

CHAPTER 4 – REQUEST FOR SERVICE

The categories of request for service are:

1. Request for service through an existing service connection.
2. Request 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 the Service 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, Boulder City, or service area of any other public water system unless an interlocal agreement authorizing the service is entered into between the District and entity in whose territory or service area the property is located.

Notwithstanding any provision in the Service Rules, payment of a 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, there are physical limitations in the system capacity to serve the proposed customer and simultaneously maintain an adequate level of service to customers, or which may compromise public health, safety, or welfare.

4.1 Existing Service Connection.

Customers requesting service through existing service connections must provide information required by the District. The information shall include full name and valid identification information. Any other person or party requesting to share financial responsibility (or account credit history if a spouse or co-owner) for an account must also provide their full name and valid identification. 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, and the use of water and plumbing plans of the private facilities.

Any costs incurred by the District to bring a service connection into compliance with 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, on the property does not necessarily mean the service is available for use without additional fees, charges, or necessary improvements to bring the service into compliance with District standards.

The District may permit persons to conduct business with the District, including requests for water service turn-on and shut-off, over the telephone or by electronic means (*e.g.*, website, mobile application, facsimile) provided that the person has established credit with the District, is the property owner, or is identified in District records as authorized by the customer to transact business on the customer's behalf. The District may also permit persons to conduct business with the District, including requests for water service turn-on and shut-off.

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 Chapters 2, 6, and 9. (See Appendix I A.3.F for Intallation charges.)

4.3 Relocation of Service Connection.

A service connection may be relocated on an existing parcel, but it may not be moved to a new parcel. The construction of a service connection relocation is subject to the requirements of the Rules. A service may not be moved without the prior approval of the District.

4.4 Inaccurate or Insufficient Information.

If the information provided by the applicant is inaccurate or insufficient after work has commenced or service has been turned on, the applicant will pay all costs, fees, charges or deposits necessary to effect corrective action and Service Rule compliance. This requirement will also apply in instances of on-site 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 District, is to circumvent discontinuance of service in another name because of non-payment of bills or other infraction of the Service Rules.
- d. Other requirements of the Service 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 will be reinstated, including disconnection and reconnection charges, delinquent processing fee, returned check fee, deposits due, service charge, tampering fees, or unpaid consumption fees. The District may, at its option, require payment of additional deposits before service is reconnected.

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, or deposits. If service disconnection is not practicable due to fire service protections or other requirements, the property owner will be responsible for payment of all due fees, charges, or other costs.

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 and apply for a water commitment as provided for in Chapter 2. The water commitment for the service does not expire, but the property owner is required to pay all installation charges, including the application fee and inspection fee (if a service is installed by a private contractor), to replace the service. If a property owner or applicant can locate a service classified as deserted, the service must be brought into compliance with District standards at the property owner's or applicant's expense, and an application fee must be paid before reactivation.