

CHAPTER 7 – CHARGES, FEES, OR DEPOSITS

Charges and fees are collected to support the District’s obligation to carry out its statutory duties, including maintenance and replacement of the water system, development or expansion of the system, operation of the system, payment of debt obligations, retention of adequate reserves, and sustaining a stable rate structure. Charges, fees, and deposits are specified in Appendix I.

7.1 Backflow Service Charge.

All customers having, or who will require, backflow prevention assemblies above or below ground shall be required to pay the backflow daily service charge for each backflow prevention assembly required by the District. (See Appendix I A.1.) This charge shall be in addition to other daily service charges.

7.2 Combined Service.

The LVVWD and the SNWA daily service charges will be determined by applying the daily fire service charge to the larger meter and the daily domestic service charge to the smaller meter and adding these charges to the SNWA daily domestic and fire charges. The consumption through both meters will be added together and billed at the appropriate domestic service rate based on thresholds for the smaller meter. Charges for combined services include, but are not limited to, those on the LVVWD and SNWA daily service charges - Combined Service table. (See Appendix I A.2.)

7.3 Connection Charges.

A connection is defined as a service connection or main extension connected to an existing main. A connection shall not include an emergency service connection, interim or construction water service or temporary service connection. Any connection charges based on a meter size will be based on the smaller meter for combined services.

Installation charges, fees, or deposits shall be payable in advance in accordance with the approved rate schedule in effect at the time of water plan approval or at the time the District’s water service application form is signed and returned to the District. Any and all required or outstanding bills, charges, fees, or deposits for any service or project must be paid to the District prior to approval of water plans for construction, or prior to commencement of any scheduling or construction activity for services to be installed by the District.

- a. “Application Fee” means the non-refundable charge required of all applicants for service to property where a service connection does not exist, where a service is to be enlarged or where a service is added, including those temporary connections and those connections located within an Assessment District. The charge is based on meter size. The charge includes District costs for the initial application, engineering review and water commitment process, water plan approval, and miscellaneous related administrative costs. Fees are established for revisions to the initial application. These fees are non-refundable, and valid for applications submitted for two years from the time of payment. The application fee is required for the reactivation of a service classified as deserted, a temporary service, or an interim service. (See Appendix I A.3.a.)

Application fees are due for relocations of existing fire hydrants or service connections on the same parcel of land.

The application fee does not apply to adjustments to or relocation of water facilities completed in conjunction with public road improvement projects, or work necessary for the installation of a new backflow prevention assembly required as a result of the District's Cross-Connection Control Program.

An application fee is required for a fireline without domestic meter installation or a water plan with a public fire hydrant, which include a temporary fire hydrant or temporary riser, without domestic meter installation.

There will be a charge for staff review of each revision to applications and plans that constitute a change to documents, fees, or services.

- b. "Facilities Connection Charge" means the charge required of all applicants for service to property where a service connection does not exist or where a service is to be enlarged or added. The charge is to be paid based on meter size and the current rate. A facilities connection charge paid in the last ten years will be applied toward the charges due. Beginning January 1, 2021, the Facilities Connection Charge will be adjusted annually on January 1. The rate will be set in accordance with the annual increase as of September of the previous year, per the Engineering News Record, Construction Cost Index, 20 City Average. (See Appendix I A.3.b.)
- c. "Frontage Connection Charges" applies to all connections through which water will be delivered from an existing main to particular parcels of property which are adjacent to the right-of-way or easement wherein that existing main is located. If additional connections will not be required for subsequent phases, the frontage connection charge for projects with multiple phases is due for all remaining phases at the time the initial connection is approved. The applicable frontage connection charges shall be the amount specified in the rate schedule. (See Appendix I A.3.c.)

Frontage connection charges shall not apply to the connection of a property to a particular main if that main was installed as a main extension to serve that property. If a parallel main exists, the frontage connection charges shall be based on the main providing the direct connection to the service. Conditions for installing a parallel main are contained in Chapter 9. Frontage connection charges shall apply to properties within assessment districts when the connection is made to a main installed after the installation of mains for the Assessment District. A minimum charge shall apply to any parcel having less than 70 feet of chargeable frontage. Connections to serve median strips within a publicly dedicated right-of-way or land either publicly owned or controlled landscaped trails and paths shall be charged the minimum charge regardless of the length of the median strip or landscaped area. Unless agreed to specifically by the District, the depth of such landscaped areas shall be no greater than 20 feet.

Upon application for a connection to a parcel not presently having a connection, frontage connection charges shall apply to the side of the property where the connection is to be made. Upon application for an additional connection to a parcel where the connection is to

be made to a side of the property not presently having a connection, frontage connection charges shall apply to that side of the property. Upon applications for connections to more than one side of a parcel presently not having a connection, frontage connection charges shall apply to each side of that property where a connection is to be made.

Relocation of, or additional connections on, the same side of the property where frontage connection charges have been assessed shall be exempt from frontage connection charges. Non-standard service connections shall be assessed the minimum frontage connection charge when the main providing water is not directly adjacent to the property. An existing service connection may be relocated on the same parcel, with the approval of the District, however it may not be moved to a new parcel. A relocated service connection shall be installed pursuant to the same Rules and applicable rate schedules as a new service connection, except that no facilities or regional connection charges shall be applied. Frontage connection charges will not apply if the connection is to the same side of the parcel and the new connection is made to the same main as the original connection. For connections to any other main along that side of the parcel, the frontage connection charges provisions shall apply (See Appendix I A.3.c.)

If more than one main is available with sufficient pressure and capacity for a connection, the applicant may request a connection to a specific main. The District may elect to require the connection be made to another main. If so, the Frontage connection charge shall be the lesser of the charge for the main preferred by the applicant or the main to which the connection was actually made.

- d. “Inspection Fee” shall apply to all new water facility installations and water service relocations constructed by private contractors. The fee is based on the quantity, type of water facility installation, or size of the meter. The charge includes District costs for the inspection and related administrative costs of water facility installation. The fee must be paid prior to water plan approval and may be refunded if work does not begin. The fee is not refundable or prorated once construction begins. The inspection fee is valid for two years from the date of plan approval. Any time extensions for work remaining after the two year period require payment of an additional inspection fee for those portions of the project which are incomplete. Any inspection required after the the District’s scheduled work week for Inspector working hours will be charged in addition to these fees. (See Appendix IA.3.d.)

The inspection fee does not apply to adjustments to, or relocation of, water facilities completed in conjunction with public road improvement projects.

Inspection fees are due for service connection relocations and service connection size increases.

- e. “Oversizing Charge” will be based on meter size, and the funds collected will be used to refund oversized main extension costs. The oversizing charge also applies to enlarged or added service connections, including those connections located within assessment districts. (See Appendix I A.3.e.)
- f. Service Connection – Installation. If unusual installation conditions exist, the applicant will be advised of the terms and conditions that must be met before an application for service will be accepted. In circumstances under which the District anticipates unusual installation

conditions, the applicant shall pay a deposit established by the District. A refund or billing will be made when the job is completed and actual cost determined by the District. Unusual installation conditions shall exist when, in the opinion of the District, the installation is to be made under conditions that would result in unusual or significant departure from the basic installation charges set forth in Appendix I. A.3.f.

- g. Service Connection – Relocation. An existing service connection may be relocated on the same parcel, with the approval of the District, but it may not be moved to a new parcel and may not be used to serve an adjacent parcel. A relocated service connection shall be installed pursuant to the same Rules and applicable rate schedules as a new service connection, except that no facilities or regional connection charges shall be applied. Frontage connection charges will not apply if the connection is to the same side of the parcel and the new connection is made to the same main as the original connection. For connections to any other main along that side of the parcel, the frontage connection charge provisions shall apply. The person requesting the relocation will be responsible for the cost of relocation.
- h. Service Connection – Removal. In the event that a service connection is to be permanently deactivated, the owner of the property must sign a service removal form provided by the District. The meter and other salvageable materials may be removed by the District without credit to the property owner or by a private contractor in accordance with the requirements of Chapter 9. In the event a service will be relocated or the size of service changed, the service removal may be completed either by the District on an actual cost basis or by a private contractor in accordance with the requirements of Chapter 9. Any water commitment associated with a removed service shall terminate, except as provided in Chapter 2.8.
- i. Service Connection – Size Increase. An existing service connection may be enlarged with the approval of the District provided a water commitment for the additional capacity requested is obtained in accordance with Chapter 2. An enlarged service connection shall be installed pursuant to the existing Rules and applicable rate schedules. If the new service connection is not on the same side of the parcel as the abandoned or removed service, frontage connection charges may apply. Facilities connection charges, regional connection charges, or oversizing charges shall apply to increases in meter sizes. Existing services will receive a credit for facility connection charges, regional connection charges, and oversizing charges based on the rates in effect at the time of the application. The credit will be applied toward the new charges for the service or services being applied for on the parcel. Regional connection charge credit will be calculated based on the current land use of the existing service. Land uses with regional connection charges on a per unit basis will be given a credit to be determined using the Clark County Assessor records in place at the time of the application. The full application fee and inspection fee (for service connections installed by private contractor) for the new service size will apply. (See Appendix I A.3.a. and A.3.d.)

7.4 Construction Water and Other Approved Uses.

- a. Construction water taken through public fire hydrants except for firefighting purposes will be metered. Fees and charges stated in Appendix I A.4 apply to use of construction water. Stand tanks must be used and maximum flow rates will be specified by the District in closed pressure zones. A backflow prevention assembly is required when hydrant meter connections do not serve a stand tank with an approved air gap.

One working day notice is required to set fire hydrant meters and requests must be received before 4:00 p.m. Requests received after 4:00 p.m. for next day service and requests for same day meter installation before 4:00 p.m. that day may be accommodated with payment of an additional fee. A fire hydrant permit fee will be charged. A refundable damage deposit will be required for each hydrant valve and meter. All or a portion of any remaining deposit may be refunded upon termination of the service if the hydrant, hydrant valve and meter are undamaged during the period of use and all inactive hydrant meter water accounts have been paid in full. The District may, at its discretion, apply the damage deposit to the closing bill. A refundable damage deposit will be required for each backflow prevention assembly installed by the District on a hydrant meter. This deposit will be applied to the closing bill upon termination of the service if the backflow prevention assembly is undamaged during the period of use. The District service charge for a fire hydrant meter shall be assessed per day. The SNWA non-residential daily fire infrastructure charge shall be assessed per day, based on a three inch meter. (See Appendix I A.11.) The SNWA commodity charge will be charged to the customer. (See Appendix I A.15.) The SNWA reliability surcharge will be charged to the customer. (See Appendix I A.18.) The consumption rate shall be set at the third tier consumption rate. (See Appendix I A.19.) The mobile meter permit fee shall be assessed per year. The fee may be prorated monthly based on the month of the permit application. The deposit for a mobile meter is based on the replacement cost of the mobile meter paid by the District. If a service is processed for shut-off for non-payment of bills, payment arrangements, deposits, or other violation of the Rules, the customer shall pay a delinquent processing fee. (See Appendix I A.7.)

In lieu of a fire hydrant meter for taking construction water, the construction water may be taken through the service connection which is intended to serve the parcel, or it may be taken through any other metered method approved by the District which assures that all water utilized during the construction period is metered.

The construction period shall be considered to have ended for the developer upon notification to the District by the applicant and after the District has made a final meter reading for billing purposes. The District will then shut-off the service unless it has received an application for service to that location. Water used through a service connection on a parcel prior to notification to the District that the construction period has ended will remain the responsibility of the developer or owner. The District reserves the right to audit all development to ensure all parcels are properly metered and consumption is measured and assessed for billing purposes.

The developer or owner responsible for the development agreement may transfer, for the purposes of construction water billing only, all or part of a development to a subsequent developer following the installation, inspection, and acceptance of facilities as shown on the approved water plans. The developer shall notify the District of the transfer in writing, specifying by lot and block and supplemented by an annotated map of approved water facilities plans the portions of the development transferred by written, executed agreement to the subsequent developer. A subsequent developer shall be responsible for the billing for construction water, any outstanding water facilities remaining to be completed, and any damages caused by his actions to District facilities within this approved transferred area.

All construction water must be metered, including water used in areas previously paid for on an acreage basis.

b. Non-Metered Construction Water.

Water used in the disinfection of newly constructed public water mains does not have to be metered. Flushing of the mains shall only be done in the presence of a District representative.

7.5 Daily Service Charge.

Domestic service customers will be billed a daily service charge based on meter size multiplied by the number of days in the billing period. The Daily Service Charge will be adjusted annually on January 1. The rate will be set in accordance with the annual increase as of September of the previous year, per the Consumer Price Index, All Items, All Urban Consumers (CPI-U), Pacific Cities, West Size Class A. The annual adjustment shall not exceed 4.5 percent or fall below 1.5 percent without additional action by the Board. (See Appendix I A.5.)

7.6 Deposits.

- a. Assure Payment of Bills - Security Deposit. The District may require security deposits from new customers who have not established credit with the District, or from customers whose accounts are delinquent, or in any situation where the District has cause to believe that a deposit is required to assure payment. For accounts where credit has not been established, or for accounts that are delinquent, the deposit will be in an amount proximate to, but not less than two and one half times the highest monthly bill as assessed during a twelve month period. The District may establish standard deposits for various service sizes and types. (See Appendix I A.8.)

Deposits must be paid in full on the date they were assessed to the account, or service may not be activated or restored on the date requested. The District may, in its sole and exclusive discretion, make arrangements to extend this payment deadline or allow the customer to pay the required deposit amount in installments. Failure to remit valid payment in compliance with arrangements made may result in service discontinuance without notice. A surety bond acceptable to the District may be presented in lieu of a cash deposit.

Deposits will be applied as a credit on the customer account at such date as the customer has established credit to the satisfaction of the District, or refunded to the customer at the District's discretion, or applied to the closing bill upon discontinuance of service. Interest on security deposits will be credited to the customer's security deposit account on a quarterly basis or on the date the customer's deposit account is closed.

The annual interest rate for the ensuing year will be a rate equal to the regular savings deposit rate of a major local commercial bank as of the first business day of the calendar year.

- b. Projected Costs Basis - Deposit. When the District is requested to perform work and where there are no fixed charges, the applicant shall deposit an amount established by the District, in addition to connection charges and other applicable fees, prior to commencement of work. A refund or billing will be made when the job is completed and

actual cost determined. When requested by the applicant, the District may establish a not to exceed upper limit.

- c. Interest on Deposits. Except as provided for deposits to assure payment of bills, any cash deposit or other payment paid to the District will not accrue interest.
- d. Public Agency Deposit Requirement. In lieu of cash a deposit or surety bond, a purchase order may be accepted from a public agency.

7.7 Damage to or Tampering with District Property.

Persons causing damage to, or tampering with, District property by any willful or negligent act shall be responsible for payment of costs incurred, and penalties as prescribed by the Service Rules or by law. (See Appendix I A.6.)

If a lock installed on a service connection to restrict use of water is removed by anyone other than an authorized District employee, the customer or developer shall be charged for a damaged lock, in addition to any other charges or fees. If a lock for a backflow prevention assembly enclosure is cut or damaged, the customer shall be charged for the cut or damaged lock, in addition to other charges or fees.

7.8 Delinquencies & Deficiencies.

- a. Late Fees - Delinquent Accounts. If payment of a bill is not received by the District prior to the due date as stated on the bill, (the date being the first working day 24 calendar days after the billing date), the account shall be charged, on the next succeeding bill, four percent of all amounts in arrears. Governmental agencies are exempt.
- b. Processing Fees. If a service is processed for shut-off for non-payment of bills, payment arrangements, deposits, or other violation of the Rules, the customer shall pay a delinquent processing fee (See Appendix I A.8.) Before service will be reactivated, the customer must pay the total amount due including any assessed security deposits and related delinquent processing and restoration fees. The District may, at its sole and exclusive discretion, make arrangements for other than full payment. Should the customer reactivate or tamper with the service without consent of the District, an additional charge will be made for each such occurrence (See Appendix I A.6.) Service shall be considered processed for shut-off as of the date immediately following the due date of the bill or payment arrangement.
- c. Deficiency Fee. The District will assess a fee per service, per day, for each inspected deficiency not corrected by a developer, until the deficiency is corrected. This charge shall be assessed against parcels where a tenant has occupied the premise without the service being inspected, approved, and accepted by the District for the City of Las Vegas, or without a Certificate of Occupancy issued by Clark County or the City of Las Vegas.

7.9 Non-Potable Water System (NPWS) Connection.

The formula to calculate the cost for a Non-Potable Water User is as follows:

A new User will pay for their proportional share of the net system capital costs which have been paid as of the end of the prior fiscal year.

	NPWS Capital Costs Paid-to-Date (amount of debt repaid)
Minus	NPWS Depreciation to Date
Equals	NPWS Net Capital Costs Paid-to-Date
	New Subscriber Estimated NPWS Maximum Daily Water Consumption
Divided by	Total Estimated NPWS Maximum Daily Water Consumption (including new subscriber)
Equals	Estimated New Subscriber Pro rata Maximum Daily Water Consumption
Multiply	
by	NPWS Net Capital Costs Paid-to-Date
Equals	New Subscriber Amount

All funds received will be included in the NPWS Capital Costs Paid-to-Date. A calculation with a negative result will result in an amount of \$0. All amounts are non-refundable.

All Users who provide non-potable mains to service their facilities from a District-approved facility shall be subject to application and inspection fees based on the size of the main and the fees in effect at the time of plan approval.

7.10 Meters.

- a. **Meter Credits.** If meters obtained from the District for the purpose of being installed by a private contractor during construction of a development are returned before the project has received final acceptance from the District unused and undamaged meters, with an original receipt will be credited 100% of original developer cost. (See Appendix I A.9.)
- b. **Meter Installation.** When the District discovers that water is being taken through an unmetered service, is damaged, or the meter is not operating properly, or the wrong size meter was installed, and the water plan approval required that the meter be set by the developer, the District will install the meter and charge an installation charge. The cost of the original meter issued to the developer will be refunded if that meter has not been used or damaged and is returned to the District. If the development is under warranty for its water facilities, the developer can replace the meter at his expense. (See Appendix I A.9.)
- c. **Meter Size Change.** Meters in place, which are of a size less than the diameter of the lateral pipe, may be replaced with a larger size not to exceed the size of the lateral pipe. Applicants shall pay the full application fee for the new service, the meter charge, and other charges as established by the rate schedule. Facilities connection charges, regional connection charges, and oversizing charges shall apply to increases in meter sizes. A water commitment in accordance with Chapter 2 must be obtained before a meter may be increased in size.

Meters sized two inches and less may be replaced with a smaller size meter upon request of the property owner and with District approval. The cost to reduce the meter size shall be the cost of the new meter plus an installation fee, plus all other applicable fees and charges (See Appendix I A.9.) Applicants for replacement of meters greater than two inches with a smaller size shall pay all costs incurred.

The District may replace a battery of meters with a single meter, replace a single meter with a battery of meters, or install an appropriately sized meter, service, and backflow prevention assembly to meet a current demand, providing such replacement does not impair service to the customer. The owner or applicant shall be responsible for all applicable fees and charges.

- d. Meter Testing Fee. A customer who is serviced by a meter two inches and smaller and has requested that the meter be removed for accuracy testing and replaced with another, shall be assessed a fee. (See Appendix I A.9.) The fee will be waived if the overall accuracy of the meter as tested is outside the defined acceptable parameters as established by the American Water Works Association.

7.11 Non-Potable Water Irrigation Rate.

The Board will establish non-potable water irrigation rates as necessary to maintain revenue, at a level to pay all costs of each project.

The non-potable water irrigation rate for large turf and landscaping irrigation per 1,000 gallons and is subject to change at any time. (See Appendix I A.10.)

The non-potable water irrigation rate will be at or below the annual average cost that the potable and non-potable water users would pay for potable water service on an annual basis.

Periodically, the annual average cost will be computed for a recent 12-month period using the actual monthly water demands of each non-potable water user and each golf course consuming potable water. Each water service included in the computation will use service size to determine the appropriate daily service charges, daily backflow service charges, and water tier sizes. SNWA commodity charge, SNWA reliability surcharge, SNWA infrastructure charge, and any other charges normally paid by potable water users for irrigation water service will also be included. When new potable water rates are being proposed, the annual average cost computation will be adjusted to reflect applicable changes in any and all components of the computation.

7.12 Non-Revocable Groundwater Rights.

The District may purchase non-revocable groundwater rights subject to verification of the standing and duty of the permit and approval from the District's Board of Directors. When non-revocable groundwater rights are purchased by the District, the amount paid is based on the value to the District.

7.13 Public Fire Hydrants.

- a. Private Use. Connection to a public fire hydrant which has been dedicated for public use is prohibited unless a permit is issued by the District and a District owned hydrant valve and meter are used. The applicant shall pay a permit fee in accordance with the rate schedule prior to issuance. The applicant for the permit shall designate the period of time and purpose for which water is to be used. The District may discontinue the service and remove its equipment if the water is used for any purpose other than that designated by the applicant, or if any part of the fire hydrant is operated. The District may establish limitations on the rate of flow and time of use. The District will install all equipment necessary for the meter connection and no water will be used until such equipment is installed. Except for emergency service connections, which may be established by the District for a limited time, water service from a fire hydrant for domestic purposes is prohibited.

The applicant shall use District installed backflow protection to prevent backflow to the District's system.

In the event that an unauthorized connection is made to a fire hydrant the user shall be required to pay appropriate charges as determined by the District, and may be subject to other penalties.

A mobile meter may be provided to small users who generally move to multiple locations over time. These meters are granted at the sole discretion of the District. Mobile meter permit holders must:

1. Pay an annual permit fee. (See Appendix I A.4.)
 2. Report the location of all water taken each day upon request by the District.
 3. Acknowledge the initial meter reading.
 4. Agree to have readings estimated for an average monthly bill throughout the year and balance the actual read at the time of the annual meter inspection against the billable consumption for the year for payment or credit adjustment to the account, or refund.
 5. Have the meter inspected annually.
- b. Credit Privilege for Hydrant Permits. The privilege of credit for hydrant permits may be granted to contractors licensed in Nevada, and requests for the credit may be made by phone or other electronic means, provided that:
 1. The privilege is not abused,
 2. Payment for each hydrant permit is received by the District as part of the payment for the first water bill issued for such permit.

7.14 Private Fire Protection Service.

Applicable to all services through which water is to be used solely for extinguishing fires. Private fire service shall be assessed a daily service charge. Non-residential private fire protection services will be assessed SNWA non-residential daily fire infrastructure charge. (See Appendix I A.11.)

Unauthorized Use of Private Fire Protection Service. When it is found that a private fire service is being used for purposes other than standby fire protection, the District will bill the customer for all private fire protection water consumption measured by the detector check assembly times an applicable service size multiple. (See Appendix I A.11.) Failure to discontinue unauthorized use will be cause for shut-off or prosecution as prescribed by law.

7.15 Reactivation of Deserted or Inactive Services.

Upon receipt of an application, a deserted or inactive service may be activated provided the applicant pays any costs required to locate the service and upgrade it to current District standards. If the service cannot be located, it will be classified as abandoned or removed. If a service is located but found to be non-functional, the service may be classified as abandoned or removed.

7.16 Recharge Water Rates.

The Board may establish recharge water rates in conjunction with a Peak Demand Management Program. These rates will be established to meet costs during winter months for water purchased in conjunction with a recharge effort as part of a peak demand management agreement. Each agreement must be approved by the Board of Directors.

7.17 Reestablish Service Fee.

Customer or property owners will be charged a fee per incident for services that have been locked for tampering, illegal use, or prevention of further damage to District facilities. (See Appendix I A.12.) Further service to the property must be established only in the name of the property owner. When service is shut-off at the main, or restricted from use by the District by means other than locking the service, the property owner or the property owner's representative possessing an appropriate power of attorney must pay a deposit to the District in the form of cash, cashier's check, money order, or credit card to cover the actual cost of damage incurred by the District in addition to any other applicable fees, charges or deposits before a turn-on will be scheduled (See Appendix I A.7, A.8.) Once actual costs are determined, the property owner will be billed or refunded the difference between the deposit and the actual cost.

If it can be demonstrated to the District that neither the property owner nor a legally designated representative is available to meet the above-mentioned requirements for turn-on, a resident of the property may have water service reinstated by securing and delivering to the District a one year irrevocable letter of credit or a bond in a form approved by the District, in an amount equal to two and one half times the highest monthly bill as assessed during a twelve-month period, in addition to posting a cash deposit to cover the actual cost of damage incurred by the District. (See Appendix I A.8.) If the cash deposit exceeds the damages incurred by the District, a refund will be made. If the cash deposit does not cover the damages incurred by the District, the balance will be due from the owner, or representative, prior to restoring service.

7.18 Residential Main Extension.

If required by the fire department, the installation of a fire hydrant as part of the approval process for a Residential Main Extension shall be assessed an inclusive charge of all fees and charges associated with that installation. (See Appendix I A.13.)

7.19 Service Guarantee Program.

At the District's sole discretion, the District will apply a credit (See Appendix I A.14) to a current customer's active account in the following situations:

- a. If the District shuts off the customer's water service in error.
- b. If the District does not activate the customer's service on the date requested.
- c. If the District does not respond to a billing inquiry within seven business days.
- d. If the District validates receipt of payment, but does not process the payment correctly.
- e. If the District, in its sole discretion, determine if this credit is warranted due to actions of the District's staff.

Additionally, if District personnel, while in the course and scope of District duties, physically damage a ratepayer's property that is not improperly located within, above or near a District easement or District property, the District will repair or pay to have repaired the ratepayer's property.

7.20 SNWA Commodity Charge.

SNWA imposes a commodity charge to fund regional water facilities. The charge applies to all District customers, except customers in Jean, Nevada. (See Appendix I A.15.)

7.21 SNWA Daily Infrastructure Charge.

The SNWA daily infrastructure charge will be multiplied by the number of days in the billing period to determine the respective charge for that billing period. (See Appendix I A.16.)

7.22 SNWA Regional Connection Charge.

The SNWA regional connection charge is the charge required of all applicants for service to property where a service does not exist and regional connection charges have been paid in the last ten years. The charge is based on the demand for water that development places on the capacity of the system and will be charged at the current rate. Regional connection charges paid in the last ten years will be applied toward charges due. The charge is used to acquire and develop resources and to fund regional facilities constructed by SNWA to support the demand created by a service. Funds collected shall be transferred to SNWA to acquire and develop resources and to fund regional facilities constructed and operated by the SNWA. This charge does not apply to applications for service within Jean, Nevada. (See Appendix I A.17.)

7.23 SNWA Reliability Surcharge.

A reliability surcharge is charged on all residential class customers at .25 percent of total water bill for service charges and consumption rate. Residential class includes all multi-residential classes, as well as single family residential. (See Appendix I A.18.)

All other customer classes are charged at two and one half percent of total water bill, including service charges, backflow, and consumption rate.

The reliability surcharge is collected by the District at the same time and in the same manner as

monthly water bills, except those in Jean, Nevada. Charges for water may be affected by water budgeting rules provided in Chapter 11.

7.24 Tier Consumption Rate Charge

Average Daily Use Rate Blocks will be multiplied by the number of days in the billing period and rounded to the appropriate whole consumption (1,000 gallons) to determine that billing period's rate blocks. Consumption within the billing period rate blocks will be billed at the appropriate block rate shown for the Las Vegas Valley Thresholds and Metered Rates for Domestic Services. Beginning January 1, 2019, the Tier Rates will be adjusted annually on January 1. The rates will be set in accordance with the annual increase as of September of the previous year, per the Consumer Price Index, All Items, All Urban Consumers (CPI-U), Pacific Cities, West Size Class A. The annual adjustment shall not exceed 4.5 percent or fall below 1.5 percent without additional action by the Board. (See Appendix A.19.)

7.25 Turn-On and Shut-Off Fees.

- a. Turn-On. A water service will be turned on for a fee (see Appendix I A.20), provided that the requested effective date for service activation or restoration is at least one business day after an application is accepted or, in the case of service interrupted for delinquency, sufficient payment has been received as required by the District.
- b. Same day service turn-on or restoration may be provided for an additional fee when requests are received prior to the close of the business day. Requests received after normal business hours, or on weekends, or during a holiday for same day service turn-on or restoration will be assessed a fee, provided that the District can respond to the customer's request. (See Appendix I A.20.)
- c. Shut-Off. An existing water service will be shut off without charge if the requested effective date for service shut off is at least one business day after the request for discontinuance of service is received.
- d. Same day shut-off service may be provided for a fee when a request is received prior to the close of the business day. Requests for same day or future shut-off will not be accepted if received after normal business hours, on weekends, or on holidays. (See Appendix I A.20.)

7.26 Water Waste Fee.

Customers issued a violation notice as defined by the District shall be assessed a fee. (See Appendix I A.21.) Violation levels are based upon violation history for the preceding 18 months.

7.27 Well Abandonment Incentive.

As an incentive for existing property owners to convert their water source from a well to the District's system, a cash incentive will be made to each owner who abandons their well in conjunction with making application for a new water service from the District. The owner must submit a certified copy of the well plugging report prepared by the licensed driller in accordance with NAC 534.420. The cash incentive for well abandonment will not be provided in the event the well is abandoned and plugged by an agency at no cost to the property owner.