

## **SECTION 9 - TIME AND MANNER OF PAYMENT**

### 9.1 Bills Due When Presented

Meters will be read or estimated monthly. The LVVWD, as agent for the KCWD, will, as soon after the meter reading date as practical, issue a bill to the customer for each connection to LVVWD facilities, for usage and related fees and charges. All bills shall be due and payable upon receipt. Failure to receive a bill does not relieve a customer of liability. Customers are responsible for payment of all water recorded as having passed through the meter, regardless of whether such water was put to beneficial use. When current bills are not paid within twenty-four (24) days from the billing date as shown on the bill, they are subject to the assessment of late charges, and will be considered delinquent. Service may then be discontinued if not paid by the disconnection date as identified in the succeeding bill statement. The District may, at its sole and exclusive discretion, make arrangements to extend this payment deadline or allow the customer to pay the unpaid balance amount in installments. Failure to remit valid payment in compliance with arrangements made may result in service discontinuance without notice.

### 9.2 Proration of Service Charges - Minimum Bill

All service charges shall be calculated on a daily basis.

### 9.3 Basis for Billing

All services shall be billed in accordance with the adopted rate schedule. This rate shall apply to all lots commencing at the time the service is installed and shall apply for each month of the year.

### 9.4 Commercial Subdivisions

In the event a commercial subdivision does not have individual meters to each parcel, the LVVWD is not responsible for dividing water use amongst the commercial subdivision occupants. If there is a need for individual meters to each property, it is the owner/Applicant responsibility to obtain approval for installation of additional water facilities and pay all fees in accordance with these Service Rules.

### 9.5 Estimated Bills

- a. If a meter cannot be read because of obstructions or other causes, an estimate shall be made of the quantity of water used and a bill rendered for the estimated quantity. The LVVWD reserves the right to estimate residential meter reading periodically. The next succeeding bill that is based upon actual meter readings will reflect the difference between prior estimates and actual consumption.
- b. If a meter reading is obtained that indicates a meter malfunction, an estimate shall be made of the quantity of water used and a bill rendered for the estimated quantity.
- c. Estimates shall be based first on account history and/or comparable services within the area. If there is no comparable service within the area, then estimates shall be on comparable service within the KCWD.

### 9.6 Collection Stations

For the convenience of its customers, the LVVWD may designate and authorize others to serve as agents for the collection of bills. However, at the discretion of the LVVWD, delinquent bills may require payment at District offices located at 1001 South Valley View Boulevard, Las Vegas, Nevada.

**9.7 Payments Not Honored by Financial Institutions**

Remittance(s) presented in payment of bills that are not honored and are returned by any financial institution shall be treated as though no payment had been made and service may be discontinued without notice.

Accounts with the LVVWD that are paid by checks or electronic presentment that are not honored by any financial institution shall be charged a \$15 “returned payment fee” in addition to any other applicable fees and charges. Redemption of returned payments, as well as any additional fees and/or charges assessed, may be required to be by cash or equivalent at the discretion of the LVVWD.

Remittance for amounts due on accounts with the LVVWD that have recorded three (3) payments not honored and returned by any financial institution within a twelve (12) month period shall be required to be by cash or equivalent, at the discretion of the LVVWD, for six (6) consecutive months.

Customers who submit a payment not honored by any financial institution for payment for a water account in a shut-off status must pay the total amount and charges due plus any assessed security deposits, related delinquent processing or restoration fees in cash.

**9.8 Billing Errors**

Correction of billing errors shall be made on the next regular bill, but in no case will the LVVWD make corrections retroactively for a period of more than 36 months.

**9.9 Multiple Water Bills**

For the purpose of computing charges, each service will be considered separately.

**9.10 Billing Adjustments**

The LVVWD at its discretion and for purposes of account dispute resolution offers to a customer a one-time partial consumption adjustment for unexplained non-beneficial usage. This adjustment will be based on recorded average daily usage for historically comparable usage periods and will be applied only when a thorough investigation conducted by the LVVWD has concluded no reasonable or viable explanation for the usage.