This presentation premiered at WaterSmart Innovations

watersmartinnovations.com
Water Waste Enforcement

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Las Vegas Valley Water District
LVVVWD & 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
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

<table>
<thead>
<tr>
<th>Violation</th>
<th>Meter Size 1” or less</th>
<th>Meter Size over 1” but less than 3”</th>
<th>Meter Size 3” and greater</th>
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<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; Violation</td>
<td>$80</td>
<td>$160</td>
<td>$320</td>
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<td>2&lt;sup&gt;nd&lt;/sup&gt; Violation</td>
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<td>4&lt;sup&gt;th&lt;/sup&gt; Violation</td>
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<tr>
<td>5&lt;sup&gt;th&lt;/sup&gt; Violation</td>
<td>$1280</td>
<td>$2560</td>
<td>$5120</td>
</tr>
</tbody>
</table>
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!