



City of Henderson Department of Utility Services
www.cityofhenderson.com/utility_services
Contact Henderson - Submit a Request
702-267-2500

Department Service Rules

Version: August 4, 2015

Department of Utility Services
Department Service Rules

Revision History

Version	City Council Approval Date	Revised By	Revision Comments
August 4, 2015	August 4, 2015	Vicki L White	Finalized the addition of SNWA Drought Protection Surcharge 2016-20; Updated COH Water Rates 2016-2020; formatting

Department of Utility Services

Department Service Rules

The mission of the Department of Utility Services (DUS) is **“to provide vital water and wastewater services to our citizens while protecting the environment, health and prosperity of our community.”**

- Title 14 of the Henderson Municipal Code (HMC) sets forth the authorities and guidelines which enable the City of Henderson Department of Utility Services to meet our departmental mission while fulfilling all federal and state requirements for water and wastewater operations.
- This Department Service Rules document assures uniform interpretation and application of customer requirements (i.e. processes, rates, and fees) associated with Title 14’s provisions. The Department Service Rules do not replace the Henderson Municipal Code; they are intended to supplement it. For any conflicts, the Henderson Municipal Code takes precedence.

For clarification on terminology used in this document, please refer to Chapter 14.01 “Definitions” of the Henderson Municipal Code. For questions or additional information regarding Henderson Municipal Code Title 14 or this Department Service Rules document, please contact the City of Henderson Department of Utility Services at 702-267-2500.

Department of Utility Services
Department Service Rules

Table of Contents

Accounts, Billing and Payment

Start, Stop, or Update Water or Sewer Service 5
Manage your Utility Account 5
Regional Charges 6
City Rates, Fees, and Charges 9
Department Fees and Charges 16

Conservation

Assigned Watering Groups/Days 19
Reporting Water Waste 19

Utility Permitting

Water Commitment 20
Water Commitment Calculation Guidelines 21

Public Tours

Public Tours 22

Water and Wastewater/Sewer Lines

Water/Sewer Plans 22
Water/Sewer Line Locating 22
System Repair and Maintenance Responsibilities 22

Department of Utility Services

Department Service Rules

Accounts, Billing and Payment

Start, Stop, or Update Water or Sewer Service

Residential service accounts may be started, stopped or updated by calling the Department of Utility Services Customer Care Center at 702-267-5900 during regular business hours Monday through Thursday from 7:30 a.m. to 5:30 p.m. For residential account service requests, federal Red Flag regulations require positive identity verification. Requests for businesses (including property management and real estate agents), commercial or irrigation customers must be made in writing.

Manage your Utility Account

You may view or pay your current bill, request paperless billing, schedule automatic payments, link multiple accounts and manage your account any time at cityofhenderson.com. Automated kiosks (stands that contain a keyboard and display screen) located at Henderson City Hall, Henderson Multigenerational Center, or Black Mountain Recreation Center are available for customers without personal computer access. The kiosks accept credit or debit cards during normal business hours.

Other payment options include:

- 1) Call the Department of Utility Services Customer Care Center at 702-267-5900 and select from the recorded voice options to make your payment by credit or debit card using the automated payment system.
- 2) Online bill pay through your bank
- 3) U.S. Mail using the envelope that came with your bill
- 4) Henderson City Hall cashier (Drive-Through or Walk-In)

Department of Utility Services
 Department Service Rules

Regional Charges

Southern Nevada Water Authority (SNWA) Regional Connection Charges		
<i>Effective 11/01/08; HMC Title 14.18.050</i>		
Customer Class/Description	Meter Size or Billing Unit	Charge
Residential – Eight or Fewer Units per Acre Per Meter	3/4"	\$ 4,870
	1"	\$ 9,610
	1-1/2"	\$ 19,170
	2"	\$ 30,680
Residential – Multi-Family & Mobile homes – More than Eight Units per Acre	Per Dwelling Unit	\$3,400
Hotels and Motels	Per Room	\$2,780
Golf Courses	Per Irrigated Acre <i>Measurement for the golf course irrigated acres shall include, but not be limited to, playing areas, such as fairways, roughs, lakes, ponds, golf cart paths, and sand traps. Drip systems used for desert roughs are not included in the calculations.</i>	\$45,640
RV Parks	Each Space	\$1,380
Non-Residential with Six Inch or Larger Meter (excluding Hotels, Motels, Golf Courses, and Industrial Laundries)	Based on annual usage per thousand gallons	\$29.20
Non-Residential with Less than Six Inch Meter (excluding Hotels, Motels, Golf Courses, and Industrial Laundries)	3/4"	\$ 4,870
	1"	\$ 9,610
	1-1/2"	\$ 19,170
	2"	\$ 64,260
	3"	\$ 237,900
	4"	\$ 353,100
Industrial Laundries	3/4"	\$ 76,800
	1"	\$ 151,460
	1-1/2"	\$ 302,950
	2"	\$ 484,700
	3"	\$ 969,400
	4"	\$ 1,514,690
	6"	\$ 3,029,360
	8"	\$ 4,846,980
10"	\$ 6,967,540	

Department of Utility Services
 Department Service Rules

SNWA Infrastructure Surcharge

Effective January 1, 2014; HMC Title 14.18.085

Meter Size	Charge Per Meter Per Month		
	2015	2016	2017
Residential ¾" or less	\$6.36	\$7.18	\$8.11
Residential 1"	\$21.79	\$23.34	\$25.10
Residential 1 1/2"	\$43.56	\$46.67	\$50.19
Residential 2"	\$69.70	\$74.67	\$80.31
Residential 3"	\$139.38	\$149.32	\$160.60
Residential 4"	\$217.79	\$233.32	\$250.93
Residential 6"	\$435.57	\$466.63	\$501.85
Residential 8"	\$696.89	\$746.59	\$802.95
Non-Residential ¾" or less	\$20.41	\$21.23	\$22.16
Non-Residential 1"	\$38.66	\$40.21	\$41.97
Non-Residential 1 1/2"	\$77.31	\$80.42	\$83.94
Non-Residential 2"	\$123.69	\$128.66	\$134.30
Non-Residential 3"	\$247.38	\$257.32	\$268.60
Non-Residential 4"	\$386.55	\$402.08	\$419.69
Non-Residential 6"	\$773.09	\$804.15	\$839.37
Non-Residential 8"	\$1,236.92	\$1,286.62	\$1,342.98
Non-Residential 10" and larger	\$1,778.07	\$1,849.51	\$1,930.54
Non-Residential Fire Meter ¾" or less	\$3.34	\$3.34	\$3.34
Non-Residential Fire Meter 1"	\$6.32	\$6.32	\$6.32
Non-Residential Fire Meter 1 1/2"	\$12.63	\$12.63	\$12.63
Non-Residential Fire Meter 2"	\$20.21	\$20.21	\$20.21
Non-Residential Fire Meter 3"	\$40.41	\$40.41	\$40.41
Non-Residential Fire Meter 4"	\$63.14	\$63.14	\$63.14
Non-Residential Fire Meter 6"	\$126.28	\$126.28	\$126.28
Non-Residential Fire Meter 8"	\$202.04	\$202.04	\$202.04
Non-Residential Fire Meter 10" and larger	\$290.43	\$290.43	\$290.43

SNWA Regional Commodity Charge

Effective January 1, 2014 (approved at November 19, 2013 City Council Meeting); HMC Title 14.18.070

Calendar Year	2013	2014	2015	2016	2017
Per 1,000 gallons	\$0.30	\$0.34	\$0.38	\$0.44	\$0.48

Department of Utility Services
 Department Service Rules

SNWA Reliability Surcharge

Effective November 1, 2006; HMC Title 14.18.080

The surcharge is applied as a percentage of the total water bill, which is composed of the monthly water service charge, volume charge, and the SNWA Commodity Charge.

Customer Class/Description	Surcharge
Residential	0.25%
All other customers	2.5%

SNWA Drought Protection Charge

Effective January 1, 2016; HMC Title 14.08.075

Meter Size	Charge Per Meter Per Month				
	2016	2017	2018	2019	2020
Residential ¾" or less	\$2.41	\$3.61	\$4.81	\$4.81	\$4.81
Residential 1"	\$4.56	\$6.84	\$9.11	\$9.11	\$9.11
Residential 1 1/2"	\$9.13	\$13.67	\$18.22	\$18.22	\$18.22
Residential 2"	\$14.61	\$21.88	\$29.15	\$29.15	\$29.15
Residential 3"	\$29.21	\$43.76	\$58.30	\$58.30	\$58.30
Residential 4"	\$45.64	\$68.37	\$91.10	\$91.10	\$91.10
Residential 6"	\$91.29	\$136.74	\$182.20	\$182.20	\$182.20
Residential 8"	\$146.06	\$218.79	\$291.52	\$291.52	\$291.52
Non-Residential ¾" or less	\$2.41	\$3.61	\$4.81	\$4.81	\$4.81
Non-Residential 1"	\$4.56	\$6.84	\$9.11	\$9.11	\$9.11
Non-Residential 1 1/2"	\$9.13	\$13.67	\$18.22	\$18.22	\$18.22
Non-Residential 2"	\$14.61	\$21.88	\$29.15	\$29.15	\$29.15
Non-Residential 3"	\$29.21	\$43.76	\$58.30	\$58.30	\$58.30
Non-Residential 4"	\$45.64	\$68.37	\$91.10	\$91.10	\$91.10
Non-Residential 6"	\$91.29	\$136.74	\$182.20	\$182.20	\$182.20
Non-Residential 8"	\$146.06	\$218.79	\$291.52	\$291.52	\$291.52
Non-Residential 10" and larger	\$209.96	\$314.51	\$419.05	\$419.05	\$419.05

Department of Utility Services
 Department Service Rules

City Rates, Fees, and Charges

Monthly Water Service Charge – Metered Customers

Effective August 4, 2015; HMC Title 14.18.020

When a combination fire and domestic meter is used, the size of the smaller meter may be utilized to determine the monthly service charge. If the design and/or actual non-fire flows register in the fire main, then the fire main meter shall be used to determine the monthly service charge.

Meter Size	2015	2016	2017	2018	2019	2020
Single family residential (SFR) - 3/4" or less	\$12.45	\$12.45	\$12.70	\$12.95	\$13.21	\$13.47
Commercial 1" or less/SFR 1" and MFR	\$25.56	\$25.56	\$26.07	\$26.59	\$27.12	\$27.66
1 1/2"	\$48.95	\$48.95	\$49.93	\$50.93	\$51.95	\$52.99
2"	\$76.14	\$76.14	\$77.66	\$79.21	\$80.79	\$82.41
3"	\$146.85	\$146.85	\$149.79	\$152.79	\$155.85	\$158.97
4"	\$233.87	\$233.87	\$238.55	\$243.32	\$248.19	\$253.15
6"	\$456.85	\$456.85	\$465.99	\$475.31	\$484.82	\$494.52
8"	\$734.23	\$734.23	\$748.91	\$763.89	\$779.17	\$794.75
10"	\$1,060.55	\$1,060.55	\$1,081.76	\$1,103.40	\$1,125.47	\$1,147.98
12"	\$1,560.92	\$1,560.92	\$1,592.14	\$1,623.98	\$1,656.46	\$1,689.59

Monthly Water Service Charge – Residential Fire Meters

Effective August 4, 2015; HMC Title 14.03.030

The increase of one meter size over the domestic flow size requirement for required fire flows will be allowed for the installation of approved residential fire sprinkler systems. The minimum meter size required for residential fire sprinkler systems shall be 1".

Meter Size	2015	2016	2017	2018	2019	2020
3/4" (flow requirement 3/4")	\$13.27	\$13.27	\$13.27	\$13.27	\$13.27	\$13.47
1" (flow requirement 3/4")	\$13.27	\$13.27	\$13.27	\$13.27	\$13.27	\$13.47
1" (flow requirement 1")	\$26.38	\$26.38	\$26.38	\$26.59	\$27.12	\$27.66
1 1/2" (flow requirement 1")	\$26.38	\$26.38	\$26.38	\$26.59	\$27.12	\$27.66
1 1/2" (flow requirement 1 1/2")	\$49.76	\$49.76	\$49.93	\$50.93	\$51.95	\$52.99
2" (flow requirement 1 1/2")	\$49.76	\$49.76	\$49.93	\$50.93	\$51.95	\$52.99
2" (flow requirement 2")	\$76.96	\$76.96	\$77.66	\$79.21	\$80.79	\$82.41

Department of Utility Services
 Department Service Rules

**Potable Water Volume Charge and
 Golf Course Irrigation Potable Water Volume Charge**

Effective August 4, 2015; HMC Title 14.14.080

The daily average use thresholds 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 volume charge.

Rate Block	Rate Per 1,000 Gallons					
	2015	2016	2017	2018	2019	2020
First	\$1.46	\$1.46	\$1.46	\$1.46	\$1.46	\$1.46
Second	\$2.14	\$2.14	\$2.18	\$2.22	\$2.26	\$2.30
Third	\$2.89	\$2.89	\$2.98	\$3.07	\$3.16	\$3.25
Fourth	\$4.20	\$4.20	\$4.41	\$4.62	\$4.84	\$5.07

Raw Water Volume Charge

Customer Class/Description	Effective November 1, 2006 – Per 1,000 gals
All raw water customers	\$1.41

Reclaimed Water Volume Charge

Customer Class/Description	Effective November 1, 2006 – Per 1,000 gals
All reclaimed water customers	\$1.20

Single Family Residential Potable Water Daily Use Threshold	
Meter Size	Effective November 1, 2005 – Avg Daily Use in 1,000 of gals
3/4" or less	First 0.200
	Next 0.333
	Next 0.467
	Over 1.0
1"	First 0.200
	Next 1.400
	Next 1.400
	Over 3.0
1 1/2"	First 0.200
	Next 2.233
	Next 2.233
	Over 4.666
2"	First 0.200
	Next 5.733
	Next 5.733
	Over 11.666

Multi-Family and Mobile Home Potable Water Daily Use Threshold	
Customer Class/Description	Effective November 1, 2005 – Avg Daily Use in 1,000 of gals
Multi-family - per unit	First 0.100
	Next 0.100
	Next 0.200
	Over 0.400
Mobile home parks - per mobile home	First 0.133
	Next 0.133
	Next 0.133
	Over 0.399

Department of Utility Services
 Department Service Rules

**Commercial Potable Water Daily Use Threshold and
 Golf Course Potable Water Daily Use Threshold**

Effective January 1, 2015 (approved at 11/15/11 City Council Meeting)

Class /Meter Size	Tier Usage	CURRENT Tier Structure Ave Daily Use in 1,000's of Gallons
5/8"	<i>First</i>	.800
	<i>Next</i>	3.600
	<i>Next</i>	8.933
	<i>Over</i>	13.333
3/4"	<i>First</i>	.800
	<i>Next</i>	3.600
	<i>Next</i>	8.933
	<i>Over</i>	13.333
1"	<i>First</i>	1.200
	<i>Next</i>	4.400
	<i>Next</i>	11.066
	<i>Over</i>	16.666
1 1/2"	<i>First</i>	2.400
	<i>Next</i>	12.800
	<i>Next</i>	31.466
	<i>Over</i>	46.666
2"	<i>First</i>	4.000
	<i>Next</i>	16.000
	<i>Next</i>	40.001
	<i>Over</i>	60.001
3"	<i>First</i>	6.000
	<i>Next</i>	29.000
	<i>Next</i>	71.666
	<i>Over</i>	106.666
4"	<i>First</i>	20.000
	<i>Next</i>	50.000
	<i>Next</i>	129.999
	<i>Over</i>	199.999
6"	<i>First</i>	32.000
	<i>Next</i>	84.000
	<i>Next</i>	217.333
	<i>Over</i>	333.333
8"	<i>First</i>	50.000
	<i>Next</i>	125.000
	<i>Next</i>	324.999
	<i>Over</i>	499.999
10"	<i>First</i>	100.000
	<i>Next</i>	150.000
	<i>Next</i>	416.667
	<i>Over</i>	666.667
12"	<i>First</i>	140.000
	<i>Next</i>	230.000
	<i>Next</i>	629.999
	<i>Over</i>	999.999

Department of Utility Services
 Department Service Rules

**Water
 System Development Charges (SDC)**

Potable Water – Residential

Density determinations shall be based on the units per acre as reflected on the approved tentative map. Fee is calculated based on each dwelling unit, space or meter size, whichever is greater. If based on meter size, all charges shall be made in accordance with the "commercial and industrial" table.

EDU %	Customer Class/Description	Charge
1	Residential - Eight or fewer units per acre and mobile homes individually metered ^{1,2}	\$ 1,600
.60	Residential - More than eight units per acre, multi-family, mobile home estates & mobile home park ²	\$ 960
.30	Hotel/Motel ^{1, 2}	\$ 480
.40	Hotel/Casino ²	\$ 640
.30	Recreational Vehicle Resort ²	\$ 480

1. Density determinations shall be based on the units per acre as reflected on the approved tentative map.
2. Fee is calculated based on each dwelling unit, space or meter size, whichever is greater. If based on meter size, all charges shall be made in accordance with the "commercial and industrial" table.

Potable Water - Commercial and Industrial
(includes commercial, industrial, fraternal organizations, recreational vehicle parks, public facilities, and schools)

When a combination fire and domestic system is utilized, the fees shall be based on the size of the meter that would be required in order to accommodate all non-fire flow demands. Sald meter sizing shall be based on the AWWA Standards for sizing meters or other nationally recognized method as approved by the Director.

Meter Size	Charge
3/4"	\$ 1,600
1"	\$ 2,672
1 1/2"	\$ 5,328
2"	\$ 8,528
3"	\$ 18,672
4"	\$ 33,600
6"	\$ 74,672
8"	\$ 128,000
10"	\$ 202,672
12"	\$ 266,672

**Reclaimed Water
 System Development Charges (SDC)**

Customer Class/Description	Per gallon of the peak gallons per day of requested capacity
All reclaimed water customers	\$1

Department of Utility Services
 Department Service Rules

**Wastewater
 System Development Charges (SDC)**

ERU %	Customer Class/Description	Billing Unit (each)	Charge
1.0	Bar/taverns (with food sales)	fixture	\$ 1,800
.65	Bar/taverns (without food sales)	fixture	\$ 1,170
.25	Beauty/barber/nail/day spa/spa shop	fixture	\$ 450
.65	Car wash (with water recycling facilities)	fixture	\$ 1,170
1.0	Car wash (without water recycling facilities)	fixture	\$ 1,800
1.50	Casino	fixture	\$ 2,700
.10	Care Center/Child Adult	student	\$ 180
.50	Church	fixture	\$ 900
.75	Convalescent/assisted living facilities/rehab center (rooms only)	bed	\$ 1,350
.75	Convalescent/assisted living facilities/rehab center (fixtures outside rooms)	fixture	\$ 1,350
.25	Dental	fixture	\$ 450
1.0	Dry cleaner	fixture	\$ 1,800
.65	Food sales (without cooking facilities)	fixture	\$ 1,170
1.20	Hospital (rooms only)	bed	\$ 2,160
1.50	Hotels/motel (fixtures outside of rooms)	fixture	\$ 2,700
.60	Hotel/motel (rooms only)	room	\$ 1,080
.45	Laundromat	fixture	\$ 810
.45	Maintenance/repair	fixture	\$ 810
.25	Medical/dental (physician on staff) <i>Change effective March 1, 2008</i>	fixture	\$ 450
.65	Miscellaneous business not separately rated	fixture	\$ 1,170
1.0	Mobile home estates & mobile home park	dwelling unit, lot, space	\$ 1,800
.70	Multi-family residential	dwelling unit	\$ 1,260
.45	Office/warehouse	fixture	\$ 810
.25	Pet grooming	fixture	\$ 450
.65	Public facility	fixture	\$ 1,170
.60	RV Space	dwelling unit, lot, space	\$ 1,080
.60	RV non-space fixtures	fixture	\$ 1,080
1.33	Restaurant (sit down service) See note below	fixture	\$ 2,394
1.0	Restaurant (carry out only) See note below	fixture	\$ 1,800
.65	Retail sales (including markets, shopping centers)	fixture	\$ 1,170
.10	School (public or private)	student	\$ 180
.65	Service station	fixture	\$ 1,170
1.0	Single family residence	dwelling unit	\$ 1,800
.25	Tanning salon	fixture	\$ 450
.45	Theater	fixture	\$ 810
.70	Townhouse, condominium	dwelling unit	\$ 1,260
.25	Veterinarian	fixture	\$ 450

Restaurant Categories: Sit down service shall refer to all restaurant establishments that employ waiters/waitresses to serve customers in a seating environment. Carry out service shall refer to all restaurant establishments whose primary business operation caters to take home business and that do not employ waiters/waitresses to service customers.

Student count figures include all full and part time students, and shall be based on the maximum enrollment anticipated for each respective school. Such figures shall be verified by the City on an annual basis. At the sole discretion of the Director, additional SDC's may be applied.

All fee assessments shall be based on one of the customer classifications listed in the table above. However, where shared facilities are being proposed, the rate assessed for those fixtures shall be based on the highest possible ERU percentage for that facility. The Director reserves the right to determine the appropriate customer class to apply. Such determination shall be deemed final, with all SDC's assessed and collected accordingly.

Large commercial and/or industrial customers with estimated peak wastewater flows over one hundred thousand gallons per day (GPD) shall have the initial system development charge (SDC) based on wastewater flows for the estimated peak day times three hundred sixty-five days to determine the estimated annual peak wastewater flows. The estimated annual peak wastewater flows shall be divided by ninety thousand gallons to determine the estimated ERUs. The estimated ERUs shall be multiplied by the single-family resident ERU rate to derive the customer's initial SDC. The method of estimating peak wastewater flows shall be determined by the Director.

The Convalescent/assisted living facilities/rehab category is used when a nurse is on staff to assist with basic and/or medical needs of a patient or occupant. The hospital category is used when a doctor is on staff and medical professionals are there to help with every need of a patient.

The Dry Cleaner category is used when dry cleaning and/or washing of clothing takes place at that location. The Laundromat category is used for self serve coin operated washers & dryers.

Formula:

$$\begin{aligned} \text{Estimated peak wastewater GPD} \times 365 \text{ days} &= \text{Estimated annual peak wastewater flows} \\ \text{Estimated annual peak wastewater flows} \div 90,000 \text{ gallons} &= \text{Estimated ERUs} \\ \text{Single-family ERU rate} \times \text{estimated ERUs} &= \text{Total initial wastewater SDC} \end{aligned}$$

Department of Utility Services
 Department Service Rules

Wastewater Service Charges – Residential Units

Effective January 1, 2015 (approved at 11/15/11 City Council Meeting)

Customer Class/Description	CURRENT Rates
Single Family Residential (per dwelling unit)	\$25.78
Mobile Home Estates (per mobile home)	\$25.78
Apartment House (per apartment house)	\$20.98
Multiple-Family (per unit)	\$20.98
Mobile Home Park (per mobile home)	\$17.98
Senior/Disability	\$20.93

Wastewater Usage and Service Charges – Commercial and Industrial

Effective January 1, 2015 (approved at 11/15/11 City Council Meeting)

Description	CURRENT Rates
Basic Service Charge	\$4.85
User Charge per 1,000 Gallons of Flow	\$2.36

Department of Utility Services
Department Service Rules

Department Fees and Charges

Description	Charge
Payment Not Honored by a Financial Institution	\$25
Lien Release Fee	Per HMC 14.17.060c, applicable lien release recording fees will be charged in addition to any delinquent billings as part of the lien process.
Locked Service Fee	\$20 for a damaged lock in addition to any other charges or fees
Initiate Fee* (Scheduled Move In)	No Charge
Stop Service Fee* (Scheduled Move Out)	No Charge
Disconnect Fee (Lock-Off Service for Non-Payment)	\$20
Reconnect Fee* (Restored Service After Disconnect for Non-Payment)	\$20
Expedited Service Fee (* Indicates Expedite Service available for an additional fee)	Same Day Service - \$20 After Hours Service - \$65 After Hours = After 3:00 p.m. Monday – Thursday, any hours Friday – Sunday, and some holidays
Late Charge	10% assessed on the outstanding bill balance
Deposit – Residential (effective 2/1/09)	\$150 depending on credit history
Deposit – Commercial (effective 2/1/09)	Two times the estimated average monthly utility bill or \$150, whichever is greater, depending on credit history
Meter Set Re-verification Fee	\$108
Traffic Control Charges (effective 9/3/02)	Standard Plan (each) - \$200
Meter Testing Fees (effective 9/3/02) <i>May be billed to the customer if the meter test results are within AWWA standards. Should any specialized traffic control/barricade plan or additional barricades be required due to the location of the meter being tested, the customer may be billed these actual costs in addition to the meter testing fee.</i>	1-inch and smaller - \$25 1 1/2inch and 2-inch - \$50 3-inch and larger - \$100
Refunding Agreement Administrative Fees (effective 2/1/09)	Standard - \$235 each Special - \$950 per agreement + actual audit costs + administrative time
Oxygen Demanding Pollutant Discharge in Excess of 300 MG Surcharge (effective 7/1/06)	Biochemical Oxygen Demand (BOD) - \$.27 per pound Total System Suspended Solids (TSS) - \$.28 per pound

Department of Utility Services
 Department Service Rules

Water, Meter, Box and Cover Fees

RFM fees effective 3/1/2008

The minimum meter size required for residential fire meter (RFM) sprinkler systems installed after February 1, 2009, will be 1".

Meter Type	Size	Description	Fee
Positive Displacement	3/4"	Meter and RF	\$150
		Meter, RF, Box and Cover	\$275
	1"	Meter and RF	\$195
		Meter, RF, Box and Cover	\$320
	1 1/2"	Meter and RF	\$280
		Meter, RF, Box and Cover	\$425
	2"	Meter and RF	\$370
Turbine with Strainer		Meter, RF, Box and Cover	\$520
	1 1/2"	Meter, RF and Strainer	\$815
		Meter, RF, Strainer, Box and Cover	\$980
	2"	Meter, RF and Strainer	\$950
RFM		Meter, RF, Strainer, Box and Cover	\$1,110
	3/4"	Meter and RF	\$285
		Meter, RF, Box and Cover	\$410
	1"	Meter and RF	\$365
		Meter, RF, Box and Cover	\$490
	1 1/2"	Meter and RF	\$455
		Meter, RF, Box and Cover	\$620
2"	Meter and RF	\$565	
	Meter, RF, Box and Cover	\$730	

Water Meter Adaptor Charges

Effective 9/3/2002

Description	Charge
3/4" meter to 1" meter setting	\$ 60
1" meter to 1 1/2" meter setting	\$ 100
1" meter to 2" meter setting	\$ 200
1 1/2" meter to 2" meter setting	\$ 200

Department of Utility Services
Department Service Rules

Installation Charges

Any work beyond what is needed for a standard lateral installation shall be charged actual costs. Street patch fees and traffic control charges may also apply.

Water Laterals		
Service Size	Meter sizes	Charge
1-inch	3/4"; 1-inch	\$ 2,925
2-inch or less	1 1/2"; 2-inch	\$ 3,260
Larger than 2-inch		Actual Costs

Water Use Reporting Fees

Effective 1/1/90

AB333 requires local governmental agencies to file water use reports with the State Division of Water Planning for all new and additions to commercial/Industrial projects which use 5 acre feet or more of water per year. AB333 also provides that the local governmental agency may collect a fee in association with the issuance of building permits.

\$85.00 per report, plus an amount of \$.50 for each acre foot of water or fraction thereof

Sewer and Water Main Frontage Fees

Effective 12/5/06 – Replaces "Main Extension Fees"

A minimum charge shall apply to any parcel having less than 60 feet of chargeable frontage. The minimum charge will be calculated by multiplying the lineal foot rate for the size of the main times 60 feet. Connections to serve median strips within a publicly dedicated right of way or land either owned or controlled by the public for landscaped trails and paths shall be charged the minimum charge regardless of the length of the median strip or landscaped area(s).

Diameter of Pipe	Assessment per lineal foot of footage
Less than 8"	\$17
8"	\$20
10"	\$32
12"	\$37
14"	\$50
15"	\$56
16"	\$63
20"	\$90

Department of Utility Services
Department Service Rules

Temporary Construction Water Fees	
<i>Effective 9/3/02</i>	
<i>All temporary construction water shall be metered and charged in accordance with the applicable rate for metered customers.</i>	
Potable	
Description	Cost per Meter
Deposit for each hydrant, meter and valve	\$ 500
Service charge (installation and relocation)	\$ 50
Reclaimed	
Description	Cost per Service Connection
Deposit for each service connection, valve and mainline infrastructure	\$ 5,000
Monthly Basic Service Charge	Based on meter size listed in monthly water service charge (metered customers) table

Conservation

Assigned Watering Groups/Days

Residential and commercial landscape irrigation is restricted to a certain number of days per week based on the season. All customers are assigned to a watering group labeled A, B, C, D, or E, which defines what day(s) of the week irrigation watering is permitted. Watering group assignments are based on customer location address. To determine your watering group, you may visit the City of Henderson website or enter a case in Contact Henderson.

Reporting Water Waste

Water waste can be reported by entering a case into Contact Henderson or by calling the Department of Utility Services. Common examples of water waste include:

- Allowing water to flow or spray off private property
- Violating day of week or time of day watering restrictions
- Draining a pool or spa into the street
- Failing to repair a leak or irrigation system malfunction

Department of Utility Services
Department Service Rules

Water Commitment

When is a Water Commitment obtained/required?

1. A Water Commitment must be obtained from the City prior to establishment of a new water service connection. Water service to a new water service connection will not be activated until all requirements for establishing such service have been satisfied.
2. A new Water Commitment must be obtained from the City prior to expanding or upgrading any existing service connection. Any proposal to expand or upgrade an existing service must be coordinated with the Department of Utility Services. Such proposal shall follow the requirements for the establishment of a new water service connection.
3. Any expansion or addition of buildings or structures on a parcel of land presently served by the City, where such expansion or addition increases the water demands above the total Water Commitment established for such parcel of land, shall obtain a new Water Commitment for such additional demand.

What are the prerequisites to receive a Water Commitment?

1. **Final recordation of a subdivision, parcel or other land division map** pursuant to Chapter 278 of the Nevada Revised Statutes, and in accordance with the City's requirements:
 - *When Water Commitment is established through the mapping process, application approval, and final recordation of a map, a "Will Serve" letter shall be provided by the City in conjunction with the recordation of a final map and shall specify the amount of conditional Water Commitment attributed to the subject subdivision.*
 - *Upon request, the City may provide a "May Serve" letter to the requester. Such May Serve letter shall not designate a specific commitment of water, conditional or final; nor shall it be construed as an agreement by the City to provide water service.*
 - *Water Commitment shall be made in accordance with the intended use, unless specifically stated otherwise on the map. Recordation of a parcel map, final map or other map associated with the division of land shall not be interpreted as the City's authorization for, or commitment of water service.*
2. **Entitlement approvals by the City**
 - *For service outside of the corporate limits of the City, thus provided through an inter-agency agreement, development approvals from the governmental entity maintaining such authority.*
3. **Completion of all requirements associated with the construction of offsite improvements** including, but not limited to:
 - streets, roadways, water lines, wastewater lines, drainage facilities, traffic improvements, as well as any other physical improvements required by the City as a condition of development approval, including City acceptance of such improvements.
4. **Payment of all bonds, fees, charges and deposits** required by the City.
5. **Execution of all applicable agreements**, including satisfaction of all associated requirements.
6. **Dedication of all right-of-ways, easements or other land acquisition requirements** associated with such development.
7. **Application for and issuance of a building permit.**

Department of Utility Services
Department Service Rules

8. **Establishment of water service** in accordance with the Department's requirements. A Water Commitment shall become void upon abandonment or removal of an existing service connection. Re-establishment of an abandoned or removed service connection shall require application for and issuance of a new Water Commitment.
9. **Issuance of a certificate of occupancy.**
10. **Transfer/Donation of Las Vegas Groundwater Basin Water Rights (if applicable).** Where a property owner requests water service from the City and such owner owns a permanent, non-revocable water right for diversion of groundwater from the Las Vegas Groundwater Basin, said non-revocable water right shall be donated and transferred to the City as a condition of provision of service. Upon donation and transfer of such water rights to the City, and satisfaction of all other prerequisite requirements as outlined in this Section, Water Commitment may be issued by the City in an amount equal to the extraction permitted to the City by the State Engineer, but not to exceed the amount of water right donated. The Water Commitment shall only become effective 31 days following the date the State Engineer approves the transfer of such rights.

How are Water Commitments calculated?

**CITY OF HENDERSON
 WATER CALCULATION GUIDELINES**
Updated: October 12, 2006

Quantity	Type of Development	Calculation Factor	Total EDUs
	Single Family – VLD (<i>net acreage ≥ ½ acre/lot</i>)	1.5 EDU/lot	
	Single Family – LD (<i>net acreage < ½ acre/lot</i>)	1.0 EDU/lot	
	Multi-Family – MD (<i>Density ≤ RM16</i>)	0.81 EDU/unit	
	Multi-Family – HD (<i>Density ≥ RM18</i>)	0.51 EDU/unit	
	Commercial	7.65 EDU/acre	
	School	1.2 EDU/acre	
	Park/Common Element/Irrigated Turf	14.4 EDU/acre	
	Hotel/Motel	7.65 EDU/acre	
	Industrial (case by case)	Attach Calculations	
TOTALS:			

Water Commitment shall be determined as outlined in this table. However, the City reserves the sole and exclusive right to project water usage for any and all projects, taking into account the existing density and uses of such land allowed under the City's development code.

Parent maps, or other large land division maps intended for the creation of development parcels, shall receive a Water Commitment equivalent to 1 Equivalent Dwelling Unit (EDU) per development parcel.

1 equivalent development unit (EDU) equals 0.75 acre feet per year (AFY), which is the estimated annual average water use. The Average Day Demand (gallons per minute) equals 0.62 times the annual average water use (AFY). Peaking factors: Maximum Day Demand = Average Day X 2.0, Peak Hour Demand = Maximum Day X 1.7. The calculation factors are based on density, not zoning. Acres are based on gross acreages.

Demand Factor Calculation:

Type of Development	Total # of Units or Acres	Total # EDUs, (units or acres x EDU factor)	Annual Average Water Use, AFY (# EDU x 0.75 AFY)	Average Day Demand, gpm (AFY x 0.62) (ADD)	Maximum Day Demand, gpm (ADD x 2.0) (MDD)	Peak Hour Demand, gpm (MDD x 1.7)
TOTALS:						

Department of Utility Services

Department Service Rules

Public Tours

Public tours are held on Tuesdays between the hours of 8:00 a.m. and 2:00 p.m. Tour requests must be submitted at least two weeks in advance of the requested tour date, and the minimum age of individuals allowed on the tour is 8 years old. Children under the age of 17 must be supervised by an adult.

Water and Wastewater/Sewer Lines

Water/Sewer Plans

To request approved civil improvement plans (design drawings), please contact City of Henderson Records at (702) 267-3700. Plans are not available online due to Homeland Security guidelines.

Water/Sewer Line Locating

Whether you're breaking ground or just installing a new sprinkler system, avoid personal injury and underground line damage by calling before you dig. **Call 811**, the nationwide call-before-you-dig hotline. Both contractors and homeowners are required by law to call **811** at least two days before digging. The service is free.

When marking the water lines, line locators will identify City of Henderson water mains that are in the right of way and under the street, and not those on private property. If you or a contractor you hire hit a line while digging, you can disrupt service to your entire neighborhood and potentially face fines and repair costs.

System Repair and Maintenance Responsibilities

Service laterals are the pipes that run through your yard to connect water and sewer services provided by the City of Henderson to the plumbing in your home. Just as you own and maintain the landscaping, driveway, and block wall on your property, you also own and are responsible for maintaining certain portions of the water and sewer service laterals that run through your property. Your responsibility for your property's water service lateral begins at the point where it connects to the City-owned water meter; this point is called your water service connection. Your responsibility for your

Department of Utility Services

Department Service Rules

sewer service lateral begins at the point where it connects to the City's sewer main in the street; this point is called your sewer service connection.

If you experience a water leak, blocked pipe or pipe break at any point on your side of your water or sewer service connection, you are responsible for repairs and for all associated costs*. If the leak, blockage or break occurs on the City's side of the water or sewer service connection, the City is responsible for repairs and for all associated costs.

Property Owner Responsibilities:

- Maintain and repair the water service plumbing from the service connection (the water meter) into your home.
- Maintain and repair the sewer service lateral from your sewer service connection (i.e. the sewer main) up to and including the plumbing in your home.
- Pay cleanup and repair costs (including repairing damage to the street or driveway) if a water or sewer break or blockage occurs between the service connection and your home.
- Hire a professional to periodically inspect your water and sewer laterals from the service connection to your home, and perform any necessary maintenance or repairs.*

City Responsibilities:

- Maintain and repair water service line(s) and water meter(s) from City's water main to your water service connection.
- Maintain and repair the City's sewer main to your sewer service connection, including cleaning blockage(s).
- Pay cleanup and repair costs if a sewer blockage occurs in the City's sewer main (including repairing damage to the street or driveway).

**Please note that per Henderson Municipal Code 11.08.010, work in the public right-of-way will require a permit from Public Works. Please contact City of Henderson staff at 702-267-3600 for more information on permitting requirements.*