

## SECTION 2 - CONDITIONS OF SERVICE

The District will endeavor to provide its customers with a continuous and adequate supply of water within reasonable maximum and minimum pressures. However, pressure will vary throughout the distribution system.

The District will also act to conserve water resources in a manner that reflects the goal of achieving and maintaining a sustainable community within the desert environment of Southern Nevada.

The District may reject, rescind, reduce, or terminate current or proposed uses of water where such use:

- a. Is contrary to the District's obligation to assure reasonable use including, but not limited to compliance with rules for water efficiency, drought, conservation, and the use of non-potable water for irrigation.
- b. May encumber or impair the District's ability to maintain an adequate level of service to other customers.
- c. Compromises public health, welfare, or safety due to circumstances that limit the available water supply to the District.

The conservation of ground and surface waters is an integral component of the District's long-range water resource plan. The District, through its Rules, policies, and procedures makes a consistent effort to maximize the resources of the Colorado River and groundwater basins. The District is required under various statutes and federal codes to provide for beneficial use and avert the waste of water. The District will continue to use rates, education, regulation, and incentives to develop programs to reduce the waste of water and improve the efficiency of its use. Further, the District may conserve potable water by providing customers with non-potable water resources, when available, for use in an efficient, effective manner.

### 2.1 Water Pressures

Property owners and/or customers are responsible for installation and maintenance of privately owned pressure regulators, or other devices as required. In accordance with the Uniform Plumbing Code, individual pressure reducing valves are required to be installed and maintained by the owner whenever static water pressure exceeds 80 psi.

Prior to District service being provided in areas known to fluctuate above or below normal operating limits, the customer will be required to give written acknowledgment and acceptance of the high or low pressure conditions.

The District may adjust pressures as the need arises.

### 2.2 Interruption of Service

The District will endeavor to notify customers in advance of any interruption in service due to repairs, or other causes. However, in emergency conditions or when notification is not practical, service may be interrupted without warning for indefinite periods of time.

### 2.3 Parcel Location Adjacent to a Main

New applications for service will only be accepted if a minimum of twenty feet of useable main which meets the District's pressure, flow, and capacity standards is located adjacent to the parcel to be served. Said main must be within a dedicated right-of-way or easement grant to the District. Where those conditions are not met, an application for service will require a main extension.

### 2.4 Parcel Not Adjacent to a Main

In order to obtain service to property not immediately adjacent to a main as required by Subsection 2.3 above, the applicant will be required to provide a main extension in accordance with the requirements of Section 10, or the applicant may make application for a non-standard service if the property meets the requirements of Section 6.

### 2.5 Damage to Property

The District will not be liable for damage to property occasioned by water running from open or faulty piping or fixtures on the customer's property. Customers who request activation of a service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the customer's property. The District may, at its discretion, opt to return the water service to a shut off condition if there is indication of water running on the customer's property at the time of service activation. When this occurs, the District will endeavor to leave a notice of explanation for the customer. In the event of request for same day service activation, the \$15 fee will remain applicable.

### 2.6 Access to District Facilities

Property owners who permit landscaping, fencing, structures, or other fixed or movable obstructions to block, prevent, hamper, or restrict free and easy access to the District's facilities for work of any nature, including meter reading, shall be liable for costs incurred in removing such items. The District will mail either a fourteen (14) or a sixty (60) calendar day notice by certified mail, return receipt requested to the mailing address on file with the County of Clark's Ex-Officio Tax Receiver in order that the property owner may correct the condition. If the property owner fails to remove the moveable obstruction in fourteen (14) days or the fixed obstruction within the 60-day period, the District may complete the work at the sole cost of the property owner. However, in the event of an emergency, the District has the right to cause the obstruction to be removed without notice to the property owner and all related costs are the property owner's responsibility. At the property owner's option, subject to District's prior approval, the District's facilities may be relocated by a Nevada Licensed Contractor of the property owner's choice at the sole expense of said property owner but subject to the standards and procedures of the District; or the property owner may make application for relocation by the District and at that time pay a deposit towards the actual total cost to be borne by said property owner.

Failure of the property owner to comply shall be just cause for terminating water service to the subject property.

2.7 Efficient Water Use

Any person(s) or association(s) is prohibited from imposing private covenants, conditions, restrictions, deed clauses or other agreements between the parties, which prevents person(s) from utilizing water efficient landscaping including, but not limited to, xeriscape, in the conservation of water.

As a condition of service, customers of the District must use water delivered through the District's system in a manner that promotes efficiency and avoids waste.

2.8 Customers' Premises

District employees shall have the right to access customers' property at all reasonable hours for any purpose related to the furnishing of service and protection of water quality. Except where specifically authorized for the purpose of conservation, employees are prohibited from entering upon customers' premises to engage in repair or alteration of customer piping and fixtures.