

## SECTION 4 - REQUEST FOR SERVICE

There are two categories of requests for service:

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

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

The District provides service in accordance with these Rules in certain areas of unincorporated Clark County and in the City of Las Vegas. Service is not provided in the cities of North Las Vegas, Henderson, and Boulder City or service area of any other public water system unless an interlocal agreement authorizing the service is entered into between the entity in whose territory or service area the property is located and the District accounts for the water use and provides for other matters as set forth in the agreement between the entity and the District.

Notwithstanding any provision in these Service Rules, payment of fee, or construction of water facilities at a developer or District's expense, the District may deny any request for a water commitment or request for a water connection if the District has an inadequate amount of water, or there are physical limitations in the system capacity to serve the proposed customer and simultaneously maintain an adequate level of service to customers, or compromises public health and safety.

### 4.1 Existing Service Connection

Customers requesting service through existing service connections must provide information as required by the District. 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 District 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 District to bring a service connection to District 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 District may permit persons to conduct business with the District, including requests for water service turn-on and shut-off, over the telephone provided that the person has established credit with the District, is the property owner, or is indicated in District records as authorized by the customer to transact business on their behalf.

The District may also permit persons to conduct business with the District, including requests for water service turn on and shut off, via facsimile transmission or through other electronic transmittal methods.

#### 4.2 New Service Connection

A service connection shall be made to a main only after evidence of a water commitment is presented to the District and a proper application has been made by the property owner or his legally designated representative on forms provided by the District, and the application is acceptable to the District. The application for a new service connection must conform to the requirements listed in Sections 1, 6, and 10 of these Rules.

Plans acceptable to the District are required for all service connections except residential service connections under two (2) inches in diameter installed by the District.

#### 4.3 Relocation of Service Connection

A service connection may be relocated on an existing parcel, however it may not be moved to a new parcel. The construction of a service connection relocation is subject to the requirements of these Rules.

#### 4.4 Inaccurate/Insufficient Information

In the event information provided by the applicant is found to be inaccurate or insufficient 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 property.
- 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 District, is to circumvent discontinuance of service in another name because of non-payment of bills or other infraction of these Rules.
- d. Other requirements of these Rules are not fulfilled.

#### 4.6 Reapplication for Disconnected Service

The customer shall be required to pay all past due charges and 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 District 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 and shall be required to pay all applicable fees, charges and deposits.

#### 4.7 Deserted Service Connection

Applicants who apply for activation of a service that has been classified in District 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 his expense, can locate a service classified as deserted, the service must be brought to District standards at the applicant's expense, and an application fee paid, before it is reactivated.