

PIPELINE



FALL 2014

The Sun Valley General Improvement District is an equal opportunity provider and employer.

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www.svgid.com

CUSTOMER SATISFACTION SURVEY SUMMARY THANKS TO EVERYONE THAT PARTICIPATED!

Last year, the District conducted a Customer Satisfaction Survey. We are pleased to report these results, along with an explanation of some of the questions raised in the survey:

70% felt that their customer service experiences are above average;
Over 60% felt that the water and sewer system services are above average;
Over 50% felt that their tap water quality is above average;
70% felt that their level of services provided are above average; and
32% felt that their value of services in comparison to monthly billing is above average and 51% felt the value was average.

RECREATION FEE: The fee helps offset the cost to operate and maintain not only the pool but the Sun Valley Neighborhood Center and the 4 parks (Sun Valley Community, Gepford, Highland Ranch & Sun Mesa), along with sponsoring and participating in community events. Senior citizens age 65 or older may receive a 20% discount off this fee, and qualifying District customers may receive a 100% discount off this fee. Please contact the District office for more information.

POOL PROGRAMS: The District has expanded activities and programs offered at the pool each year to try to maximize participation while balancing cost. We urge you to continue letting us know what other things you'd like to see at the pool by contacting the District office.

RATES: Customers new to the District often ask why their water bill is so high. Once we explain that their bills include not only water but sewer and recreation, it clarifies this. The monthly water rates are \$22.23 base and \$2.34 per 1,000 gallons consumption. The monthly sewer rates are \$17.14 base and \$4.29 per 1,000 gallons consumption. The monthly recreation fee is \$3.02.

WATER QUALITY: All water in Sun Valley is pre-treated and purified by Truckee Meadows Water Authority (TMWA).

The District monitors the water quality every day. Our professional staff checks all water storage tanks every day, monitors the levels and pumping with our SCADA (Supervisor Control and Data Acquisition) system and has an extensive flushing and maintenance program. In addition, we take 20 water quality samples around the valley every month that are tested by the Nevada State Health Laboratory. We also monitor the chlorine residual and turbidity levels and are well within state and federal standards. If at any time you notice a change in the taste, odor, or clarity of your drinking water, please call our offices and we will be happy to test the water. All water quality data is available free of charge upon customer request. To learn more about the District's Annual Water Quality is available on the District's website at www.svgid.com/Files/Form/CCR2014.pdf.

WASHOE COUNTY SERVICES: There were several comments regarding the maintenance and condition of the roads and ditches within the valley. These items fall under Washoe County Roads Department. Any concerns with roads and ditches can be reported to them at (775) 328-2180. Any Sun Valley resident who identifies nuisance or County Code issues can report them directly to Washoe County Code Enforcement at (775) 328-6106.

REMEMER THE IMPORTANCE OF VOLUNTEERING.



SUN VALLEY RECREATION RECAP

The District is pleased to report this summer offered multiple activities for everyone to enjoy. The District held its 2nd Annual Dive Into Summer and Summer Blowout Events and would like to thank the Boys & Girls Club, Sun Valley Cal Ripken, and Vicky Maltman & Cynthia Whall for their participation. We would also like to thank all of our sponsors for their generous donations that helped make the events a success.

This year the District had record attendance at the Robert & Norma Fink Pool Complex "Sun Valley Pool". The District offered various swim lessons, adult swim, lap swim, and three free swim days sponsored by the Fink Family and 5 Seat Investments, LLC.

It is with honor to report that the Sun Valley Pool lifeguards took 1st place in the American Red Cross Northern Nevada/California Lifeguard Competition. We wish to thank these professional lifeguards for their hard work and dedication.

The District partnered Sun Valley Cal Ripken, Valley Providence Little League, Northern Nevada Soccer League, Bighorn BMX, and Sierra Youth Football League that offered various activities/programs for all to enjoy.

On behalf of the Sun Valley General Improvement District, thank you to the community for a successful recreation season.

SUN VALLEY NEIGHBORHOOD CENTER PROGRAMS

SENIOR ACTIVITIES: The Center is open to all seniors Monday – Friday from 9 am until 1 pm. Lunch is provided to seniors at approximately 11:15 am by reservation only. Various senior activities are provided including bingo. Community seniors are encouraged to participate in the activities provided at the Neighborhood Center. For more information or to reserve a lunch call (775) 673-9417.

FAMILY RESOURCE CENTER: In collaboration with local community organizations, they assist families with various services and activities. For more information or to schedule an appointment call (775) 674-4411.

ZUMBA FITNESS: Classes are available Monday-Wednesday-Friday from 6:00 pm until 7:00 pm, Tuesday and Thursday from 5:15 pm until 6:15 pm. For more information contact licensed instructor Rosa Gonzalez (775) 233-4457.

TEAM MARTIAL ARTS: Classes are available Tuesday and Thursday from 6:30 pm until 7:30 pm. For more information contact licensed instructor Doug Villatora (775) 560-8151.

CRAFTS FOR KIDS: The District would like to offer a free kids craft program at the Neighborhood Center on Saturdays. Each class is an hour long and includes all types of craft activities for youth. Parents are welcome to join. Please contact the District office if you are interested in signing your child up for this program at (775) 673-2220.

2014 VETERANS APPRECIATION BREAKFAST SATURDAY NOVEMBER 8TH



The District is looking forward to our 5th Annual Veterans Day Celebration at the Sun Valley Neighborhood Center on Saturday, November 8th from 9 am to 12 noon. All Veterans, active and non-active military, their families and the community are invited to attend this free event and enjoy a pancake breakfast.

FERAL CAT PROGRAM

The District Board of Trustees shares the community concern for the feral cats throughout Washoe County. There are humane ways to help control the feral cat over-population through the assistance of the Nevada Humane Society. For more information on the various feral cat programs please contact the Nevada Humane Society at (775) 856-2000 extension 337 or email animalhelp@nevadahumanesociety.org.

WINTERIZING YOUR HOME TIPS

It is the time of year to start thinking about weatherizing your home for winter weather and cold temperatures. Avoiding broken or frozen pipes saves money and inconvenience. Brochures are available at the District office on "Winterizing Your Water Pipes". But if you do encounter frozen pipes in your home, thaw them out slowly and be aware that when pipes freeze and break you may not notice the break until they are thawed and water is allowed to flow freely. The District has a service technician available 24 hours a day to respond to your home and turn off the water in case of an emergency or for you to make necessary repairs. All service calls after hours (5 pm – 8 am and weekends) are subject to a \$30 after hour service fee. District phone number (775) 673-2220.

DATES TO REMEMBER

- October 31, 2014 – Nevada Day (District Office Closed)
- November 8, 2014 – Veterans Day Celebration
- November 11, 2014 – Veterans Day (District Office Closed)
- November 27th & 28th, 2014 – Thanksgiving (District Office Closed)
- December 25, 2014 – Christmas (District Office Closed)

ENJOY FALL AND THE COMING HOLIDAYS.

Visit our website for more information www.svgid.com

