



CARSON CITY NEVADA
Consolidated Municipality and State Capital
PUBLIC WORKS

Water Service Restoration Charge Notice

What: Service reconnection (“turn on”) fees per CCMC 12.01.190

Per Carson City Municipal Code (CCMC) 12.01.190(3) Restoration of Service, we are required to charge a fee for restoration of water service after service has been turned off for any reason including customer request, nonpayment, or violations. Historically, this fee has not been charged. The fees are as follows:

1. Every request for a water turn-on will be assessed a fee of \$25. If possible, the City will make reconnection during regular working hours on the day of the request, otherwise reconnection will be made on the next regular working day.
2. For reconnection requests outside regular working hours, the City will make the reconnection if practicable under the circumstances. Water turned on outside regular working hours will be assessed a service fee of \$130 in addition to the \$25 fee for restoration of service. Regular working hours are Monday through Friday, 7:00 AM - 5:30 PM.

When: These fees will start being assessed on January 1, 2022.

How: Fees will be added to the customer bill on the next bill cycle after water is restored.

Why: These fees are required per CCMC 12.01.190(3) Restoration of Service:

3. Restoration of Service
 - A. Reconnection Charge. Where service has been discontinued for violation of this chapter or for nonpayment of bills, the city shall charge \$25.00 for reconnection of service during regular working hours, or \$25.00 plus the actual cost incurred by the City for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than working hours. For restoration of service that has been discontinued for reasons other than those detailed above, the restoration charge shall be \$25.00 for reconnection made during regular working hours, or \$25.00 plus the actual cost incurred by the City for reconnection of service at other than regular working hours. (For emergencies see Section 12.01.190(1)(C).)
 - B. To Be Made During Regular Working Hours. The City will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit; otherwise, reconnections will be made on the regular working day following the day the request is made.
 - C. To Be Made At Other Than Regular Working Hours. When a customer has requested that the reconnection be made at other than regular working hours, the City will reasonably endeavor to so make the reconnection if practicable under the circumstances but will be under no obligation to do so, unless an emergency exists.

We are sending out this notice, so residents and businesses are aware of this fee per CCMC and have plenty of time to prepare for water turn-on fees from the City.

Please share this information with others, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). If you have questions, please call us at (775) 887-2355.