

## SECTION 4 – REQUEST FOR SERVICE

There are two categories of requests for service:

1. Request for service through an existing service connection
2. Application for a new service connection

The BBWD will require any person requesting service to demonstrate that a water commitment exists, to sign appropriate application forms provided by the BBWD, and to pay all required fees, charges, and deposits.

Notwithstanding any provision in these Service Rules, payment of fees, or construction of water facilities at a Developer or BBWD's expense, the BBWD may deny any request for a water commitment or request for a water connection. Such denial will be based on an inadequate amount of water, physical limitations in the system capacity to serve the proposed customer and simultaneously maintain an adequate level of service to other customers, or where public health, welfare, or safety will be compromised.

### **4.1 System Development Approval for New Water Connection**

No connection shall be made to a main unless a written application has been submitted by the property owner or agent on forms provided by the BBWD. The applicant shall provide any and all information, including sizing and location of the service lateral and meter, a description of the development, and plumbing plans. Applications shall be accompanied by payment of the system development connection charge, any required meter installation charge, and/or deposit. Each application shall be for service to a particular parcel of property. The legal address and parcel number of the property to be served shall accompany any application for service to the property.

### **4.2 Service Through an Existing Service Connection**

Customers requesting service through existing service connections must provide information as required by the BBWD. Such information shall include, but not be limited to, full name and valid identification information in conformance with Nevada Revised Statutes (as amended). Any other person or party requesting to share financial responsibility (and/or account credit history if a spouse or co-owner) for an account must also provide their full name and valid identification information in conformance with Nevada Revised Statutes (as amended). The customer shall provide any other information, which will assist the BBWD in properly locating the service connection, including a description of the development, documentation of installation approval, the use of water and plumbing plans of the private facilities if required.

Any costs incurred by the BBWD to bring a service connection to BBWD standards are the responsibility of the property owner. Physical evidence of a service, including the installation of an approved backflow prevention assembly, if required, adjacent to property does not necessarily mean the service is available for use without additional fees or charges.

The BBWD may permit persons to conduct business with the BBWD, including requests for water service turn-on and shut-off, over the telephone provided that the person has established credit with the BBWD, is the property owner, or is indicated in BBWD

records as authorized by the customer to transact business on their behalf. The BBWD may also permit persons to conduct business with the BBWD, including requests for water service turn on and shut off, via facsimile transmission or through other electronic transmittal methods.

#### **4.3 Relocation of Service**

A service connection may be relocated on an existing parcel, however, it may not be moved to a new parcel. Service connection relocations are subject to the requirements of these Service Rules.

#### **4.4 Inaccurate/Insufficient/Incorrect Information**

In the event information provided by the Applicant is found to be inaccurate, insufficient, or incorrect after work has commenced or service has been turned on, the Applicant will pay any and all costs and/or fees, charges, and deposits necessary to effect corrective action and Service Rule compliance. The above will also apply in instances of onsite changes necessitating corrective action or modification to the service connection.

#### **4.5 Refusal of Service**

Service through existing or new service connections may be refused if:

- a. There is no water commitment to the parcel
- b. The account of the Applicant at the same or other location is delinquent
- c. The purpose of the Applicant, in the opinion of the BBWD, is to circumvent discontinuance of service in another name because of non-payment of bills or other infraction of these Service Rules
- d. The purpose of the Applicant, in the opinion of the BBWD, is to circumvent payment of outstanding charges for service discontinuance for delinquency in another customer's name or other infraction of these Service Rules.
- e. The requirements of these Service Rules are not fulfilled by the Applicant.

#### **4.6 Reapplication for Disconnected Service**

The customer shall be required to pay the total amount due and other incurred costs before service shall be reinstated, including but not limited to, disconnection and reconnection charges, delinquent processing fee, returned check fee, deposits due, service charge, and consumption fees unpaid. The BBWD may, at its option, require payment of additional deposits before service is reconnected.

It shall be the responsibility of the customer to inform the cashier that the service has been disconnected for "delinquent status" and that reconnection is desired.

In the event a service is disconnected for illegal or unauthorized use or connection, the property owner will be responsible for reestablishing service for the remaining duration

of ownership. Before service is reinstated, the property owner shall be required to pay all applicable fees, charges and costs, including, but not limited to, disconnection and reconnection charges, cut lock fees, damage to metering/measuring device(s), deposits due, service charge and unpaid consumption fees.

#### **4.7 Deserted Service Connection**

Applicants who apply for activation of a service that has been classified in BBWD records as “Deserted” will be required to make application for a new service connection. The water commitment for the service shall not expire, but the property owner is required to pay all installation charges, including the application fee and inspection fee (for services installed by a private contractor), to replace the service. In the event a property owner or Applicant, at their expense, can locate a service classified as “deserted”, the service must be brought to BBWD standards at the owner(s) or Applicant’s expense, and an application fee paid before it is reactivated.