



City of Henderson Department of Utility Services
www.cityofhenderson.com/utility_services

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702-267-2500

Department Service Rules

Version: January 1, 2021

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
January 23, 2017	January 3, 2017	Vicki L White	Added West Henderson Phase I Water Backbone Infrastructure Rates
January 1, 2018	January 3, 2017	Vicki L White	Updated SNWA Charges and West Henderson Phase I Water Backbone Infrastructure Rates; updated authority references and added hyperlinks and formatting
January 1, 2019	January 3, 2017	Vicki L White	Updated SNWA Charges and West Henderson Phase I Water Backbone Infrastructure Rates
January 8, 2020	January 3, 2017	Vicki L White	Updated the Water Demand Factor Table on page 26 used to prepare a Hydraulic Analysis and Updated West Henderson Phase I Water Backbone Infrastructure Rates
January 13, 2020	January 3, 2017	Vicki L White	Updated the rates in the footnote on the West Henderson Backbone Infrastructure Commercial and Industrial Meter Equivalency Chart (Potable Water).
January 1, 2021	January 3, 2017	Vicki L White	Updated West Henderson Phase I Water Backbone Infrastructure Rates

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 [HMC 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.

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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 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 via [Contact Henderson](#).

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.

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)

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Regional Charges

Southern Nevada Water Authority (SNWA) Regional Connection Charges		
HMC 14.18.050		
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 ¹	\$45,640
RV Parks	Each Space	\$1,380
Non-Residential (≥ Six Inch Meter) ²	Based on annual usage per thousand gallons	\$29.20
Non-Residential (≤ Six Inch Meter) ²	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	

¹ 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.

² Excluding Hotels, Motels, Golf Courses, and Industrial Laundries

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SNWA Infrastructure Surcharge	
HMC 14.18.085	
Meter Size	Charge Per Meter Per Month
Residential 3/4" or less	\$8.11
Residential 1"	\$25.10
Residential 1 1/2"	\$50.19
Residential 2"	\$80.31
Residential 3"	\$160.60
Residential 4"	\$250.93
Residential 6"	\$501.85
Residential 8"	\$802.95
Non-Residential 3/4" or less	\$22.16
Non-Residential 1"	\$41.97
Non-Residential 1 1/2"	\$83.94
Non-Residential 2"	\$134.30
Non-Residential 3"	\$268.60
Non-Residential 4"	\$419.69
Non-Residential 6"	\$839.37
Non-Residential 8"	\$1,342.98
Non-Residential 10" and larger	\$1,930.54
Non-Residential Fire Meter 3/4" or less	\$3.34
Non-Residential Fire Meter 1"	\$6.32
Non-Residential Fire Meter 1 1/2"	\$12.63
Non-Residential Fire Meter 2"	\$20.21
Non-Residential Fire Meter 3"	\$40.41
Non-Residential Fire Meter 4"	\$63.14
Non-Residential Fire Meter 6"	\$126.28
Non-Residential Fire Meter 8"	\$202.04
Non-Residential Fire Meter 10" and larger	\$290.43

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SNWA Regional Commodity Charge	
HMC 14.18.070	
Calendar Year	Charge
Per 1,000 gallons	\$0.48

SNWA Reliability Surcharge	
HMC 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	
HMC 14.18.075	
Meter Size	Charge Per Meter Per Month
Residential 3/4" or less	\$4.81
Residential 1"	\$9.11
Residential 1 1/2"	\$18.22
Residential 2"	\$29.15
Residential 3"	\$58.30
Residential 4"	\$91.10
Residential 6"	\$182.20
Residential 8"	\$291.52
Non-Residential 3/4" or less	\$4.81
Non-Residential 1"	\$9.11
Non-Residential 1 1/2"	\$18.22
Non-Residential 2"	\$29.15
Non-Residential 3"	\$58.30
Non-Residential 4"	\$91.10
Non-Residential 6"	\$182.20
Non-Residential 8"	\$291.52
Non-Residential 10" and larger	\$419.05

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City Rates, Fees, and Charges

Monthly Water Service Charge – Metered Customers

[HMC 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	2018	2019	2020
Single family residential (SFR) 3/4" or less	\$12.95	\$13.21	\$13.47
Commercial 1" or less/SFR 1" and MFR	\$26.59	\$27.12	\$27.66
1 1/2"	\$50.93	\$51.95	\$52.99
2"	\$79.21	\$80.79	\$82.41
3"	\$152.79	\$155.85	\$158.97
4"	\$243.32	\$248.19	\$253.15
6"	\$475.31	\$484.82	\$494.52
8"	\$763.89	\$779.17	\$794.75
10"	\$1,103.40	\$1,125.47	\$1,147.98
12"	\$1,623.98	\$1,656.46	\$1,689.59

Monthly Water Service Charge – Residential Fire Meters

[HMC 14.18.020](#)

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.

Meter Size	2018	2019	2020
3/4" (flow requirement 3/4")	\$13.27	\$13.27	\$13.47
1" (flow requirement 3/4")	\$13.27	\$13.27	\$13.47
1" (flow requirement 1")	\$26.59	\$27.12	\$27.66
1 1/2" (flow requirement 1")	\$26.59	\$27.12	\$27.66
1 1/2" (flow requirement 1 1/2")	\$50.93	\$51.95	\$52.99
2" (flow requirement 1 1/2")	\$50.93	\$51.95	\$52.99
2" (flow requirement 2")	\$79.21	\$80.79	\$82.41

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

[HMC 14.18.020](#)

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		
	2018	2019	2020
First	\$1.46	\$1.46	\$1.46
Second	\$2.22	\$2.26	\$2.30
Third	\$3.07	\$3.16	\$3.25
Fourth	\$4.62	\$4.84	\$5.07

Raw Water Volume Charge

Customer Class/Description	Rate Per 1,000 gals
All raw water customers	\$1.41

Reclaimed Water Volume Charge

Customer Class/Description	Rate Per 1,000 gals
All reclaimed water customers	\$1.20

**Multi-Family and Mobile Home
 Potable Water Daily Use Threshold**

Customer Class/Description	Avg. Monthly Use in 1,000 of gals (based on 30 day/month)
Multi-family - per unit	First 3
	Next 3
	Next 6
	Over 12
Mobile home parks - per mobile home	First 4
	Next 4
	Next 4
	Over 12

Single Family Residential Potable Water Daily Use Threshold	
Meter Size	Avg. Monthly Use in 1,000 of gals (based on 30 day/month)
3/4" or less	First 6
	Next 10
	Next 14
	Over 30
1"	First 6
	Next 42
	Next 42
	Over 90
1 1/2"	First 6
	Next 67
	Next 67
	Over 140
2"	First 6
	Next 172
	Next 172
	Over 350

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Commercial and Golf Course Potable Water Daily Use Threshold		
Class / Meter Size	Tier Usage	Avg. Monthly Use in 1,000's of Gallons (based on 30 day/month)
5/8"	First	24
	Next	108
	Next	268
	Over	400
3/4"	First	24
	Next	108
	Next	268
	Over	400
1"	First	36
	Next	132
	Next	332
	Over	500
1 1/2"	First	72
	Next	384
	Next	944
	Over	1,400
2"	First	120
	Next	480
	Next	1,200
	Over	1,800
3"	First	180
	Next	870
	Next	2,150
	Over	3,200
4"	First	600
	Next	1,500
	Next	3,900
	Over	6,000

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Commercial and Golf Course		
Potable Water Daily Use Threshold (continued)		
Class / Meter Size	Tier Usage	Avg. Monthly Use in 1,000's of Gallons (based on 30 day/month)
6"	First	960
	Next	2,520
	Next	6,520
	Over	10,000
8"	First	1,500
	Next	3,750
	Next	9,750
	Over	15,000
10"	First	3,000
	Next	4,500
	Next	12,500
	Over	20,000
12"	First	4,200
	Next	6,900
	Next	18,900
	Over	30,000

System Development Charges (SDC)		
Potable Water – Residential		
EDU %	Customer Class/Description	Charge
1.0	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 ²	\$480
.40	Hotel/Casino ²	\$640
.30	Recreational Vehicle Resort ²	\$480

¹Density determinations shall be based on the units per acre as reflected on the approved tentative map.

²Fee 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.

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System Development Charges (SDC)

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 a) the size of the domestic meter, b) the size of the meter that would be required in order to accommodate all non-fire flow demands, or c) 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

System Development Charges (SDC)

Reclaimed Water

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

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**West Henderson Backbone Infrastructure
Commercial and Industrial Meter Equivalency Chart (Potable Water)**

[HMC 14.18.045](#)

Effective January 1, 2021

Meter Size (inch) ^a	EDU %	2630 PZ Charge (per meter) ^b		2760 PZ Charge (per meter) ^b	
		Phase 1A	Phase 1B	Phase 1A	Phase 1B
3/4"	1.00	\$2,920	\$514	\$4,900	\$1000
1"	1.67	\$4,877	\$858	\$8,183	\$1,669
1.5"	3.33	\$9,725	\$1,711	\$16,318	\$3,328
2"	5.33	\$15,566	\$2,739	\$26,118	\$5,327
3"	11.67	\$34,081	\$5,997	\$57,185	\$11,664
4"	21.00	\$61,329	\$10,792	\$102,904	\$20,990
6"	46.67	\$136,296	\$23,984	\$228,692	\$46,647
8"	80.00	\$233,634	\$41,112	\$392,016	\$79,961
10"	126.67	\$369,930	\$65,096	\$620,709	\$126,608
12"	166.67	\$486,747	\$85,652	\$816,717	\$166,588

^a When a combination fire and domestic system is utilized, the charges shall be based on the size of the meter that would be required in order to accommodate all non-fire flow demands. Said meter sizing shall be based on the American Water Works Association standards for sizing meters or other nationally recognized method as approved by the director.

^b Based upon the phase 1A 2630 PZ water infrastructure rate of \$2,920 per EDU, phase IB 2630 PZ water infrastructure rate of \$514 per EDU. phase 1A 2760 PZ water infrastructure rate of \$4,900 per EDU, and phase IB 2760 PZ water infrastructure rate of \$1,000 per EDU

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System Development Charges (SDC)			
Wastewater			
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)	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

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System Development Charges (SDC)			
Wastewater (continued)			
ERU %	Customer Class/Description	Billing Unit (each)	Charge
.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.

Formula:
 Estimated peak wastewater GPD x 365 days = Estimated annual peak wastewater flows
 Estimated annual peak wastewater flows ÷ 90,000 gallons = Estimated ERUs
 Single-family ERU rate x estimated ERUs = Total initial wastewater SDC

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.

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Wastewater Service Charges Residential Units	
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	
Description	Current Rates
Basic Service Charge	\$4.85
User Charge per 1,000 Gallons of Flow	\$2.36

West Henderson Backbone Infrastructure EDU Calculation Table	
HMC 14.18.045	
Type of Development	EDU Calculation Factor
Low Density Single-Family: RS-4, RS-6, RS08 and RMH	1.0 EDU/lot
Medium-Density Residential: RM-10 and RM-16	.81 EDU/unit
Medium-Density Residential and High Density Multifamily Residential: RH-24 and RH-36	.51 EDU/unit
Commercial and Industrial ¹	See Commercial and Industrial Meter Equivalency Chart (Potable Water) ²
<p>¹ Commercial and Industrial includes all non-residential, mixed-use, and special purpose districts, including, but not limited to, schools, churches, public facilities, recreational vehicle parks, convalescent/assisted living facilities, etc.</p> <p>² The EDU calculation factor shall be based on meter size as reflected in the Commercial and Industrial Meter Equivalency Chart (Potable Water).</p>	

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Department Fees and Charges

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	\$150 minimum, or larger amount depending upon credit history
Deposit - Commercial	Two times the estimated average monthly utility bill (\$150 minimum), or a larger amount, depending on credit history
Meter Set Re-verification Fee	\$108 (per visit)
Traffic Control Charges	Standard Plan (each) - \$200
Meter Testing Fees ¹	1-inch and smaller = \$25 1 1/2 inch and 2-inch = \$50 3-inch and larger = \$100
Refunding Agreement Administrative Fees	Standard = \$235 each Special = \$950 per agreement + actual audit costs + administrative time
Oxygen Demanding Pollutant Discharge in Excess of 300 MG Surcharge	Biochemical Oxygen Demand (BOD) = \$.27 per pound Total System Suspended Solids (TSS) = \$.28 per lb.

¹ 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.

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Water, Meter, Box and Cover Fees			
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
		Meter, RF, Box and Cover	\$520
Turbine with Strainer	1 1/2"	Meter, RF and Strainer	\$815
		Meter, RF, Strainer, Box and Cover	\$980
	2"	Meter, RF and Strainer	\$950
		Meter, RF, Strainer, Box and Cover	\$1,110
RFM	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	
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

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Water Use Reporting Fees

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

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

Temporary Construction Water Fees

All temporary construction water shall be metered and charged in accordance with the applicable rate for metered customers.

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 www.cityofhenderson.com 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

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**

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- 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.**
 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.

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How are Water Commitments calculated?

*City of Henderson
 Water Calculation Guidelines*

Quantity	Type of Development	Calculation Factor	Total EDUs
	Single Family – VLD (net acreage ≥ 1/2 acre/lot)	1.5 EDU/lot	
	Single Family – LD (net acreage < 1/2 acre/lot)	1.0 EDU/lot	
	Multi-Family – MD (Density ≤ RM16)	0.81 EDU/unit	
	Multi-Family – HD (Density ≥ RM18)	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.

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Water Demand Factor Table

Water demand factors shall be as outlined in this table and the following factors used to prepare a Hydraulic Analysis per the *Uniform Design and Construction Standards for Potable Water Systems*, Section 2.03. The City reserves the sole and exclusive right to increase demand factors for any and all projects, taking into account the existing density and uses of such land allowed under the City's development code.

Category	Unit	Maximum Day Demand (MD) (gpm)	Peak Hour Demand (PH) (gpm)
Single Family-VLD (RS1, RS2) or > ¼ acre *	Acre	4.68	7.96
Single Family-LD (RS4) or ≤ ¼ acre *	Lot	0.93	1.58
Single Family-LD/MD (RS6, RS8, RMH, RM10)	Lot	0.78	1.33
Multi-Family – MD (RM16)	Unit	0.50	0.85
Multi-Family-HD (RH24, RH 36)	Unit	0.36	0.61
Commercial	Acre	4.00	6.80
School	Acre	5.00	8.51
Park/Common Element/Irrigated Turf	Acre	13.39	22.77
Hotel/Motel	Acre	7.11	12.10
Industrial	Contact DUS		

*When lot size and zoning classification differ, use more stringent criteria.

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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. Schedule a tour via Contact Henderson [here](#).

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 City of Henderson utilities, line locators will identify City of Henderson infrastructure in the right of way or 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.

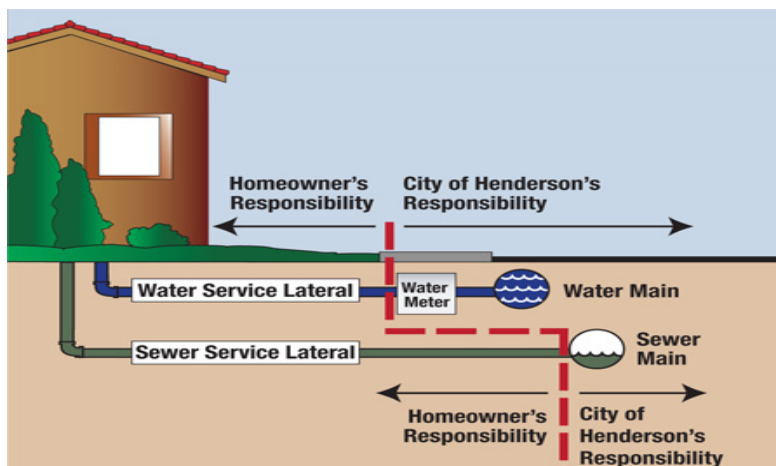
System Repair and Maintenance Responsibilities

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 serve 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 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.

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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, and is not due to owner or agent activities, the City is typically responsible for repairs.



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).

*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.