

Understanding Your Sewer Bill and Reimbursement

A recent change in billing procedures by Clark County Water Reclamation has affected how residents pay their sewer bills. Let's clarify the new process to ensure everyone stays informed.

Why the Change?

Clark County Water Reclamation has switched from billing the HOA for all units to billing individual homeowners directly. As a result, homeowners are now responsible for paying their sewer bills. The HOA approved a ONE-TIME reimbursement for 2024 paid receipt, as a courtesy. If you cannot retrieve your 2024 receipt, the HOA will accept your paid 2025 receipt for this one-time reimbursement.

How to Pay Your Sewer Bill

1. **Retrieve Your Account Number:** If you don't know your Clark County Water Reclamation account number, you can obtain it by:
 - o Emailing customer service at [email address removed]
 - o Calling customer service at (702) 458-1180
2. **Access Your Account:** Go to the Clark County Water Reclamation website: www.cleanwaterteam.com
3. **Navigate to Payment:** Click on "Pay Now" or "Pay or View My Bill."
4. **Select "Sewer":** Choose the "Sewer" option.
5. **Enter Account Information:** Input your 10-digit account number and your last name.
6. **Pay Your Bill:** Select the invoice and proceed with payment.
7. **Download Invoice:** After payment, download the paid invoice, as you'll need this for reimbursement.

How to Get Your ONE-TIME Reimbursed

To receive reimbursement for your sewer bill payment:

Email Your Invoice: Send your paid invoice to Varalino at Invoices@Varalino.com.

Processing Time: Your email will be processed, and reimbursement will be approved.

Reimbursement Check: A check will be mailed to you as soon as possible.

DEADLINE: Any request must be submitted by December 31, 2025.

REMEMBER: By following these steps, you can ensure that your sewer bill is paid correctly and that you receive timely reimbursement. The HOA did not initiate this change and does not have any control over or involvement with the billing or payment of the Water Reclamation bill.