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NEW CUSTOMER INFORMATION

Silver Springs Mutual Water Company was formed on February 18, 1952, under Articles of Incorporation filed with the Nevada Secretary of State under Nevada’s non-profit corporation statutes. Every person owning property in the water service area, as reported to the Nevada State Division of Water Resources and the Nevada Public Utilities Commission, in the County of Lyon, State of Nevada, is considered a member of the corporation. Membership is transferred automatically to the new owner upon the sale of any property within the water service area.

APPLICATION FOR SERVICE:

An application for service is required for new or returning customers. An application will not be honored unless payment in full has been made for water service previously rendered to the applicant by the water company. Applications may be rejected if an account of the applicant at any location is delinquent. No service will be rendered to an applicant if they are attempting to receive water by misrepresenting for whom the water service will be provided.

GUARANTEE DEPOSIT:

The amount of deposit required will be equal to four times the base rate of the regular billing period. Credits to the account occur after twelve (12) consecutive months of no late payments, or at the next billing period upon signing out.

NEW CUSTOMER SET-UP CHARGE:

A service charge of \$30.00 is required upon application for service.

REGULAR BASE RATES

Effective: January, 2023

Service Type		Connection Size						
		3/4"	1"	1 1/2"	2"	3"	4"	6"
Zone 1	Residential	\$55.00	\$91.85	\$183.15	\$293.15	\$586.85	\$1008.15	\$2310.00
Zone 2	Residential	\$59.00	\$98.53	\$196.47	\$314.47	\$629.53	\$1081.47	\$2478.00
Zone 1	Commercial & Industrial	\$59.00	\$98.53	\$196.47	\$314.47	\$629.53	\$1081.47	\$2478.00
Zone 2	Commercial & Industrial	\$63.00	\$105.21	\$209.79	\$335.79	\$672.21	\$1154.79	\$2646.00

Base Rate = 15,999 gallons. The overage rate (16,000-30,999) is \$5.00 per thousand gallons and (31,000<) is \$6.00 per thousand gallons.

\$5.00 LEGAL ASSESSMENT IS SUSPENDED WITH RIGHT TO FUTURE IMPLEMENTATION.

Mobile Home Parks and Senior Apartments carry different rates and do not apply to those shown above.

OWNERS GUARANTEE:

Charges begin when a service connection is installed. Before the water is turned on, the owner shall guarantee payment of future water bills. The owner is always ultimately responsible to the Utility for the bills related to his or her property. No service will be established or re-established once disconnected until the service connection amounts due to the Utility are paid in full.

VACATION / VACANCIES DISCONNECT: (“Stand By”)

Owners of vacant properties may request to be billed accordingly as provided in the Fee Schedule. There is a \$30.00 fee per occurrence for vacation reconnections and a \$5.00 monthly fee for vacation / vacancies.

BILLING PERIOD – LATE CHARGE:

Meters are read on approximately the same day each month. **Customers are responsible for payment of all water recorded as having passed through a meter regardless of whether such was put to beneficial use.** Failure to receive a bill does not relieve the customer of liability. Unpaid charges that are not paid on or before the 15th day of the month shall result in a late charge of 10% per month.

NOTIFICATION BY CUSTOMER PRIOR TO VACATING PREMISES:

If a customer discontinues service, a *signature is required* to close the account; this cannot be handled with a phone call. Customers desiring to discontinue service shall notify the water department two days prior to vacating the premises. Unless discontinuance of service is ordered, the customer shall be liable for charges whether the water is used or not.

DISCONTINUED SERVICE – RECONNECTION FEE:

Service may be discontinued after 24-hour notice. Service may be discontinued for any of the following causes: non-payment of water bills, non-compliance with rules, inter-connection or cross-connection, waste of water or damage to property. When a 24-hour notice is issued, a delivery charge of \$25.00 will be assessed. **Following delivery of the notice, neither partial payments nor payment arrangements will be accepted,** and if a deposit is not in place or not at the current amount, the customer will be required to put in a deposit. If your service is disconnected, a \$50.00 reconnection fee must be paid in addition to all accrued charges prior to reinstatement of services. This fee is \$75.00 if reconnection occurs after normal business hours or on weekends. Should a customer reactivate service without consent a \$250.00 fee will be assessed.

RETURN CHECK CHARGE: A \$35.00 returned check charge will be assessed per occurrence. If two returned checks occur within one year, the account will be placed on a cash/money order only basis.

PAYMENT ARRANGEMENTS:

Should your bill go unpaid, payment arrangements are available in-person **prior to** the delinquency date. Payment arrangements will not be offered if any prior arrangement is not met and if any arrangement goes unpaid; your service will be disconnected. Payment arrangements are a courtesy that may be revoked at any time. The payment arrangement program may not be initiated more than once during a calendar year.

OPENING AND CLOSING BILLS:

Applicant is responsible for the water bill from the start date until the shut off form is signed and dated. Prorated final closing bills will be based on a 30-day monthly billing period. The amount prorated will be based on minimum monthly billing charges plus overages.

SHUT-OFF VALVE:

If your property is equipped with a *customer shut-off valve* (separate from the main source i.e., meter box) please use it in the event of a leak or any needed repair. If not, please phone the water company and a technician will be dispatched to your location.

SERVICE FACILITIES:

The customer shall be liable for any damage to the service facilities when such damage is caused on the premises by an act of the customer or tenants, agents, employees, contractors, or licensees, including the breaking or destruction of locks by the customer or others on or near a meter. There is a \$250.00 penalty for violation. The water company shall be reimbursed by the customer for any such damage and labor promptly upon presentation of a bill or water service shall be terminated. Any vehicle or other item blocking, or obstructing water company meters, equipment or facilities will be towed at the owner’s expense.

AFTER HOURS EMERGENCY SERVICE: Please phone our office at (775) 577-2223 and the on-call technician will be available to respond to your water emergency. If for any reason the technician does not respond, then please phone Lyon County Sheriff’s Office Dispatch at (775) 577-5023. Another technician will be reached concerning your water emergency.

DAMAGES THROUGH LEAKING PIPES AND FIXTURES:

No customer shall knowingly permit leaks or waste of water. Where water is wastefully or negligently used on a customer’s premises and seriously affects the general service, the water company may discontinue the service.

WATER CONSERVATION & VOLUNTARY WATERING SCHEDULE:

We live in a desert climate and at this time mandatory watering restrictions are not in effect; however, it is possible that in the future stricter conservation measures may be required.

BOARD OF DIRECTORS

<u>OFFICE</u>	<u>TERM ENDING</u>	<u>MEMBER</u>
President	2026	Mike Lenox
Vice President	2027	Jacquelyn Picciani
Secretary	2028	J. Scott Keller
Treasurer	2026	Avis Moniz
Member	2028	Gregory Peek
Member	2027	Charles Noble
Member	2028	Peggy Grutzmacher

The Board of Directors shall consist of a total of seven members. The seven elected Board members shall serve three-year terms with three positions and then two positions expiring and then two positions expiring then continuing in the same manner. At the conclusion of their terms, the current Board members’ successors shall be elected to three-year terms so that at least two of the Board members’ terms shall expire each year. Mid-term vacancies are replaced by appointment and will serve out that position’s term. At each Annual Membership Meeting, Directors shall be elected by the members of the Corporation. Directors shall not receive any stated salaries for services.

REGULAR BUSINESS HOURS: Monday - Friday 8:00 a.m. to 12:30 p.m. then 1:00 p.m. to 4:30 p.m., except most holidays.
REGULAR PAYMENTS: Pay by Phone (855) 483-5729 OR Pay Online “pay.softtelpay.com” using ID Code 8942911
“Silver Springs Mutual Water Company is an Equal Opportunity Provider and Employer.”