

CHAPTER 6 – SERVICE CONNECTIONS

6.1 General Provisions and Conditions.

The intention of the Rules is that all water delivered through a service connection will be metered and billed. The use of spacers to deliver water is prohibited. Connection charges shall be the responsibility of the applicant. In addition, the installation of a backflow prevention assembly may be required. Unless the context requires otherwise, a size designated in inch measurements refers to the diameter of the object (*e.g.*, meter size opening, main size).

The District reserves the right to determine the size and type of the service connection to be installed. The minimum lateral size shall be one inch. For new service connections one inch and greater, the lateral pipe shall be a minimum of the same size as the meter. No service connection shall be approved of a size larger than can be supplied by the main without adversely affecting service to other customers.

In the event an existing main is determined to be inadequate to meet the requirements of an application for service and a main extension will provide for those requirements, provisions of the Rules applying to main extensions will be followed.

Whenever two mains are available from which service can be provided, the District shall, at its option, determine the main to be used for the service connection.

Plans acceptable to the District are required for all service connections, except individual residential service connections under two inches in diameter which are installed by the District. Water plans shall be prepared by a Nevada Registered Professional Engineer for review by the District for conformance to District standards. A review does not constitute a decision determining if a water commitment will be granted. The applicant for the service connection is responsible for obtaining all development approval and satisfying all requirements stated in the Rules for obtaining a water commitment.

The District will apply for any permit for work to be performed by the District or for water facilities to be installed by a private contractor which are located within the Nevada Department of Transportation right-of-way. Any fees or charges associated with the permit application will be borne by the person seeking the service connection. Should a permit not be issued to the District, the District will notify the applicant in writing. The applicant may then make application for a permit to the entity having jurisdiction or may request the return of fees, charges, or deposits paid. If the applicant chooses the latter option, the District shall not be required to provide service. If the applicant is unable to obtain the required permit, the District has no obligation to provide service and shall return fees, charges, or deposits paid, except for application fees.

6.2 Location.

Service connections shall be installed at nominal right angles to a main in accordance with District Standard Plates. The point of connection shall not be within a street intersection from curb return to curb return, nor shall any portion of the service connection be within the

intersection. The meter location shall be directly adjacent to the parcel being served within the public right-of-way. If street right-of-way is not available, the District may approve installation within an easement or alley adjacent to or on the parcel to be served. In alleys or easements, meters shall be located at a point as close as practicable to the property line within which the main is located. All meters shall be located outside of driveways and other areas where access by District personnel for operation and maintenance may be restricted. The meter vault shall be located outside of travel lanes and driveways and shall be protected from vehicular traffic, as determined by the District. Public water mains and service laterals shall not be installed longitudinally under driveways, sidewalks, or cross-gutters. A person who feels extraordinary conditions exist that would prevent compliance with this requirement may submit a written request for a waiver of the requirement at the time the water plan is submitted for review.

6.3 Composition.

Specifications for materials, appurtenances, or construction techniques for service connections are determined and approved solely by the District.

6.4 Ownership.

Service connections, including laterals, meters, boxes, shut-off valves, backflow assemblies, or other appurtenances are the property of the District. Upon acceptance of the installation by the District and delivery of an unencumbered bill of sale, ownership is transferred to the District. The District is responsible for the maintenance, repair, or replacement of the facilities, subject to any agreements covering the installation of the facilities. All pipe and fittings on the customer's side of the meter or backflow prevention assembly two inches and below at the end of the brass tail piece, or all facilities within the property shall be installed by and owned by the property owner. The customer must ensure that all pipes, fittings, and facilities on customer's side of the meter or backflow prevention assembly's first below grade horizontal connection are installed and maintained to function with District-owned property and facilities, including any upgrades. Only District employees or contractors, consultants, or their employees authorized by the District may enter into or perform work on District-owned property and facilities. Any entry or work by a person who is not authorized by the District is prohibited.

6.5 Installation of Service Connection.

The applicant shall be responsible for payment to the District of all applicable fees, charges, or deposits in effect at the time the application is made. Service connections may be installed by the District. Service connections installed by the applicant shall comply with the requirements of the Service Rules.

In instances of well abandonment and municipal service connections within the Las Vegas Hydrographic Basin, the District may accept alternate arrangements for payment of all or any portion of the applicable fees, charges, or deposits in effect at the time the application is made, and once all appropriate agreements are properly executed by the property owner through the Las Vegas Valley Groundwater Management Program.

6.6 Emergency Service Connection.

Emergency service shall be authorized for limited periods of time when the usual source of supply fails. Connections may be provided, at the discretion of the District, to any acceptable District facility in conformance with the Service Rules. The applicant shall pay all installation costs and applicable fees, charges, or deposits and shall make application for a main extension in accordance with Chapter 10 if applicable.

All emergency services shall conform with requirements of the Rules and shall be limited to a maximum of 60 calendar days. Should the need for the emergency service extend beyond 60 calendar days, the applicant shall apply to the District for a time extension. The emergency service may be extended by the General Manager until such time as the application can be brought to a regularly scheduled meeting of the Board.

In the event that the emergency service will provide water to multiple users, a deposit shall be submitted that will include an amount for an estimated 30 calendar days of consumption, including service charges for each unit of property to be served. A single monthly bill shall be issued to the applicant, who will be responsible for payment.

6.7 Non-Standard Service Connection.

A non-standard service may be approved when the District determines that a main available to serve the parcel is not adjacent to provide service, or the District determines that a main extension is not practical for orderly development of the system, fire protection, service to other property, or other reasons. On-site piping from the meter to the property served shall not be located within a public thoroughfare. When a main adjacent to the parcel becomes available, the property owner will be required to relocate the service and bring it into compliance with District standards.

A copy of the recorded easement for the on-site piping shall be provided to the District. Only the property owner, or duly authorized designee, may execute a non-standard service connection agreement with the District.

6.8 Meter and Backflow Prevention Assembly Maintenance.

District water meters and backflow prevention assemblies are routinely tested and maintained during normal business hours. This procedure may cause a total shut down of the services located on a site. Property owners may avoid an interruption in service by providing redundant services with adequate isolation valves for isolating each service independently, or a metered bypass valve and piping for services four inches or larger, in compliance with District standards.

6.9 Temporary Service Connection.

A temporary service may be authorized by the District when the applicant provides a guarantee for the construction of any required main extensions and a standard service connection to the parcel. The applicant is required to pay applicable fees, charges, or deposits in accordance with the provisions of the Service Rules.

6.10 Metering Requirements for New Developments.

- a. The intent of the District is to separately meter all services for each dwelling unit, public, quasi-public, commercial, or industrial occupancy. Interconnections are not allowed, which includes expansion of on-site systems to serve adjacent parcels. The District retains the right to determine the quality, quantity, type, size, or location of all such metered services and appurtenances.
- b. Each lot or parcel shall have a minimum of one metered service. If the District determines that a single meter for all service is the most practical installation given the conditions of the site, one meter to serve the entire development may be allowed.
- c. In the event a parcel is divided into more than one lot after water service is obtained from the District, it is the property owner's responsibility to obtain additional water services for the additional lots from the District prior to the parcel division. Interconnections, which include the expansion of on-site systems to serve adjacent parcels, are not allowed.

Commercial developments created through the subdivision process must include Covenants, Conditions, and Restrictions that are acceptable to the District and that provide for property management payment of communal services. Commercial developments may be exempted from this requirement if adequate documentation is provided to support an arrangement acceptable to the District. The District will not prorate water bills between customers.

- d. Water service for mobile home parks will be as required by NRS 461A.230.

Individual meters and services will be required for each lot in mobile home parks constructed after October 1, 1995, unless the park is operated by a non-profit corporation or housing authority. Mobile home parks constructed on or before October 1, 1995 may be expanded using an existing master meter, provided the expansion can be accommodated with the existing water capacity.

6.11 Metering Requirements for Conversion of Developments.

All existing developments which were developed in accordance with the provisions of any applicable zoning ordinance that are to be converted from rental occupancies to occupancies for the transfer of titles in an occupancy and open space may retain the existing metered service without modification, except when such service is required to be modified in the interest of the public health, safety, or welfare. The District may authorize the retention of the existing metered services, with or without modifications, for cause.

6.12 Cross-Connection Control (Backflow Prevention).

The District's Cross-Connection Control (Backflow Prevention) program for service protection is conducted pursuant to NAC 445A.67185 to 445A.67255.

All backflow prevention assemblies for service protection are tested and maintained by the District in accordance with NAC 445A.67185 to 445A.67255.

The District may require access to properties of customers currently receiving water service to conduct a cross-connection control survey pursuant to NAC 445A.67185. The purpose of this survey is to establish the extent of protection required for the District's water system based on an evaluation of how a customer uses water on a site. Examples of on-site uses requiring protection include, but are not limited to, laundries, businesses that mix and process chemicals and water, potable or non-potable irrigation systems, and fire services. Water from a customer's service may, under certain conditions, be drawn into the public water supply through the meter (through a backflow condition such as backsiphonage or backpressure). If there are existing or potential cross-connections with non-potable fluids on a customer's property, the water drawn into the public water supply may be contaminated and therefore compromise the District's supply. The installation of a District approved backflow prevention assembly adjacent to the meter may be required based on the results of the survey and the identification of existing or potential cross-connections within the property. Such installations may also be required pursuant to NAC 445A.67195 to 445A.6721.

The District may determine that there is the potential for contamination of the District's distribution system from an existing service due to processes on a customer's property. This requirement may be made in the absence of a cross-connection control survey pursuant to the conditions specified in NAC 445A.67195 to 445A.67215. At that time, the District may install a backflow prevention assembly at its expense. If a customer requests a larger assembly, the cost of that equipment and installation will be borne by the customer. The customer must provide an easement to the District for this work unless one of approved dimensions already exists.

If the customer objects to the requirement for backflow prevention assembly installation, the customer shall, at its expense, obtain a cross-connection control survey from a Certified Cross-Connection Control Specialist. If the survey finds no need for backflow prevention, the requirement by the District shall be deferred at that time. The District may require the customer to obtain, at his own expense, a similar District approved cross-connection control survey not more frequently than annually to validate that the deferral is still appropriate. An approved copy of the results of the survey shall be provided to the District, which will determine the need for an assembly. Failure to provide such a survey shall be cause for the District to require the immediate installation of a backflow prevention assembly as required by NAC 445A.67195 to 445A.67215. The customer shall pay all expenses required for this installation.

A District-approved backflow prevention assembly adjacent to the meter will be required at applicant's expense for all new services to commercial and industrial facilities, all new fire services, all new potable or non-potable irrigation services, all services for parcels with multiple services, for the relocation or upgrade of existing services, or when on-site work occurs to any facility which would otherwise qualify for installation of a backflow prevention assembly pursuant to NAC 445A.67195 to 445A.67255.

The backflow prevention assembly may be installed by a Nevada licensed contractor, but the installation shall be approved, inspected, and the assembly tested to District Standards before the service is activated.

Installations of backflow prevention assemblies by the customer or applicant shall be accomplished in accordance with Chapter 9. An easement shall be provided to the District for the construction, operation, and maintenance of all backflow assemblies.

Backflow prevention assemblies two inches and smaller may be installed by a licensed contractor provided the Property Owner first obtains a permit from the District. A permit for the installation and inspection shall be obtained by the owner or developer for all assemblies two inches and smaller. Failure to provide the District access to the assemblies shall be grounds for termination of water service. Assemblies must be tested and passed before the District will sign off on the water release for building permit certificate of occupancy.

An approved backflow prevention assembly appropriate to the degree of hazard shall be installed at the point of delivery to an existing customer's water system as a prerequisite of continued service:

- a. Whenever entry to all portions of the premises is not readily accessible for inspection purposes, making it impracticable or impossible to ascertain whether or not cross-connections exist or as required by NAC 445A.67195.
- b. Whenever an emergency shut-off is necessary, as determined by the degree of hazard.

Customers will be notified by mail when a survey or other action (such as a public works or District project related to existing service removal and relocation, or service adjustment) has revealed that an existing service has been identified as requiring installation of a new or upgraded backflow prevention assembly. The customer shall be required to have the backflow prevention assembly installed in a manner acceptable to the District within 120 days from the date of the notification. If, after the 120-day period elapses, the backflow prevention assembly is not installed, the District shall notify the customer of their failure to meet these requirements. If the customer has not completed the installation of the backflow prevention assembly nor responded to the District 30 days following the notification (150 days elapsed time from initial notification) a second notification shall be made to the customer. If, after 30 days have elapsed (180 days elapsed time from the date of first notification) the backflow prevention assembly is not installed, the service to the customer's account may be terminated. The District may elect to install the appropriate assembly at the expense of the customer. Upon completion of installation of the backflow prevention assembly, the District may restore service.

If the customer so requests, the District shall take the necessary actions to have the backflow prevention assembly installed. If a customer qualifies due to a Public Works or District project that requires an existing service removal and relocation, or service adjustment, and the installation of a backflow prevention assembly, it shall be installed at the expense of the District. Any requests for a larger service will result in the customer being charged the full cost of the assembly.

Once a customer requests installation by the District, the 120-day installation period shall be considered as having been satisfied. The District may make arrangements for the installation by a contractor, or may do the installation using District work forces. The application shall be considered to have been received by the District when the customer presents an appropriate

application for installation along with a properly executed easement or license document and delivers payment in the amount estimated by the District as set forth in Chapter 7.6 for the installation work. Following completion of the work, the District shall either refund to the customer overpayments or shall invoice the customer for the monies required.

In locations where physical constraints may preclude the installation of backflow protection on individual services, the District may choose to install a properly sized backflow prevention assembly on a portion of the distribution system to protect other customers in the vicinity. In this situation, the District shall make all arrangements for the backflow prevention assembly installation.

6.13 Installation of Hydrants.

The District may install a fire hydrant for single-family residentially zoned lots with fire department approval when the owner of the lot applies for domestic service and pays all applicable fees, charges, or deposits, which must include the cost of the fire hydrant and installation.

6.14 Water Theft Prohibited.

- a. Unauthorized connections threaten the integrity and reliability of the District's system in several ways, including but not limited to affecting water pressure, threatening water quality and damaging District facilities. The theft or attempted theft of water through an unauthorized connection poses a risk to the public's health and safety, and Water Theft is therefore prohibited by these Service Rules, as well as Chapter 167, Statutes of Nevada 1947, Section 10.
- b. In the event of Water Theft, the District may pursue any and all remedies available at law and equity, regardless of Customer status, including but not limited to: issuing violation notices, assessing administrative water theft fees, charging for estimated usage and damage to District facilities, filing a civil action for damages, seeking criminal penalties, issuing misdemeanor citations and reporting the theft to the Las Vegas Metropolitan Police Department or another appropriate law enforcement, regulatory or licensing agency. The District may also terminate or refuse service to persons or entities that engaged in or benefitted from Water Theft.
- c. Persons or entities issued a notice of violation shall be charged for estimated water usage at 12x the applicable rate, charged for the cost of any damage to District facilities and assessed an administrative fee in accordance with Appendix I A.22. Violation levels shall be based upon violation history for the preceding 18 months. The District has adopted Water Theft policies and procedures that:
 - Specifically define Water Theft and exemptions;
 - Require observation and documentation or other reliable evidence of Water Theft;
 - Require notification explaining the District's policy prior to fee assessment;
 - Provide a mechanism by which a Water Theft violation and/or fee may be appealed to an independent hearing officer pursuant to Rule 12.8.
- d. Contractors and developers are responsible for ensuring their contractors, employees and agents comply with the District's Service Rules, including rules requiring the use of approved metering and backflow devices and rules prohibiting Water Theft. Water

Theft violation notices, fee assessments and estimated charges for stolen water and damage to District facilities may, in the District's sole discretion, be issued to the developer or contractor. In such an event, the developer or contractor is responsible for payment of all fees and charges assessed, and service to the developer or contractor may be terminated or refused for non-payment or recurring violations.