is available at <http://www.gsa.gov>. Employees are asked to add this to their internet favorites list.
2. All claims for travel reimbursement to an individual must be filed on a “Travel Expense Reimbursement Claim” form. Travel Expense Reimbursement Claim forms may not contain claims for expenses associated with travelers other than the traveler indicated on the form, even if the traveler paid for the other travelers’ expenses. Employees must attach to their Request for Travel/Training Reimbursement form a copy of the current GSA Lodging and M&IE allowance sheet to support claimed amounts. Receipts for lodging must also be attached. The employee must attest to the accuracy of the claim by signing the statement on the Travel Expense Reimbursement Claim form. Fiscal Services must receive the claim with an original signature. Travel claims should be submitted to Fiscal Services within thirty (30) days of completion of travel (SAM Travel Chapter 0200). State-sponsored credit card holders should submit their Travel Expense Reimbursement Claim form to Fiscal Services within five (5) days after returning from travel status to avoid interest and late fees (SAM 0234.0).
3. The Travel Expense Reimbursement Claim form is available on the Commission Intranet with the cells formatted for claimant convenience. To access this Excel form, go to the Commission Intranet, and choose “Administration – Fiscal.” The name of the document is “Travel Claim”. It is a read only file but can be saved to the employee’s own file. If the employee does save this form to their own file, it is the employee’s responsibility to periodically check the Commission Intranet for any updates.
4. The Travel Expense Reimbursement Claim form may include reimbursement of M&IE, and lodging. Meals will be reimbursed in accordance with the M&IE allowance for the primary destination unless the employee requests CONUS for lodging, then the M&IE will be reimbursed at the CONUS rate. Employees must be 50 miles or more from their principle station to receive reimbursement for meals. Receipts are not required for M&IE.

5. The following times must be followed to claim meals:
 - Breakfast: Departure prior to 7 a.m.
Return after 7 a.m.
 - Lunch: Departure prior to 12 noon
Return after 1 p.m.
 - Dinner: Departure prior to 6:30 p.m.
Return after 6:30 p.m.

6. Employees must deduct the M&IE allowance for all meals that are included in registration or conference fees. The breakdown for the M&IE can be found on the GSA website under “Meals and Incidental Expense Breakdown.” **Receipts will be required for all lodging* – In-State and Out-of-State.** The maximum allowance for lodging is the actual expense incurred not to exceed the GSA maximum lodging allowance. In addition to the reimbursable lodging rates, employees may be reimbursed for lodging taxes and fees. Lodging taxes are limited to the taxes on business related reimbursable lodging costs and for the maximum authorized lodging amount. *Employees must be 50 miles or more from their principle station to receive reimbursement for lodging.

7. **In-State Exceptions** to the rate of reimbursement for lodging:
 - a) lodging is procured at a prearranged place such as a hotel when a meeting, conference or training session is held or;
 - b) costs have escalated because of special events; lodging within prescribed allowances cannot be obtained nearby; and costs to commute to/from the nearby location exceed the cost savings from occupying less expensive lodging.

If the condition(s) above exist, the following rule to the rate of reimbursement for in-state travel applies:

- a) 150% of the standard continental United States (“CONUS”) federal per diem rate for non-surveyed in-state sites.
-
8. **Out-of-State Exceptions** to the rate of reimbursement for lodging:
 - a) lodging is procured at a prearranged place such as a hotel when a meeting, conference or training session is held or;
 - b) costs have escalated because of special events; lodging within prescribed allowances cannot be obtained nearby; and costs to commute to/from the nearby location exceed the cost savings from occupying less expensive lodging.

If the condition(s) above exist, the following rules to the rate of reimbursement for out-of-state travel applies:

- a) 175% of the federal per diem rate for surveyed out-of-state sites or;
- b) 300% of the standard CONUS federal per diem rate for non-surveyed out-of-state sites.

9. **In-State and Out-of-State Exception** to the rate of reimbursement for lodging:

- a) Receipts are required for lodging when an employee requests the standard (non-surveyed) Continental United States (CONUS) federal per diem rate. The CONUS rate includes all taxes and fees. When the CONUS rate for lodging is requested, meals and incidental expenses will be reimbursed at the CONUS rate.

10. The Travel Expense Reimbursement Claim form may also include the State-sponsored credit card ATM cash withdrawal fee. The original ATM slip must accompany the reimbursement request. The State-sponsored credit card cash advance is limited to \$100.00 per bank established billing cycle and one maximum cash withdrawal per billing cycle per authorized trip. The State-sponsored credit card is due and payable monthly. If not paid, and interest and late fees are assessed, the State will not reimburse the employee for these charges. To avoid these charges, card holders should submit their Travel Expense Reimbursement Claim form to Fiscal Services within five (5) days after returning from travel status (SAM 0234.0). Please refer to Policy 3.2 for more information.

11. Qualifying incidental expenses may be claimed while in an overnight travel status for miscellaneous expenses such as fees and tips given to porters, baggage carriers, bellhops, hotel maids, stewards or stewardesses, and hotel servants in foreign countries, for miscellaneous transportation expenses such as metered parking, toll charges, subway/bus use, luggage carts, and tips, excluding tips for meals, up to a maximum of \$5.00 per day without a receipt(s). Transportation between places of lodging or business and places where meals are taken, if suitable meals cannot be obtained at the temporary duty station, hotel or within close proximity. An itemized explanation must accompany a claim for incidental expenses for each day claimed on the Travel Expense Reimbursement Claim form.

12. Additionally, the Travel Expense Reimbursement Claim form may include reimbursement for parking or vehicle storage fees (i.e. airport parking) to a maximum of \$16.00 per day. Charges should be itemized in the detail column of the Travel Expense Reimbursement Claim form and the amount entered in the "Transportation Cost" column. All claims for parking or storage fees must be supported by an original receipt issued by the entity where the vehicle was parked or stored.
13. Other miscellaneous reimbursable business related expenses are: use of Internet services, computers, printers, faxing machines, and scanners; conference room rentals, official telephone calls/service. Receipts are required
14. Employees will be reimbursed for laundry cleaning/pressing services if the employee's official business related hotel stay is four consecutive nights or longer. Receipts are required.
15. The Travel Expense Reimbursement Claim form must separate business travel from personal travel. Any additional costs for personal travel will be at the expense of the employee and may not be claimed for reimbursement.
16. Please note: Reimbursement for fines due to traffic violations, Internet travel cancellation fees, or State-sponsored travel card interest or late fees will not be approved.
17. Fleet Services Division should be used when practicable before personal vehicles. All State employees authorized by the agency in advance of travel may drive State-owned vehicles while on official business. Contract workers or volunteers may operate a State-owned vehicle with pre-approval. Drivers of State-owned vehicles must hold a current valid driver's license and completed the State-sponsored Defensive Driving Course. All State-owned vehicles shall be used only for authorized official business. Passengers are authorized only when necessary for conducting agency business.
18. If a Fleet Services vehicle is available but the employee opts to use his own personal vehicle for his/her own personal convenience, mileage reimbursement may be requested on the Travel Expense Reimbursement Claim form at one-half the standard mileage reimbursement. However, when authorized in advance of travel, an employee who uses his own personal vehicle for the State's convenience (i.e., courier services, reasonable accommodation under the ADA) may request standard full mileage reimbursement on the Travel Expense Reimbursement Claim form. The standard mileage reimbursement rate is set by the Department of Administration. **Please note: When a personal vehicle is used on State business, the vehicles' physical damage insurance is**

primary to any State coverage. In certain circumstances the State may reimburse a collision deductible or pay the employee's out of pocket damages up to a maximum of \$500.

19. Mileage will be reimbursed from the employee's official duty station to the primary travel destination or the primary destination to the employee's residence, whichever is less. Mileage required for the daily commute (most direct route) regardless of the day of the week will not be included as part of the reimbursement. Travel to/from home in excess of the daily commute is reimbursable.
20. All State-owned vehicles must be operated in a safe, courteous and responsible manner and in complete compliance with all motor vehicle traffic laws, including parking regulations. Vehicles must be locked when not in use. Animals are prohibited in vehicles, except approved service animals. Smoking in a State-owned vehicle is prohibited. Using an electronic wireless communications device while driving to write, send, or read a text-based communication is also prohibited. Consuming any alcohol or driving under the influence; or unlawfully possessing or consuming any drugs in a vehicle is prohibited.
21. The Commission's Fiscal Services staff, as an agency internal control, routinely audits the travel claims for adherence to all applicable agency and State travel policies and regulations. Discrepancies in the travel claim will be forwarded to the Financial Officer or Fiscal Administrative Analyst and the Commission Secretary for further review.

G. Employees' Responsibility

1. It is the employee's responsibility to periodically check for updates and comply with the provisions of the SAM, Travel Chapter 0200 and Fleet Services Division Chapter 1400. SAM is a compilation of policy statements concerning the internal operations of State government. The policies are based on statute or other approved regulations. SAM can be found on the Budget Division's website at <http://budget.state.nv.us> under the "Publications" link and "State Administrative Manual (SAM).

NOTE: State policies may differ and supersede the established federal guidelines (GSA website) or policy in specific areas. Please contact the Fiscal Services Travel Coordinator if you have questions or concerns prior to submitting travel/training requests.

Last Revised: November 8, 2013
Last Revised: February 14, 2014
Last Revised: August 13, 2014
Last Revised: January 28, 2015
Last Revised: January 29, 2016

Policy 3.2

STATE-SPONSORED CREDIT CARDS FOR OFFICIAL TRAVEL

POLICY: State-Sponsored Credit Cards for Official Travel

PURPOSE: This policy is meant to provide guidance on the use of the State of Nevada Individual Liability Travel Card in accordance with the State Administrative Manual (SAM) Travel Chapter 0200.

The State Department of Administration has contracted with a provider of credit card services for business related travel expenses. The credit cards are for official business use only, and they should only be used, whenever possible, to pay for travel related expenses. Only State officers and employees who travel more than 4 times in a year or have 6 months of continuous State Employment may be eligible to receive a State-sponsored credit card, subject to their agencies' internal policies and procedures. Employees must contact the Financial Officer to request approval. All charges made using the State-sponsored credit card are the employee's responsibility and payment in full is due monthly regardless if the employee has been reimbursed for the expenditures. Noncompliance with State-sponsored credit card policies is grounds for revocation of card privileges through the State-sponsored credit card program. It is the State agency's responsibility to monitor employees' credit card activity on a monthly basis. Detailed information regarding the State-sponsored credit card program can be found on the Purchasing Division's website under the "Contract Information" section.

PROCEDURE:

A. Travel Advances - Charge Card

1. The primary method of obtaining a cash advance using a State-sponsored credit card is through an authorized Automated Teller Machine (ATM). The State-sponsored credit card is for official State travel only and is not intended for personal use. The payment of the credit card bill is the responsibility of the individual to whom the credit card is issued and payment in full is due monthly.
2. Cash advances for official State travel expenses obtained through the State-sponsored credit card are subject to the following restrictions:
 - a) The cash advance is available for any normal, reimbursable out-of-pocket expense incurred by the traveler, such as meals or incidentals.

- b) The dollar amount of any cash advance is limited to \$100 per bank established billing cycle.
- c) The standard credit card fee for cash advance transactions is reimbursable by the State to the employee for every authorized advance obtained through the use of an ATM. The original ATM slip must accompany the reimbursement request.
- d) Additional bank ATM facility charges related to obtaining an authorized advance from an ATM are also reimbursable by the State to the employee.
- e) The maximum number of withdrawals per billing cycle is subject to restrictions established by the travelers' agency but should be limited to one (1) per authorized trip.
- f) In the event an employee incurs interest charges related to late payment of a credit card bill on which only authorized charges occur and the employee has submitted the request for reimbursement ("Travel Claim") within five (5) days after returning from the trip to which the interest charge relate, the State will reimburse the employee for the interest charge incurred. Prior to requesting reimbursement, however, the employee shall inform the Fiscal Services Division of any extenuating circumstances that might be used to request the Business Service Representative of the credit card Contractor to eliminate any accrued interest charges. Reimbursement of eligible interest should be treated for budgeting purposes as any other travel expense.
- g) The Director of the Department of Administration may determine on a case by case basis, whether exigent circumstances permit deviation from these regulations.

B. Employee/Cardholder Use/Responsibility

1. Employees must review and sign the State of Nevada Individual Liability Travel Card Employee Agreement and submit it to the Financial Officer. . To access this form, go to the Commission Intranet, and choose "Administration – Fiscal."
1. Employees shall use the State-sponsored credit card for reimbursable travel expenses only while conducting official State government business in accordance with NRS 281.160 and SAM 200.
3. Employees shall ensure all travel expenses charged to the card comply with the current State and agency travel regulations, policies and procedures.

4. Employees must retain and submit original receipts for credit card purchases whenever required.
5. Employees shall submit a Travel Expense Reimbursement Claim form within five (5) days, in accordance with SAM 234, to obtain State reimbursement upon completion of travel.
6. Employees are required to receive State-sponsored credit card bills and pay card balances in full upon receipt of the monthly statement (Any late fees or finance charges are the responsibility of the cardholder unless otherwise authorized per SAM 232). All charges made using the State-sponsored credit card are the employee's responsibility and payable in full each month regardless if the employee has been reimbursed for the expenditures. Disputed charges must be reported immediately to the State-sponsored credit card provider and in accordance with the procedures set forth by the State-sponsored credit card, provided; this information can be found on the monthly billing statement.

C. Improper Use

1. Improper use of any State-sponsored credit card includes, but is not limited to:
 - a) Use for personal purchases not incidental to a business purpose, such as movies, utility bills, home and garden supplies, on-line purchases, dental/medical bills, etc.
 - b) Failure to promptly apply reimbursements for charged business expenses to the account.
 - c) Failure to pay the bill in full each month by the due date. Minimum or partial payments are not acceptable.

D. Agency Responsibility

1. The agency will ensure travel reimbursement claims are paid expeditiously so that employees have the funds to pay the State-sponsored credit card monthly billing statement timely.
2. The agency is responsible for reviewing State-sponsored credit card reports monthly to ensure cardholders are paying their balances timely and in full, and are using the State-sponsored credit card for appropriate expenses incurred while conducting official State business. State-sponsored credit cards shall not be used for personal purchases.

The charge card provider, State Purchasing or the employee's agency may revoke or suspend the employee's credit card privileges in the event the employee violates the purchase restrictions of the card or is delinquent on their credit card account.

4. When an employee who has been issued a credit card for official State travel expenses leaves State service or transfers to a different State agency, the employee's agency shall immediately cancel the credit card upon the effective date of the change in employment status, or within 24 hours after the change in the employee's status. If the employee is transferring to a different State agency, it is at the discretion of the employee's new agency to determine if a travel card will be required in their new position.

E. Delinquent Accounts

1. If there is a delinquent balance remaining on an account, the State may withhold regular pay, or final payment received upon termination of the individual cardholder's employment, in an amount that is not more than the amount required to pay the delinquent balance. Or the account will be placed in collections and the individual cardholders' credit will be adversely affected; all slow and no pay accounts are reported to the three major credit bureaus.

Policy effective: November 5, 2010
Revised: February 14, 2014
Last Revised: August 13, 2014
Last Revised: January 29, 2016

Policy 3.3

AGENCY AND STATE VEHICLE USE AND HOME STORAGE

POLICY: Agency and State Vehicle Use and Home Storage

PURPOSE: To clarify the appropriate administrative procedure for use of agency and State vehicles (“vehicles”) by Commission employees for official State business. This policy includes processes and approvals for vehicle Home Storage.

The Commission has assigned vehicles to rail and gas pipeline safety personnel and an agency general use vehicle. The vehicles provide a ready means of transportation for Commission employees on State business, and reduce the need for use of private vehicles. Vehicles shall be used for authorized, official business only and driven by qualified and authorized personnel in a safe, courteous and responsible manner. All employees who use a vehicle are required to take the Defensive Driving training course offered by the State of Nevada Risk Management Department.

PROCEDURE:

A. Requesting the Las Vegas Agency General Use Vehicle

1. Employees requiring the use of the Las Vegas agency general use vehicle will coordinate their vehicle request with the Las Vegas Administrative Assistant III (Reception Supervisor), or the Las Vegas Administrative Assistant I (Receptionist).
2. All employees requesting the use of the Las Vegas agency general use vehicle must submit an Agency Vehicle Request form in advance to the Las Vegas Administrative Assistant III or Las Vegas Administrative Assistant I. The form can be found on the Commission’s Intranet, under the Administration Tab. The Las Vegas agency general use vehicle binder is located on file cabinet #2 in the Reception area. Employees requesting use of the Las Vegas agency general use vehicle are responsible for checking the calendar inside the binder, or if in Carson City, contacting the Las Vegas front reception for availability and reservations.
3. When possible, requests for the Las Vegas agency general use vehicle should be received seven days in advance of travel, but not less than 24-hours in advance.

B. Driver Responsibility for the Las Vegas Agency General Use Vehicle

1. The employee is responsible for picking up and promptly returning the keys to the Las Vegas Administrative Assistant III or the Las Vegas Administrative Assistant I.
2. If the gasoline level is at $\frac{3}{4}$ of a tank or less upon return of travel, the employee must refuel the vehicle. A fuel card and procedures for refueling are in the vehicle. Employees may not use the fuel card for any other vehicles. Lost or stolen fuel cards must be reported immediately to the Management Analyst 2 in Fiscal Services.

C. Driver Responsibility for All Agency and State Vehicles

1. The employee must immediately report any vehicle defects, irregularities, and maintenance or safety concerns to Fiscal Services, the Las Vegas Administrative Assistant III, or the Las Vegas Administrative Assistant I for resolution and corrective action. Under no circumstances should the driver take action to initiate service on the vehicle, unless they have received written authorization (Vehicle Service Request form must be completed) by Fiscal Services.
2. The employee shall operate the vehicle in a safe, courteous and responsible manner and in complete compliance with all motor vehicle traffic laws, including parking regulations.
3. The Commission will not be responsible for reimbursement of vehicle expenses resulting from running out of fuel; charges for lost or misplaced keys; parking charges; towing, when not a result of mechanical failure; failure to obtain fuel at designated State fuel facilities (except for emergencies) or citations issued for violations of traffic laws or parking ordinances.
4. Immediately, as practical, the employee shall report all accidents or incidents involving the agency vehicle to Fiscal Services and their Manager. An accident report packet is located in the glove compartment of the vehicle.

5. Employees are required to comply with the provisions of SAM, as well as State and agency regulations policies and procedures. Failure to comply while operating a vehicle may subject the employee to liability for vehicle expenses incurred and/or revocation of vehicle use privileges.

D. Requirements

1. Employees authorized to drive a vehicle must be on official State business (NRS 204.080 prohibits the use of a State vehicle for any individuals private use).
2. Employees must have a valid driver's license in their possession while operating a vehicle.
3. Employees authorized to drive a vehicle must complete the Defensive Driving Training Course that is provided by Risk Management. Employees must complete the Defensive Driving refresher course as required by Commission policy.
4. State employees, contract workers, or volunteers may operate a vehicle with pre-approval.
5. Passengers are authorized only when necessary for conducting agency business.
6. Vehicles will be locked when not in use.
7. Installed alarms on vehicles will be activated whenever vehicle is parked.
8. Personnel are required to document mileage each month and submit the mileage to Fiscal Services no later than the 5th business day of each month.
9. If a vehicle is stored at an employee's home, the vehicle must be stored in a garage whenever possible. Exceptions to the garage storage policy must be approved by the DRO.

E. Prohibitions

1. Smoking in a vehicle, at any time, is prohibited.

2. Animals are prohibited in vehicles, except approved service animals.
3. Texting while driving a vehicle is prohibited. Pursuant to SAM 1320, a person shall not drive a vehicle while using an electronic wireless communications device to write, send, or read a text-based communication.
 - a) As used in this section “write, send, or read a text-based communication” means using an electronic wireless communications device to manually communicate with any person using a text-based communication, including, but not limited to, communications referred to as a text message, instant message, or electronic mail.
 - b) For purposes of this section, a person shall not be deemed to be writing, reading, or sending a text-based communication if the person reads, selects, or enters a telephone number or name in an electronic wireless communications device for the purpose of making or receiving a telephone call.
 - c) This does not apply to a driver who is:
 - i. Receiving messages related to the operation or navigation of a motor vehicle; safety-related information including emergency, traffic, or weather alerts; data used primarily by the motor vehicle; or radio.
 - ii. Using a device or system for navigation purposes.
 - iii. Conducting hands-free wireless interpersonal voice only communication that does not require manual entry, except to activate, deactivate, or initiate a feature or function.
 - iv. Operating an emergency vehicle.
4. Consuming any alcohol or driving under the influence; or unlawfully possessing or consuming any drugs in a vehicle is prohibited.
5. Any State employee who is convicted of driving under the influence in violation of NRS 484.379, or of any other offense for which driving under the influence is an element of the offense, is subject to discipline up to and including termination if the offense occurred while the employee was driving a vehicle or a privately owned vehicle on State business.

6. To avoid violations of State policy prohibiting the use of vehicles for non-State use, employees are reminded of the provisions of [NRS 204.080](#). This section provides that:
 - a) It shall be unlawful for any individual, individuals, or groups of individuals, whether an employee or employees of the State of Nevada or not, to use any automobile, truck, or other means of mechanical conveyance, property of the State of Nevada, for their own private use.
 - b) The executive officer of any State office, agency, department, commission or institution to which such auto, truck or other means of mechanical conveyance is assigned, and the operator of such equipment, shall be jointly and severally responsible to the State for the unauthorized use of such equipment while so assigned, used or operated.
 - c) A violation of any provision of this section by any person other than an officer or employee of the State of Nevada is a misdemeanor.
 - d) A violation of any provision of this section by an officer or employee of the State of Nevada shall constitute malfeasance in office.

F. State-Issued Fuel Cards

1. Each vehicle is issued two fuel cards (NDOT and approved State vendor fuel card) to allow the employee using the vehicle easy access to fuel while on State business. The cards and fueling procedures are located in the glove compartment of each vehicle.
2. These fuel cards are only to be used to fuel the specific vehicle the card was issued to.
3. Fiscal Services monitors fuel usage on all vehicles and will notify the Financial Officer when fuel usage seems out of the ordinary for any vehicle.
4. The Management Analyst 2 in Fiscal Services should be notified as soon as possible in the event a fuel card is lost or stolen so that the card can be inactivated to avoid any fraudulent usage.

G. Home Storage

1. Per SAM 1306, the Commission has been granted authority to approve home storage of vehicles for the following staff to conduct

safety inspections and audits on official State business: 1 Rail Safety Supervisor, 3 Rail Safety Specialists, 1 Senior Gas Pipeline Engineer and 5 Gas Pipeline Engineers.

2. All home storage requests require the following to be completed and submitted the Executive Director for review and approval:
 - a) Justification from the DRO or the appropriate manager for the home storage request;
 - b) A Vehicle Information Sheet form filled out by the Staff member requesting the home storage.

3. Upon initial approval of a home storage request, the Staff member making the request will then be required to do the following:
 - a) Read the Commission Internal Administrative Manual, section 3.3 Agency and State Vehicle Use and Home Storage;
 - b) Read SAM, State Vehicles, section 1300;
 - c) Sign the Home Storage Agreement.

H. Complaint Procedure

1. Direct all complaints concerning misuse of vehicles to the Financial Officer, Commission Secretary or Fleet Services Division Administrator.

Policy effective: November 5, 2010
Last Revised: December 14, 2015
Last Revised: November 8, 2013
Last Revised: February 14, 2014
Last Revised: August 13, 2014

Policy 3.4

AGENCY AND STATE VEHICLE MAINTENANCE

POLICY: Agency and State Vehicle Maintenance

PURPOSE: To clearly communicate employee responsibilities for vehicle maintenance.

PROCEDURE: Proper vehicle maintenance is essential for the safety of personnel and for reliable vehicle performance. To maintain dependable vehicles, employees shall adhere to the following guidelines.

A. Maintenance

1. Employees are responsible for the maintenance of their assigned vehicle.
2. Vehicles shall be maintained in the best possible mechanical condition.
3. Preventative maintenance schedules will be followed for all vehicles.
4. Repairs for damage or malfunction of vehicles shall be immediately reported to Fiscal Services.
5. Division Managers have the authority to determine when a vehicle is not safe to be operated and may remove it from service until the unsafe condition is corrected.
6. Only businesses authorized by Fiscal Services shall service or repair vehicles.

B. Maintenance Schedules

1. Vehicles shall conform to the manufacturer's new vehicle maintenance and repair schedules and other requirements necessary to preserve the vehicle warranty.
2. Vehicles no longer covered by warranty shall be maintained as outlined in vehicle maintenance charts.

3. Copies of documentation for all maintenance and repairs to agency vehicles shall be forwarded to Fiscal Services.

C. Routine care

1. Once a month, tire pressure and condition, battery fluid level and fan belt condition shall be checked.
2. Oil levels shall be checked each time the vehicle is fueled.
3. Any problems encountered while using a State-owned vehicle shall be reported to Management Analyst 2 in Fiscal Services as soon as possible.

D. Cleanliness

1. Employees assigned to vehicles for official business use shall:
 - a) Maintain the vehicle in a clean and presentable condition at all times.
 - b) Wash the vehicle at least once per month, but no more than twice a month, or when appropriate due to weather conditions. Northern Nevada vehicles leased from Fleet Services must be washed at Fleet Services. Southern Nevada vehicles leased through Fleet Services Division must be washed at Regency Auto Spa; or as otherwise directed by Fleet Services Division.

Vehicles that receive a service through Fleet Services Division will also receive a car wash regardless of location.
 - c) Keep the interior and trunk compartments free of accumulations of debris and dirt.
 - d) Do not place stickers or advertisements on vehicles.

E. Inspections

1. Quarterly safety inspections are performed and an inspection report is completed by the assigned employee and submitted to the Division Manager and Management Analyst 2 in Fiscal Services for review and corrective action, if any.
2. If a Division Manager determines there was carelessness or indifference in maintaining a vehicle in serviceable condition, disciplinary action up to and including termination may result against the offending employee.

3. The Division Manager may perform unannounced inspections of vehicles.

Policy effective: November 5, 2010
Last Revised: November 8, 2013
Last Revised: February 14, 2014
Last Revised: August 13, 2014
Last Revised: January 29, 2016

SECTION 4

PERSONNEL

Policy 4.1

PUBLIC SERVICE AND EMPLOYEE CONDUCT

POLICY: Public Service and Employee Conduct

PURPOSE: The Commission exists to serve the people of the State of Nevada in those areas of government set forth in pertinent statutes. Each of us is equally charged with the responsibility to serve the public in an efficient and courteous manner and to conduct ourselves professionally at work and off-site when representing the Commission.

PROCEDURE: Commission employees are expected to demonstrate professional and cooperative behavior when representing the Commission at the office or off-site with colleagues, supervisors, general public, and those we regulate. This includes, but is not limited to, participation in off premise work related activities such as field inspections and investigations, consumer sessions, attending training programs or conferences, and/or in a State-owned vehicle as a driver or passenger. An employee's conduct is a direct reflection on the Commission as a whole. The behavior must be respectful and foster a proactive and positive working environment.

Policy 4.2

DRESS CODE

POLICY: Dress Code

PURPOSE: To clearly communicate the expectations for appropriate work attire for Commission employees

PROCEDURE: It is important that we present a professional image and use good judgment with work attire. Employees are expected to exercise discretion and common sense, based on expected duties for the day when deciding to wear casual attire.

A. General Guidelines

1. Employees shall be neat and clean in their appearance while at work.
2. Employees shall dress in a manner appropriate for the following reasons:

Job duties

Occasion (i.e., hearings, agenda meetings, court, etc.)

B. Prohibitions

1. The following types of clothing are considered inappropriate for the PUC workplace:
 - a) Clothing with political advertising statements.
 - b) Sweatshirt or sweat pants.
 - c) Warm up or jogging suits.
 - d) Spandex material of any kind.
 - e) Midriff tops/blouses.
 - f) Spaghetti straps.
 - g) Shorts above mid thigh.
 - h) (flip flops) i.e., flat or rubber sole with a Y-shaped strap.
 - i) Backless blouse or dress.
 - j) Halter tops or tube tops.
 - k) Skirts above mid thigh.
 - l) Sheer or see-through garments must be worn with appropriate under garments.
 - m) Obscene or suggestive clothing and/or accessories.
 - n) Clothing that is excessively worn, faded, with holes, tears, or patches.

C. Power to Authorize Exceptions

1. The Executive Director may authorize limited exceptions to this policy for special occasions and events such as Halloween, etc.

Policy effective: November 5, 2010
Last Revised:

Policy 4.3

TIMESHEETS

POLICY: Timesheets

PURPOSE: To provide guidelines for employees and supervisors to follow when completing and reviewing timesheets to conform to the statutory and regulatory requirements.

PROCEDURE: To ensure the appropriate expenditure of taxpayer dollars, each employee is required to provide an accurate accounting of their work hours for each biweekly pay period, and supervisors are responsible for verifying the accuracy of submitted timesheets.

A. NAC 284.5255

1. Except as otherwise provided in subsection 2, an employee shall provide an accurate accounting of the hours worked and leave used during a pay period on the appropriate form provided by his employer, including, without limitation, the specific times at which his work shifts started and ended. Entries must be made to account for all hours in the pay period, as prescribed by his employer. The employee shall submit the form in a timely manner to his supervisor or the designated representative of the supervisor.
2. An exempt classified employee or exempt unclassified employee shall provide on the appropriate form an accurate accounting of leave used pursuant to NAC 284.5895.
3. An employee who falsifies his time sheet or who causes or attempts to cause another employee to falsify a time sheet may be subject to disciplinary action pursuant to NAC 284.650.
4. An employee's supervisor is responsible for reviewing the employee's time sheet and verifying the accuracy of all hours worked and leave used by the employee.
5. The supervisor or the person who is responsible for coordinating the payroll of the agency may change an entry on an employee's time sheet or may submit a time sheet on behalf of an employee in accordance with the policy of the agency. If a change is made to an entry on the employee's time sheet, or if the time sheet is

submitted on behalf of the employee, the employee must be notified of the change and must sign a hard copy of the time sheet signifying approval of the change. If the employee contests a change to an entry on his time sheet, he is entitled only to his base pay for the workweek in question. The contested entry must be resolved as soon as practicable, and any adjustment must be made during the next pay period following the resolution of the contested entry.

B. Time Sheets

1. The Commission utilizes the Nevada Employee Action and Timekeeping System (NEATS) for payroll. Each employee is responsible for submitting an accurate timesheet no later than 5:00 p.m. Monday after the closing date of each biweekly pay period (pay periods close every other Sunday). If an employee will be absent from the office the Monday following the close of the pay period, the timesheet should be submitted Friday prior to leaving the office. Supervisors are responsible for approving timesheets no later than 5:00 p.m. Tuesday after the closing date of each biweekly pay period.
2. Pursuant to NAC 284.5255, employees who falsify a timesheet or who cause or attempt to cause another employee to falsify a timesheet may be subject to disciplinary action, as well as any other penalties which apply under State law and regulation.

C. Governor Directive

1. Pursuant to the directive issued by Governor Jim Gibbons on February 11, 2010, agencies shall eliminate all overtime that is not directly related to the core mission of performing the job, health, life and safety of the employees or of the public. Supervisors shall provide to the agency head written documentation of any overtime accrued. The documentation shall illustrate how the overtime was directly related to those parameters. As a result of this directive, all overtime must be approved in advance by the Executive Director.

Policy effective: November 5, 2010
Last Revised: November 8, 2013
Last Revised: July 1, 2015

Policy 4.4

SUPERVISORY AND MANAGERIAL TRAINING

POLICY: Supervisory and Managerial Training

PURPOSE: To provide required training for persons appointed to or promoted into a supervisory or managerial position.

PROCEDURE: NAC 284.498 sets certain requirements for persons appointed to or promoted into a supervisory or managerial position.

A. NAC 284.498 Training Requirements

1. Within 6 months after an agency initially appoints an employee to a supervisory position or managerial position, the employee shall attend a training class concerning the evaluation of the performance of employees.
2. Within 12 months after an agency appoints an employee to a supervisory position or managerial position, the employee shall attend at least one training class which has been approved by the Division of Human Resource Management in each of the following areas:
 - a) Equal employment opportunity
 - b) Interviewing and hiring
 - c) Alcohol and drug testing
 - d) Progressive disciplinary procedures
 - e) Handling grievances
3. Every 3 years, a supervisor or managerial employee shall attend training which is approved by the Division of Human Resource Management. Such training must include, without limitation, training classes in each of the topic areas described above.

B. Other NAC 284.498 Provisions

1. The appointing authority, at its discretion, may accept, in lieu of the training required by subsection 1, supervisory or managerial training classes which are approved by the Division of Human Resource Management and taken by the employee during the 12 months immediately preceding his appointment.

2. In addition to the training otherwise required by this section, the Division of Human Resource Management or an appointing authority may require a supervisor or managerial employee to retake any part or all of the training required by this section, or to participate in any additional training or other classes deemed necessary by the Division of Human Resource Management or appointing authority.

C. NAC 284.498 Definitions

1. ***“Managerial position”*** means a position which is held by an employee who:
 - a) formally evaluates supervisors;
 - b) is involved in the hiring and firing of subordinate staff;
 - c) determines organizational structure within a component of the organization; and
 - d) develops, monitors and implements policies to accomplish long-range goals.
2. ***“Supervisory position”*** means a position which is held by an employee who:
 - a) formally evaluates staff;
 - b) is involved in the hiring and firing of subordinate staff; and
 - c) establishes policies which affect the performance or behavior of subordinate staff.

Policy 4.5

EMPLOYEE TRAINING AND PROFESSIONAL DEVELOPMENT

POLICY: Employee Training and Professional Development

PURPOSE: To clarify the approval process for employee training and professional development.

PROCEDURE: It is the policy of the Commission to provide specific training and professional development opportunities to employees to achieve their fullest potential and prepare them for roles of increasing responsibility and leadership; and to provide incentive and recruitment tools for attracting and retaining talented high performing people. Additionally, employees are encouraged, and in some cases required, to attend the free training programs sponsored by the Division of Human Resource Management.

Any course that requires payment of a fee must be pre-approved by the Division Manager, the Director of Regulatory Operations or the Executive Director on the prescribed Travel and Training Forms A and B (see travel policy for form processing) and is subject to available budgetary authority.

A. Required Free State Training Programs

1. Preventing Sexual Harassment: Must be taken within the first 6 months of employment; and an online refresher course every two years.
2. Defensive Driving: Must be taken within the first 6 months of employment; however, OR before an employee can drive a State vehicle; and an online refresher course every four years.
3. Internet Security Awareness (Online): Must be taken within the first 6 months of employment; and taken annually thereafter.

Policy 4.6

OUTSIDE EMPLOYMENT/OTHER ACTIVITY

POLICY: Outside Employment/Other Activity

PURPOSE: To provide instruction and guidance related to outside employment and other activities

PROCEDURE: Employees shall not engage in any employment, activity, or enterprise which has been determined to be inconsistent, incompatible, or in conflict with their duties as employees, or with the duties, functions, or responsibilities of the Commission. (NAC 284.738).

It is recognized that some employees may wish to pursue Outside Employment/Other Activity. It is not the intent of this policy to discourage Outside Employment/Other Activity. However, the Executive Director shall have discretion to approve, limit or deny Outside Employment/Other Activity, as defined below, of both classified and unclassified employees in order to avoid conflicts of interest with duties and responsibilities as employees of the Commission.

This policy is in addition to State statutes, regulations or other provisions that may also prohibit or restrict outside employment or activities by State employees. See, for example, NRS 703.040, NRS 284.143 and NAC 284.738.

This policy does not address Outside Employment/Other Activity as members of the Legislature or classified employees wishing to serve in the Legislative Branch during a legislative session. Those issues are specifically addressed in the Political Activity Policy 4-09.

A. Outside Employment/Other Activity

1. Any Commission employee desiring to pursue Outside Employment/Other Activity (please refer to Outside Employment and Other Activity definitions in section II of this policy) must first complete a Request for Outside Employment/Other Activity form. This form is accessible on the Commission Intranet under Administration, or you may contact the Fiscal Administrative Analyst for the form. To access this form, go to the Commission Intranet, and choose "Administration – Fiscal."
2. If Outside Employment/Other Activity will occur during regular work hours, the type of leave must be designated, (annual leave, administrative leave with pay, civil leave with pay or leave without pay). The leave must be arranged and approved in advance.

3. Upon completion of the form, the employee will submit the form to the appropriate Division Manager for review and approval.
4. The Manager will provide the form to the Fiscal Administrative Analyst. The Fiscal Administrative Analyst will process the form for final review by the Executive Director. The Executive Director will indicate an explanation on the form if the request is denied.
5. Upon the Executive Director's review of the form, the following disbursement of the form will be completed:
 - a) The Fiscal Administrative Analyst will maintain the original form.
 - b) A copy of the form will go to the employee and the Division Manager for their records.

B. Expiration/Limitation of Approval

1. Outside Employment/Other Activity approval will expire one year from the date of final approval.
2. When an employee of the Commission terminates Outside Employment/Other Activity, the employee shall notify the Fiscal Administrative Analyst in writing and provide a copy of the notification to the Division Manager.
3. The Executive Director may (even after approval) impose conditions on the approval of any Outside Employment/Other Activity, as necessary, if it has a negative effect on the Commission or the employee's work performance.

C. Employee Responsibilities

1. The Commission relies on the judgment and integrity of its employees to avoid conflicts of interest with the regulatory responsibilities of the Commission.
2. If Outside Employment/Other Activity is approved, it is the responsibility of the employee to at all times maintain the employee's duties and responsibilities as an employee of the Commission.
3. An employee shall continue in off-duty hours to have regard for the Commission's interest.

4. Employees should avoid Outside Employment/Other Activity that creates a conflict of interest with the regulatory responsibilities of the Commission and must comply with the provisions of this policy, as appropriate.

D. Outside Employment/Other Activity Conflicts of Interest

1. The following are examples only and are not an all-inclusive list of how Outside Employment/Other Activity is considered to be inconsistent, incompatible or may be a conflict of interest:
 - a) Takes advantage of the employee's position with the Commission.
 - b) Involves a public utility regulated by the Commission.
 - c) Involves an entity that conducts business before the Commission.
 - d) Uses State property or records.
2. Employees are encouraged to discuss any questions or areas of uncertainty with their Division Manager.

E. Leave of Absence without Pay

1. NRS 284.360 provides that:
 - a) Any person holding a permanent position in the classified service may be granted a leave of absence without pay.¹ Leave of absence may be granted to any person holding a position in the classified service to permit acceptance of an appointive position in the unclassified service. Leave of absence must be granted to any person holding a position in the classified service to permit acceptance of a position in the Legislative Branch during a regular or special session of the Legislature, including a reasonable period before and after the session if the entire period of employment in the Legislative Branch is continuous.
 - b) If a person is granted a leave of absence without pay to permit acceptance of a position in the Legislative Branch, any benefits earned while he/she is in the:

¹ The Commission will apply the provisions of NRS 284.360 and NRS 284.3775(5) to unclassified Commission employees as well.

- i. Classified service: are retained and must be paid by the employer in the classified service, whether or not the person returns to the classified service.
 - ii. Unclassified service or employed by the Legislative Branch: are retained and must be paid by the appointing authority in the unclassified service or by the Legislative Branch, if the person does not return to the classified service, or by the employer in the classified service, if the person returns to the classified service.
2. NRS 284.3775(5) provides that:
 - a) An employee in the classified service of the State who is granted leave without pay to accept a position in the Legislative Branch of Government during a regular or special session:
 - i. Is entitled to be restored to the employee's previous position in the classified service upon the completion of the legislative session without loss of seniority or benefits. Seniority must be calculated as if the employee had not taken the leave.
 - ii. Is eligible to fill vacancies in positions within the classified service to the extent that the employee would be eligible if the employee was not on leave from the employee's position in the classified service.

F. Definitions

1. ***Outside Employment*** – Work undertaken by an employee of the Commission for financial or property gain other than the employee's official work for the Commission.
2. ***Other Activity*** – Nonpaid/voluntary work undertaken by an employee of the Commission that interferes or conflicts with the regulatory responsibilities of the Commission.

Policy 4.7

IDENTIFICATION CARDS AND BADGES

POLICY: Identification Cards and Badges

PURPOSE: It is necessary to provide Commission safety personnel with a means to identify themselves in their official capacity. Therefore, the Commission shall provide safety personnel (Railroad Safety Specialists and Pipeline Safety Engineers) with identification cards and badges.

PROCEDURE: Identification cards and badges will be provided at the Commission's expense and remain the property of the Commission. If an identification card or badge is lost, the Commission will provide a replacement. The employee may be responsible for replacement costs.

Upon termination of employment with the Commission, the identification card and badge must be returned to the Fiscal Administrative Analyst.

A. Issuance and Use

1. Each safety personnel will be issued a numbered identification card and badge once written acknowledgment and agreement to the terms of this policy has been received by the Fiscal Administrative Analyst. To access the Identification Cards and Badges form, go to the Commission Intranet, and choose "Administration – Fiscal."
2. The identification cards and badges will be used to identify Commission safety personnel.
3. The identification card and badge shall be carried in a wallet provided by the Commission, not worn on clothing.
4. The identification badge and card may only be displayed for permitted uses (see section II D).
5. The identification card and badge will not be exchanged, loaned, or borrowed by another individual.
6. The identification card and badge shall be reasonably safeguarded to prevent loss, misuse, damage or theft.

B. Identification Card and Badge Format

1. The design and style of the identification card and badge shall be at the discretion of the Executive Director.
2. The identification card shall bear a serial number that corresponds to the badge, the name, job title, signature and photograph of the employee and the signature of the Executive Director.

C. Loss/Damage or Theft

1. A lost, damaged or stolen identification card or badge shall be immediately reported to the employee's Division Manager and the Fiscal Administrative Analyst.
2. The employee will immediately prepare a memorandum listing the circumstances of the loss, damage or theft and provide it to their Division Manager.
3. If the identification card or badge is stolen, a police report shall be filed and attached to the memorandum.
4. The Division Manager or Fiscal Administrative Analyst will carefully review the circumstances of the loss, damage or theft and forward a report to the Commission Secretary.
5. If the circumstance indicates that the loss, damage or theft was due to negligence or unauthorized use, the employee will be required to pay for the replacement.

D. Permitted Uses

1. As a credential for entry onto railroad property for the purpose of conducting regular inspections for compliance with the Code of Federal Regulations ("CFRs") in accordance with the employee's Federal Railroad Administration ("FRA") certification.
2. As a credential for entry onto the scene of an accident to which the employee has been assigned for investigation in accordance with the employee's FRA certification.

3. As a credential for entry onto the premises of a shipper or consignee of hazardous materials for identification for the purposes of auditing records in accordance with CFRs and the employee's FRA certification.
4. As a credential for entry onto the premises of a jurisdictional gas system operator for the purposes of measuring compliance with the CFRs in accordance with the employee's assigned responsibilities.
5. As a credential for entry onto an accident scene for the purpose of determining the cause of the accident or evaluating the involvement of jurisdictional gas in the accident in accordance with the employee's assigned responsibilities.
6. Any other use not listed is *prohibited* and may be cause for disciplinary action.

Policy 4.8

INTERNS AND/OR VOLUNTEERS

POLICY: Interns and/or Volunteers

PURPOSE: To clarify the appropriate administrative procedure to utilize public service intern and/or public service volunteer assistance within the office.

PROCEDURE: From time to time, the Commission may utilize non-paid interns or the services of volunteers. These individuals are governed by the guidelines set forth by their respective program as well as statutory provisions regarding State government use of volunteer services.

Any intern or volunteer on the premises must be pre-approved by the Executive Director. Since the Commission may be liable for acts of such interns or volunteers or for any injuries incurred while on the premises, all appropriate paperwork and approvals must be completed prior to the intern or volunteer entering the premises to work. Employees may contact the Commission Secretary or Fiscal Administrative Analyst for further information.

SECTION 5

COMPUTERS AND AGENCY EQUIPMENT

Policy 5.1

PUBLIC USE OF EQUIPMENT

POLICY: Public Use of Equipment

PURPOSE: To clarify the appropriate and approved use by public members of equipment owned or leased by the Commission.

PROCEDURE: Microfilm/microfiche records on file in this office are available for use by the general public via a designated computer. Front reception in Las Vegas and Business Process Services in Carson City will provide assistance regarding the film or fiche. In the event a customer prints copies of the film or fiche, the copy fee will apply.

Policy effective: November 5, 2010
Last Revised:

Policy 5.2

COMPUTER SYSTEMS

POLICY: Computer Systems

PURPOSE: To provide instruction and guidance for use of State computer systems.

PROCEDURE: The Commission provides each employee with a personal computer to carry out work-related purposes. To comply with the State Information Security Consolidated Policy and associated Policies, Standards, and Procedures (PSPs), the Computer Systems Manager has set forth this policy. This policy does not supersede any State-issued policies, standards and procedures regarding State employee computer use.

The computers, network and systems are to be used for the legitimate business purposes of the Public Utilities Commission by authorized Public Utilities Commission employees. Limited personal use of the employee's computer is permissible if four criteria are met: 1) the use does not interfere with the employee's job-related public duties; 2) the cost or value related to the use is nominal; 3) the use does not create the appearance of impropriety; and 4) the use does not result in a financial benefit. Such use should be restricted to breaks or lunch periods, and should be done in non-public areas or out of the view of the general public to avoid the appearance of impropriety. Any personal use of a State computer must not violate any other provision of state or federal law, regulation, or policy including, but not limited to, state ethics laws, laws prohibiting harassment or sexual harassment, laws prohibiting discrimination, and laws and policies forbidding the viewing, transmission, or downloading of pornographic content on government computers.

A. Computer Use

1. Commission computer and communications systems are provided for work-related purposes.
2. Each individual must be held accountable for his or her actions relating to the use of Commission information resources.
3. Games may not be stored or used on any Commission computer system.
4. Only software purchased by the Commission shall be installed on State computers, unless the Executive Director or his/her designee provides written authorization for use of a legally licensed copy.

B. Information Security

1. Commission employees shall not:
 - a) Reveal confidential or proprietary information to persons who have not been specifically authorized by the owner to receive such information.
 - b) Attempt or achieve access to confidential or proprietary information not germane to their job duties.
 - c) Reveal personal passwords or use another person's user identification and/or password.
 - d) Make an exception to any Commission security policy without the prior approval from the Executive Director or his/her designee.
2. State information resources are for work-related purposes. However, some non-work related use is permitted as long as it does not interfere with Commission duties or with the Commission's computer systems.
3. Passwords shall be changed every 90 days. Passwords must be complex and at least 8 characters long.
4. Employees must complete a Security Awareness training course annually.
5. Personal cell phones may not be connected to the USB port on agency computers. (Excludes Commission issued cell phones.)

C. Software

1. The Computer Systems Manager shall install or approve the installation of all software on the Commission's personal computers and file servers.
2. Users shall not install personal software, software available from Internet downloads, or any unlicensed software on their computers.
3. No programs shall be placed by the user in the Windows Startup folder.
4. Users shall not install any upgrades to software other than Windows Updates unless approved by the Systems Manager.
5. Unauthorized software will be removed when discovered.

6. The following are **examples** of prohibited software:

- Pandora (or other Internet “radio” service)
- Browser Toolbars (like “Ask”)
- Internet e-mail, other than Outlook
- Weather Bug
- Instant Messaging Services
- iTunes (unless you have a Commission issued iPhone)

D. Network

1. All users are provided with three (3) network drives where they can access and save files (read/write). They include the S: drive, the P: drive and the Q: drive.
 - a) **S: drive:**

This drive is provided for non-shared network resources. It may be used to store personal work-related items. It is not intended as storage for downloaded Internet files, programs, or work files located on other drives. The drive and the data will be deleted upon change of user.
 - b) **P: drive:**
 - i. A drive with this designation is provided to each of the major groups within the commission, Policy and Staff.
 - ii. The information on this drive is shareable within the entire group (Policy or Staff).
 - iii. No files should reside at the root of this drive.
 - iv. Managers shall at least annually review the contents of this drive and delete files and directories that are obsolete.
 - c) **Q: drive:**
 - i. A drive with this designation is provided to each Division within the agency.
 - ii. The information on this drive is shareable within the division.
 - iii. No files should reside at the root of this drive.
 - iv. Managers shall at least annually review the contents of this drive and delete files and directories that are obsolete.
2. Some users, depending on job duties, may have other read/write drives assigned to them. The same rules apply as above.

E. Viruses

1. The Enterprise Information Technology provides antivirus software on every networked computer in the agency. The software runs at startup and automatically updates itself. The software scans Internet e-mail and attachments at the user’s PC. Enterprise

Information Technology Services also provides antivirus software on the State mail server.

2. The antivirus software will scan most files automatically.
3. Users shall notify the PUC-Systems group via email of any suspected virus activity on their PC.

F. E-mail

1. Each employee is provided with Microsoft Outlook for state e-mail.
2. Microsoft Outlook is not designed to be used as a “filing” system. Relevant e-mails should be printed and saved in an appropriate work folder. The “inbox” should be kept as free as possible. Only relevant and timely e-mails should be kept there. Total available server space for each user’s e-mail account is 100 MB.
3. Users shall notify Systems Operations of any suspected e-mail virus activity on their PC.
4. Employees are directed to use extreme caution when opening Internet e-mail attachments. When a user receives an e-mail with an attachment, prior to opening the attachment the user must:
 - a) Verify that the sender is known.
 - b) Verify that the attachment is expected by the sender.
 - c) Verify that the e-mail makes sense. (The text of many virus related e-mails is incomplete, poorly spelled, or has poor syntax.)
 - d) Verify that the attachment is a work-related file.
5. If the e-mail’s authenticity is questionable, the employee should contact the sender and/or delete the e-mail.
6. Personal e-mail accounts (yahoo, g-mail, AOL, etc) must **not** be accessed using State systems without prior approval from the Executive Director or his/her designee.
7. State e-mail services must be used for only official State business.

G. Environment

1. All Commission employees are responsible for ensuring that all possible cost effective environmental controls are established to protect the equipment and information.
2. Eating and drinking are not permitted in the immediate area of the computer.

3. Areas where computers and peripheral devices are located should be kept as clean as possible.

H. Security and Data Integrity

1. The following employee actions will minimize the risks of losing data:
 - a) Save work often.
 - b) Avoid leaving unsaved files open when opening other applications.
 - c) Avoid leaving database files open to anything other than a menu screen when not in use.
 - d) Use only one program at a time whenever practical.
2. The following employee actions will maximize security and data integrity:
 - a) Closing all programs before leaving the workstation.
 - b) Pressing CTRL+ALT+DELETE keys and selecting “Lock Computer” when leaving the workstation for more than one minute This will password protect the computer from unauthorized use.
 - c) Ensuring that the computer completely powers down before leaving for the day (If the computer locks up during shut down, the user can press and hold the power button for up to 10 seconds which will override the software shutdown and cause a hard shutdown. In the unlikely event that this procedure fails, the user should turn off the computer at the power strip).
 - d) Immediately reporting any suspicious activity experienced on the computer to the PUC-Systems group via email.

Suspicious activity includes:

 - i. New desktop icons.
 - ii. Change in the home page setting in Internet Explorer.
 - iii. New Favorites in Internet Explorer.
 - iv. New or missing files in private directories or on the C: drive.
 - v. Computer running after attempts to shut it down.
 - vi. Any other indications of unauthorized use.

Policy effective: November 5, 2010
Last Revised: November 8, 2013
Last Revised: January 28, 2015

Policy 5.3

CELLULAR TELEPHONES

POLICY: Cellular Telephones

PURPOSE: To clarify the permissible use of State-issued cellular telephones and to set the criteria for State reimbursement of cellular telephone charges on a personal cellular telephone for State-related business.

PROCEDURE: Due to the nature of the business conducted by the Commission, it is necessary for certain employees to be issued a cellular telephone at the Commission's expense. The Commission makes every attempt to curtail non-essential costs for Commission-issued cellular telephones in accordance with the following procedure.

A. State-Issued Cellular Telephones

1. Cellular telephones issued for Commission use will be supplied by the Commission and monthly service and use charges will be billed by the service provider directly to the Commission.
2. All attempts should be made to minimize the charges to the Commission, including:
 - a) A conservative approach to dissemination of the cellular telephone number.
 - b) Completion of business in a direct and prompt manner.
 - c) Deferral of callers not requiring prompt attention or response.
 - d) Recognition of when the user is roaming or incurring long distance charges.
 - e) Switching the cellular telephone off when in the office or home.
3. Equipment is the responsibility of the assigned employee and any loss, damage or theft of the cellular telephones and/or equipment must be reported to the Commission's Computer Systems Manager and Fiscal Services immediately of the loss, damage or theft. If the Commission incurs costs as a result of loss, damage or theft of the cellular telephone and/or equipment the assigned employee may be subject to reimbursing the Commission for replacement or repair costs. The assigned employee must exercise reasonable care to ensure cellular telephones and equipment are not used by any person other than the employee the equipment is assigned to.

4. Personal calls are not to be placed or received on Commission cellular telephones except in an emergency. If an employee uses a Commission-issued cellular telephone for personal use and the use causes the employee to exceed the service plan minutes, the employee may be required to reimburse the Commission for those calls within five (5) business days from the completion of the audit of the bill by the appropriate administrative staff.
5. Employees are not allowed to download applications to the Commission-issued cellular telephone and may be required to reimburse the Commission for the costs of applications downloaded to the assigned cellular telephone. Additionally, text and/or picture messaging should not be utilized unless the employee's service includes a text/picture messaging plan pre-approved by the Executive Director.
6. All cell phone bills are reviewed for compliance with this policy to ensure plan minutes are not exceeded and unauthorized use of the cell phones is not occurring.
7. Employees must promptly return all Commission-issued cellular telephones and equipment to Fiscal Services upon termination of employment with the Commission.
8. Any employee that has been issued a Commission cellular telephone shall acknowledge receipt of the cellular telephone and that he/she understands and agrees to comply with the above requirements by signing the Commission's Cellular Telephone and Equipment Use Acknowledgement Form. To access this form, go to the Commission Intranet, and choose "Administration – Fiscal."
9. Any employee that has been issued a Commission cellular telephone that falls under the definition of a mobile device or handheld device and is utilized to retrieve e-mail from the State's e-mail service must also comply with the Mobile Device Security Policy.

B. Non-State-issued cellular telephones:

1. Employees who do not possess a State-issued cell phone, but who are required to use their personal cell phones for business, may seek reimbursement of any calls made for official State business. Reimbursement requests may only be approved by the Executive Director or Commission Secretary. By authorizing approval for reimbursement, the Commission accepts no fiscal or legal liability for the employee's personal cellular telephone when used for State-related business.

2. The State is prohibited from reimbursing any portion of standard monthly charges, so reimbursement is only available when business calls exceed the minutes included in the monthly plan. Thus, the actual per minute charge should be clearly identified on the cellular telephone bill. If coverage, roaming, or long distance charges are incurred for the business calls and are clearly identifiable, the additional charges can be added to the amount to be reimbursed. Employees should identify business calls on the monthly, itemized cellular service bill and submit the bill for reimbursement within 30 calendar days of receipt to Fiscal Services. All reimbursement requests must be made by close of the State fiscal year in which they were accrued. No stale claims for reimbursement will be processed.

Policy 5.4

MOBILE AND HANDHELD E-MAIL DEVICE SECURITY

POLICY: Mobile and Handheld E-Mail Device Security

PURPOSE: The Commission, in compliance with Enterprise Information Technology Services' security requirements, will take all steps possible to ensure the security of mobile devices and handheld e-mail devices (cell phones and personal digital assistants) that interface with the State of Nevada's network and/or contain official State of Nevada information.

The Commission does not assume liability for any personal device that is lost or damaged or any costs incurred for services as a result of the use of the device for business purposes without written justification and approval of the Executive Director.

PROCEDURE:

A. Personal Mobile Devices

1. Personally-owned mobile devices will not be connected to the State of Nevada network infrastructure unless determined by agency management to be a business necessity and explicitly permitted in writing by the Executive Director (appointing authority) for the utilizing employee.
2. Any employee who requires access to the State of Nevada's network and the ability to store information on his/her personal mobile device must first submit a completed "Agreement for use of a MOBILE DEVICE" form to the Commission's Computer Systems Manager and review/approval of the Executive Director. This form can be accessed through Enterprise Information Technology Services at <http://it.nv.gov>.
3. The completed, approved form must be:
 - a) Kept on file with both the Commission's Computer Systems Manager and a copy will be placed in the employee's agency personnel file.
 - b) Re-submitted if the mobile device is replaced or upgraded or the device serial number changes.

4. Appropriate care will be taken by employees and agency management to ensure that physical loss of mobile devices are minimized.
 - a) Employees will not leave any mobile devices unattended and will physically secure devices when they are not actively in use.
 - b) All mobile devices that are not in use on a daily basis or that are left in an office overnight will be physically secured in a locked cabinet or container.

B. Personal Handheld E-Mail Devices

1. All handheld e-mail devices must be registered with Enterprise Information Technology Services utilizing the Mobile Device Agreement form prior to State e-mail activation. This form can be accessed through Enterprise Information Technology Services at <http://it.nv.gov>.
2. Handheld e-mail devices that contain confidential information will not have such information stored or otherwise maintained on a device that is not in compliance with security controls for identified data classification level.
3. Handheld e-mail devices that are, or are suspected to be, lost or stolen must be reported immediately to the Commission's Computer Systems Manager **and** Enterprise Information Technology Services' Helpdesk at 775.684.4333.
4. Each handheld e-mail device must have a feature enabled to remotely erase the device after 10 unsuccessful attempts to log in.

C. Data Security

1. Personally owned mobile devices will not be connected to any State of Nevada device or network directly or indirectly unless determined to be necessary and explicitly permitted in writing by the Executive Director.

2. Mobile devices will be password protected in accordance with the appropriate State, Enterprise Information Technology Services and/or Commission security policies. If the mobile device cannot meet the requirements it will not be allowed to access the State of Nevada internal network nor connect to any device that is attached to the State of Nevada internal network.
3. Mobile devices will have an inactivity timeout of no more than 10 minutes that will set the mobile device in a powered-off or locked state if applicable. After the inactivity timeout occurs it will be necessary to re-authenticate to gain access to the functions of the mobile device.
4. Confidential, restricted or internal use data will only be maintained on Mobile Devices if said data is encrypted in accordance with the identified data classification level. Examples of these types of data include, but are not limited to, internal-use only memorandums, documents listed as confidential, HIPAA/privacy act protected information.
5. Mobile devices that contain restricted or confidential data must meet authentication requirements for the identified data classification level. Data will not be stored, transported or otherwise maintained on a device that is not in compliance with the identified data classification level.
6. Mobile devices must be reviewed for the operating system (OS) version no less than once every six months, if applicable, and the OS will be upgraded with any appropriate patches at that time. All mobile devices will utilize updated anti-virus protection appropriate to the OS if such anti-virus software is available. Mobile devices should also contain appropriate firewall software or hardware if available.
7. Wireless Internet and/or network access is only permitted where explicit permission has been granted by the Executive Director for the specific mobile device and where the mobile device is properly secured as listed above. All data that passes through a mobile device connection should be encrypted to ensure secure transport as wireless communications from mobile devices generally pass through networks in readable state and are able to be intercepted by others.

D. Definitions:

1. “**Mobile Device**” – any handheld electronic device that contains data including, but not limited to: contact information, e-mail and/or organizational data, or is capable of connecting with a personal computer (PC), server or laptop via cable or wireless access to transfer data between two devices. Mobile devices are an “information system” as defined in NRS 242.057 and, as such, are required to meet all laws, policies and procedures that reference information systems.
2. “**Handheld E-Mail Device**” – any handheld electronic device that connects or registers to a central e-mail service. This does not include laptop computers or any device that solely utilizes web-based e-mail connectivity.