



INDIAN HILLS GENERAL IMPROVEMENT DISTRICT

3394 JAMES LEE PARK RD. #A
CARSON CITY, NEVADA 89705
TEL: (775) 267-2805 FAX: (775) 267-3510
www.indianhillsnevada.com

WATER SERVICE POLICY

Section 1. Purpose

The purpose of this policy is to specify certain formulae and considerations involved in setting connection fees and monthly service fees for WATER SERVICE provided by the District to all customers.

Section 2. Administration

2.1 General Policy Elements

2.1.1. Effective Dates

This policy becomes effective upon adoption by the Board of Trustees and applies to all water service connections after the date of adoption.

2.1.2. Connection Fee Computation for all Establishments

Connection fees are computed using the proposed meter size as a ratio to the EDU (Equivalent Dwelling Unit). This computation results in a connection fee relative to a single EDU and presumes meter size differential is related to the proposed water consumption as well as infrastructure and storage volumes required to be committed to the service location. The District does not require a meter to be installed upon separate supply lines to fire suppression systems installed internally within commercial establishments.

Connection fees by meter size are set forth in the District's Fee Schedule. For purposes of total connection fees, the commercial connection fee is the sum of fees applicable to all meters serving the property.

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2.1.3. Formulation of Water Service Monthly Rates

The monthly service fee is based upon the size of the service connection, as set forth in the District's Fee Schedule.

2.1.4. Other Service Charges

The charges for various District water- related services are set forth in the Fee Schedule.

Section 3. Monthly Water Consumption Charges

All service locations are charged for water consumed based on metered usage at the rates reflected in the District's Fee Schedule.

3.1.1 Excessive Usage Due to Leak

In the event of excessive water usage due to a leak on the customer's side of the meter that is not readily apparent, and upon the District's confirmation of same and of customer's repair thereof, the District may, in its sole discretion, discount the bill as follows:

- a. During the summer months, May 1 - October 31, the customer may be charged for not more than 100,000 gallons at the District's regular rate. The remainder of the usage will be charged at the Douglas County Wholesale consumption charge.
- b. During the winter months, November 1 - April 30, the customer may be charged for not more than 50,000 gallons at the District's regular rate. The remainder of the usage will be charged at the Douglas County Wholesale consumption charge.
- c. No service location may benefit from the relief provided in this section 3.1.1 more often than once every three years.

3.1.2 Meter Services Crossed in Dual Meter Pits

If determined by District staff that meter services are crossed, the District will adjust affected accounts based on the audit histories for the properties in question. Each affected customer's bill will be adjusted by applying actual usage charges for the preceding six months. Each customer's account will be charged, or credited, as the case may be.

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Section 4. Backflow Prevention / Cross-connection

District Cross Connection Control Ordinance 99-01 is applicable to all users of water.

Section 5. Water Use Restriction

District Water Use Restriction Ordinance 001 is applicable to all users of water.

Section 6. Powers and Authority of Inspectors

Designated District employees and representatives shall be permitted to enter properties for the purpose of inspection, observation, sampling, testing, and reading meters in accordance with the provisions of this policy.

Section 7. Prohibited Conduct

7.1 General Policy

No person shall uncover, make any connection with or open into, use, alter, or disturb any public water facility or appurtenance thereof without first obtaining written permission from the District.

7.2 Fine for Tampering with Meter

When it appears to the General Manager that someone has tampered with a water meter, register or meter pit a fine will be imposed as set forth in the District's Fee Schedule. The fine will be added to the bill for water service and will be collected according to those policies, including but not limited to disconnection of water service.