

## **RULE NO. 6**

### **DISCONTINUANCE AND RESTORATION OF SERVICE**

#### **I. WATER SERVICE**

##### **A. Customer's Request For Discontinuance Of Water Service:**

1. A Customer may have water service discontinued with not less than five (5) days advance notice thereof to the District. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required five (5) days advance notice.
2. When such notice is not given, the Customer will be required to pay for service until five (5) days after the District has knowledge that the Customer has vacated the premises or otherwise has discontinued water service.
3. A Customer may not request discontinuance of sewer service.

##### **B. Discontinuance Of Water Service By District:**

###### **1. For Nonpayment of Bills:**

A Customer's water service may be discontinued for nonpayment of a bill for either sewer or water service furnished, or both, if the total bill is not received at the District office by the due date printed on the bill (20 days from the billing date), provided the District has mailed the Customer the service termination notice in writing and then restating a reminder notice on the current month's bill both of which state the date that service will be disconnected if the payment of the past due balance has not been received as per Rule No. 5, II.

###### **2. For Noncompliance with Rules:**

The District may discontinue water service to any Customer for violation of the District Rules and/or Regulations after it has given the Customer at least 48 hours written notice of such intention. Where safety of water supply is endangered, service may be discontinued or curtailed immediately without notice.

3. For Waste of Water:

Where negligent or wasteful use of water exists on or from a Customer's premises, the District may discontinue the service if such practices are not remedied within 48 hours after it has given the Customer written notice to such effect.

If the District finds extreme wasteful use of water the District may shut off the water without notice. The District will simultaneously notify the customer of the reasons for the discontinuance and of the corrective action needed to be taken before water service can be restored, either personally or by posting a door hanger which will also request the customer to call the District office.

4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the District or its Customers:

If any unsafe or hazardous condition is found to exist on the Customer's premises, or if the use of water thereon by apparatus, appliances, equipment or otherwise if found to be detrimental or damaging to the District or its customers, the water service may be shut off without notice. The District will notify the Customer immediately of the reasons for the discontinuance and the corrective action to be taken by the Customer before water service can be restored.

5. For Fraudulent Use of Service:

When the District has discovered that a Customer has obtained sewer or water service or both by fraudulent means, or has diverted the water service for an unauthorized use, or is using the sewer service for an unauthorized use, the water service to that Customer may be discontinued without notice. The District will not restore water service to such Customer until that Customer has complied with all the District Rules and/or Regulations and reasonable requirements of the District and the District has been reimbursed for the full amount of the water and/or sewer service rendered and the actual cost to the District incurred by reason of the fraudulent use.

6. Capping Off Illegal Water Lines:

Where the District has discontinued water service pursuant to B 2 through B 5 above, the owner of the premises may be required by the District, upon 48 hours written notice, to place a cap upon the subject water line, or in any other fashion suitable to the District so

disable the subject water line that water may no longer be delivered through such line. In the event the owner fails or refuses to do so within the time allowed in the said Notice, the District may do so without liability for trespass. By its application for water service to the premises, the Customer consents to such entry onto the subject real property by District personnel for such purposes. The expense for the District inspection of the owner's disabling of the subject water line, or the expense for the District disabling of the subject water line where the owner fails or refuses to do so in the time allowed, will be charged to and paid by the owner of the premises prior to the restoration of any District services to the subject property, at the District's normal hourly rate, plus any charges for materials utilized by the District if the District supplies materials where the District disables the water line. In the event the water meter is also removed by the District for violation of the District Rules and/or Regulations, the charges for reinstallation of a water meter as set forth in paragraph C below shall also apply.

C. Restoration Of Water Service And Charge For Same:

Where water service has been discontinued for violation of these rules or for nonpayment of bills, the District, prior to restoration of service, shall collect the full amount due (if any) for services supplied for which the disconnection was made and may charge the fee set out in Rule No. 21 III B and C. The restoration of service will take place under the conditions, set out in Rule No. 21 III B and C for reinstallation of service.

II. SEWER SERVICE

A. Policy:

Due to the nature of the service provided, due to health considerations and due to the difficulty involved in disconnection of sewer service, the District does not intend under normal circumstances to disconnect a Customer's real property from the District's sewer service. It is the policy of the District to enforce payment of bills for sewer service and compliance with these Rules and/or Regulations relating to sewer service by discontinuance of water service in the method and for the reasons above noted.

B. Discontinuance In Exceptional Circumstances:

1. In the event a Customer obtains an alternate source of water service, and is so abusing the sewer service furnished by the District as to threaten continued safe and reliable operation of sewer service by the District to its Customers, or by means of effluent placed in the District's sewer system or by means of fraudulent use of same is threatening the economical operation of such system, then and in that event the District reserves the right to enter onto the property of the Customer concerned, if necessary, and, without liability for trespass, disconnect Customer's real property from the District sewer system. By its application for sewer service, Customer consents to such entry onto real property for such purposes.
2. The District subleases its sewer capacity at the Reno-Sparks Wastewater Treatment Facility, and pursuant to the terms of said sublease, and the requirements of the EPA, the District is authorized and required to disconnect sewer service to any property within the District, upon such notice and on such terms as required by law and these Rules and/or Regulations rates at such time as industrial waste inspectors from the City of Sparks, Nevada notify the District in writing to do so. Further, the District is authorized to issue such citations for improper discharge as required by such City of Sparks personnel.

C. Notice:

The District will give Customer five (5) days written notice of its intention to disconnect sewer service and the reasons thereof, unless circumstances are such that Customer's actions threaten the health and safety of the general public, or threaten the continued safe and reliable operation of the District's sewer service, in which case the District may disconnect such sewer service without notice but with reasons for such discontinuance supplied immediately to the customer.

D. Capping Of Illegal Sewer Lines:

Where the District has discontinued water service pursuant to B 1 above, the owner of the premises may also be required by the District, within the five (5) day notice allowed above (or upon 48 hours if the District disconnected the sewer line without notice), to place a cap upon the subject sewer line, or in any other fashion suitable to the District to disable the subject sewer line so that wastewater may no longer flow through such line. In the event the owner fails or refuses to do so within the time allowed in the said Notice, the District may do so without liability for

trespass. By its application for water service to the premises, the Customer consents to such entry onto the subject trial property by District personnel for such purposes.

E. Charges:

Customer shall be responsible for all costs incurred by the District for a discontinuance of sewer service in these circumstances, under paragraph B above, such costs being equal to the actual costs of labor and material utilized by the District in the course of such discontinuance, which costs shall be repaid to the District prior to reconnection to the District's sewer system. The expense for the District inspection of the owner's disabling of the subject sewer line under paragraph D above, or the expense for the District disabling of the subject sewer line under paragraph D above where the owner fails or refuses to do so in the time allowed, will be charged to and paid by the owner of the premises prior to the restoration of any District services to the subject property at the District's normal hourly rate, plus any charges for materials utilized by the District if the District supplies materials where the District disables the sewer line. In the event the water meter is also removed by the District for violation of the District Rules and/or Regulations, the charges for reinstallation of a water meter as set forth in the District Rules and/or Regulations shall also apply.

F. Restoration Of Sewer Service:

Restoration of sewer service discontinued pursuant to A above for non-payment of sewer service bills or pursuant to B above shall be accomplished by the Customer first making application therefore, on the District's form, to the District at its business office during regular working hours. Said application shall be accompanied by payment of all sums due the District for sewer service bills and payments in a form satisfactory to the District, of the District's cost of discontinuance of service as set forth pursuant to E above. Upon approval of said application and payment, the Customer shall provide for reconnection of said sewer service by persons or firms other than the District, unless the District consents to do so for the charges set forth in Rule No. 22.

III. REFUSAL TO SERVE

A. Conditions For Refusal:

The District may refuse to serve an Applicant or user of sewer or water service under the following conditions:

1. If the Applicant fails to comply with any of these Rates and/or Regulations or other valid rules and regulations of the District, or

2. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing Customers, or
3. If, in the judgment of the District, the Applicant's installation for utilizing the service is unsafe or hazardous or of such nature that satisfactory service cannot be rendered, or
4. If service has previously been discontinued for fraudulent use, the District will not serve an Applicant until it has determined that all conditions of fraudulent use or practice have been corrected.

B. Notification To Customers:

When an Applicant or user is refused service under the provisions of this rule, the District will notify applicant or user promptly of the reason for the refusal to serve and of the right to appeal the District's decision to the Board of Trustees of the District.