

This presentation premiered at WaterSmart Innovations

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Water Waste Enforcement

Summer Ortiz

Las Vegas Valley Water District

LVVWD & Conservation

- Member agency of SNWA who provides water service to over 360,000 customers.
- Water efficiency is a critical component of the District's strategy for meeting current and future water needs.
- As a condition of service, customers must use water in a manner that promotes efficiency and avoids waste.

District's Authority to Enforce Water Waste

- Service Act of 1992 granted LVVWD the authority to enforce City of Las Vegas and unincorporated Clark County water waste ordinances
 - Misdemeanor citation
- Effective July 2002- Fees on water bills

Water Waste Enforcement Team

- Supervisor
- Admin
- 3 FT
- 6 PT interns



Report Water Waste



- Date/Time Observed
- Type of Waste:
 - Water flowing off property
 - Broken sprinkler/drip irrigation
 - Water leaking from meter box, hydrant or street
- Photos of water waste (optional)
- Additional information
- Contact information (copy of report sent to email address provided)

Investigation and Enforcement Process

- Report of water waste received
- If no violations within the past 18 months, report cancelled and courtesy letter generated.
- If water waste history within past 18 months, workorder generated and investigation occurs.
- If violation observed, video documentation obtained and formal warning issued. Contact with customer if made, if possible.
- Follow up investigation occurs
- If still in violation, fee is assessed
- Customer has 14 days to appeal the fee

11.3 of the Service Rules

1. Allowing water provided by the District to flow or spray off the property
 - Over irrigation from applying too much water
 - Mis-aligned sprinklerheads



11.3 of the Service Rules

2. Failure to correct a malfunction within 48 hours

- Broken sprinklerheads/emitters
- On-site leaks
- Irrigation system leaks
- Stuck valve



11.3 of the Service Rules

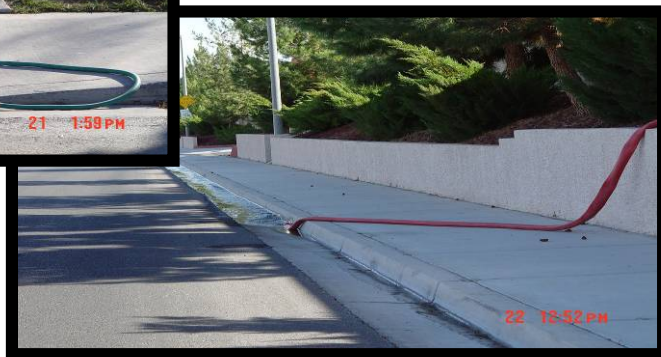
3. Non-compliance with regulations regarding vehicle and surface washing

- Hose running
- Misc Cleaning
 - Water must be discharged into a sanitary sewer or contained on-site
- Car washing only allowed once per week, with bucket and shut-off nozzle



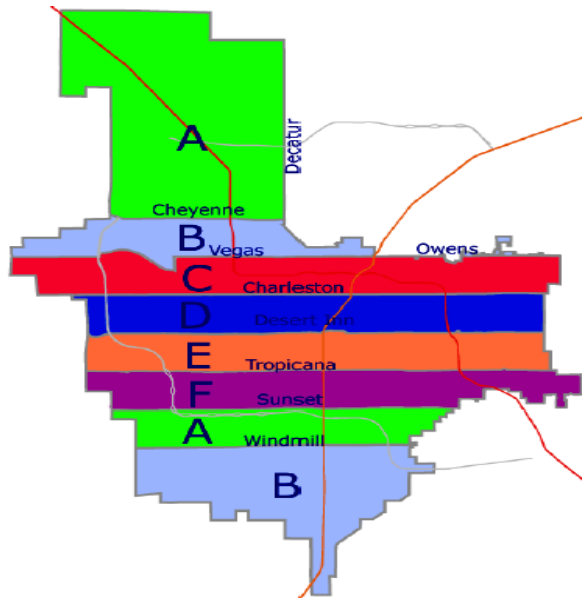
11.3 of the Service Rules


4. Discharging swimming pool or spa water off the property where a sanitary sewer is available



11.3 of the Service Rules

5. Using spray irrigation from 11:00 a.m. and 7:00 p.m. from May 1-Aug 31
7. Non-compliance with watering group assignments
 - Cannot spray irrigate on Sundays



 **SEASONAL WATERING RESTRICTIONS**

Restrictions mean you may run sprinklers only on the assigned day(s) for your watering group. Check your bill for your watering days, visit snwa.com or call your water provider. Post this schedule by your irrigation clock.

My assigned group: _____

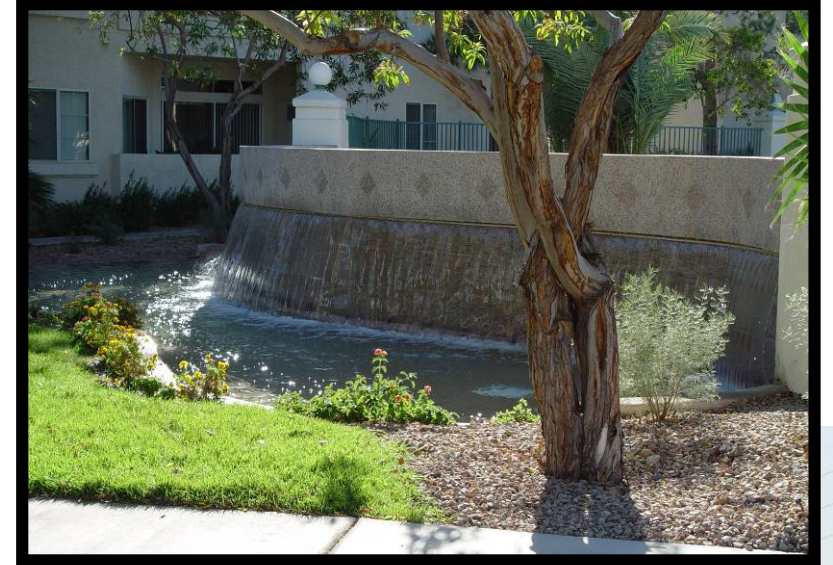
Watering Group	Winter November - February	Spring / Fall March - April / September - October	Summer May - August
A	Monday	Monday, Wednesday, Friday	Monday - Saturday
B	Tuesday	Tuesday, Thursday, Saturday	Monday - Saturday
C	Wednesday	Monday, Wednesday, Friday	Monday - Saturday
D	Thursday	Tuesday, Thursday, Saturday	Monday - Saturday
E	Friday	Monday, Wednesday, Friday	Monday - Saturday
F	Saturday	Tuesday, Thursday, Saturday	Monday - Saturday

Eliminating Sunday watering during the summer is voluntary in 2016. For watering tips, see inside.

11.3 of the Service Rules

6. Non-compliance with regulations relating to ornamental water features and mist systems

- May only be operated between 1-4 AM to maintain pumps
- Permits to operate the water features may be granted by local jurisdiction
- Mist systems only allowed between the hours of noon-midnight between May 1-Aug 31



Water Waste Fees

	Meter Size 1" or less	Meter Size over 1" but less than 3"	Meter Size 3" and greater
1 st Violation	\$80	\$160	\$320
2 nd Violation	\$160	\$320	\$640
3 rd Violation	\$320	\$640	\$1280
4 th Violation	\$640	\$1280	\$2560
5 th Violation	\$1280	\$2560	\$5120

Fee Waiver/Appeal Process

- Online class/test or educational visit waives 1st level fee
- Customer can appeal fee and case is heard by an independent hearing officer, a licensed attorney.
- Hearing officers provide written findings within 2 business weeks.

2019 Investigations & Fees

Over 12,000 investigations YTD

20% over our 10,000 investigation goal

Fees= 1145 totaling \$174,880



To Protect
and Conserve!