

STAGECOACH GENERAL IMPROVEMENT DISTRICT

STANDARD OPERATING POLICIES
WATER/WASTEWATER

1. If a customer receives a disconnect notice and makes arrangements to pay at a later date and then fails to do so, no new notice will be posted, the customer will be shut off and charged a reconnect fee.

*Only one arrangement can be made, if the customer cannot pay at the arranged date, they will be shut off.

2. Customers will receive 30-day shut-off notices if they ignore our request to fix leaks on their property. If they do not fix the leak within 30 days of the notice, they will be turned off until the leak is fixed, but will not be charged a reconnect fee.

*This statement was adopted by the Board on May 12, 1994

3. In cases of "Hardship" as approved by Lyon County, two base rates will be billed and then any water over the 2 allotted base usages will be billed the extra amount.
4. If a new customer cannot pay the entire deposit when applying for new service, they may be allowed to pay half with the remainder due no later than 30 days from that date.
5. **If a customer's water is turned off for any reason, with exceptions for emergency repairs to water lines, it is the policy of the SGID that their service will only be restored between 9:00 A.M. and 5:00 P.M.

This is for the safety of our maintenance personnel and not to cause any undue hardships to our customers.

To make sure that you are not without water overnight, please pay your bills before the end of our working hours for whichever day you are scheduled to pay.

6. People staying in travel trailers, motor-homes, etc. will be allowed to do so for 90 days without the property owner having to pay an additional water bill.

**This policy was adopted by the Board on December 19, 1996.

7. A time limit of ninety (90) days is established for customers to dispute bill discrepancies. Disputes must be submitted in writing.***

***This policy was adopted by the Board on March 8, 2012

8. In conjunction with our Well Head Protection Plan all properties located within the service area of Stagecoach GID and requesting a new water service after February 1, 2005 must install a state approved nitrate removal wastewater treatment system (ISDS) in order to obtain the water service connection. See Section 2.

Responsible ownership change of an existing water service account will require an inspection (\$100.00 fee to be paid by owner) by the Stagecoach GID inspector to insure the nitrate removal wastewater treatment system is working properly. This inspection **must** be done prior to change of ownership. If the system has been routinely inspected and maintained, no fee will be required.

Existing individual septic systems that have been failed by State, County or other certified personnel must be replaced with an approved nitrate removal wastewater treatment system (ISDS). An individual sewage disposal system shall be deemed to have failed if:

- (a) A condition or malfunction occurs in the ISDS, or in the operation of the system, that threatens the public health by inadequately treating sewage or by creating a potential for direct or indirect contact between sewage and the public, including, without limitation:
 - (1) Sewage on the ground;
 - (2) A backup of sewage into a structure that is caused by the slow soil absorption of effluent;
 - (3) Sewage leaking from a septic tank, dosing tank, holding tank or collection system; and
 - (4) Effluent contaminating the ground water or surface water; or
- (b) The operator of the system fails to comply with the requirements of the permit issued to operate the system.

For more information on this matter call our Office at (775) 629-0849 and reference the Stagecoach General Improvement District's Wastewater Management Program.