

CHAPTER 5 – TERMINATION OF SERVICE

5.1 Customer Request.

A customer desiring to terminate service shall notify the District and provide a mailing or email address to which the closing bill will be sent. Failure to notify the District shall not relieve the customer of responsibility for payment of any existing billings or any charges prior to notifying the District. Although the District will stop billing upon receiving notice of a desire to terminate service, the District may not shut off or lock the service. Payment for service received after termination shall be the responsibility of the property owner.

5.2 Reasons for Termination of Service.

Reasons for termination of service include:

- a. Non-payment of bills or any other outstanding charges, fees, or deposits;
- b. Non-compliance with the Service Rules, including Rule 3.10 on Non-Essential Uses;
- c. Interconnection;
- d. Actual or potential cross-connection;
- e. Water Theft;
- f. Waste of water;
- g. Failure to repair ongoing leaks/malfunctions;
- h. Damage to property;
- i. Obstructing access to District facilities;
- j. Tampering, including with meters, seals, or equipment;
- k. Discharge of District-provided water into a septic tank or an evaporative pond if the dwelling was constructed or expanded, if the parcel has sewer available within 400 feet, or if the property received notice from the Southern Nevada Health District to connect to a municipal sewer line.

5.3 Notice of Termination.

- a. The District will attempt to notify the customer prior to terminating or discontinuing a service. If the service termination may result in a financial impact to the owner to reestablish service, the District will also attempt to notify the property owner prior to the service termination or disconnection.
- b. The District reserves the right to terminate or discontinue a service without notice for Tampering, Water Theft, or if continuing the service represents a public health, safety, or welfare risk, will result in property damage, or for nonpayment of an account regardless of the address where the debt was incurred.

5.4 Bankruptcy Actions.

- a. In bankruptcy proceedings, the District will make demand for adequate assurance of payment as authorized pursuant to 11 United States Code Section 366.

5.5 Responsibility.

- a. Bills are due and payable upon the applicable due date. When a bill is delinquent, the District may discontinue water service in accordance with the Service Rules. Water service will not be re-established until the delinquent bill, fees, or charges have been paid in full.
- b. Before having to resort to termination of service, if a customer fails or refuses to pay an outstanding bill, fee, or charge, the District may decline to provide service at the same or another location until payment has been made. The District may require the owner of a property, as shown on the records of the county assessor, to sign for service and pay any past due bills to that property when a tenant fails or refuses to pay an outstanding bill, fee or charge, or resolve ongoing water waste.
- c. Outstanding bills, fees, or charges are owed by the customer to whom the service was provided and the owner of the property, as shown on the records of the county assessor. Outstanding bills, fees, or charges also constitute a lien on the property, which will include associated costs such as recording fees. The District may apply deposits to bills, fees, or charges that have not been paid.