



Pipeline

SUMMER2025



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BILLING CYCLE CONSOLIDATION

The District's customer accounts are divided into 4 billing cycles. Each cycle has its own schedule for meter reading, bill preparation, mailing, due dates, late notices and non-payment disconnects. The growth and expansion of the District's service territory over the last several years has required an analysis and future consolidation of many addresses in the billing cycles, so that each cycle is in closest proximity by service address. This will require that some customers will be moved to a new cycle to allow the District's service technicians to provide more efficient operations. Those customers whose cycle will be changing will receive notification in the coming months to advise their new dates for meter reading, due dates, etc. District staff is happy to work with those customers who may need assistance or additional time to pay their bill during this transition and welcomes you to contact the office with any questions you may have. We thank you for your patience during this process!

GARBAGE ASSISTANCE PROGRAM

The District provides a Garbage Assistance Program for customers who qualify under low-income guidelines. The program allows enrolled customers to have their Waste Management bill paid in full each quarter by the District. To be eligible for enrollment, you must: 1) meet the Program's income guidelines; 2) be a District customer with your name appearing on the bill; 3) be a Waste Management customer with your name appearing on the bill for that same address; and 4) the Waste Management bill may not be more than one quarter in arrears. Please check the District website or contact the office for the Garbage Assistance form to review the income guidelines. Then, submit your application with appropriate documentation for review and potential enrollment.

DID YOU KNOW

Sun Valley GID is not "just the water company". The District provides water and wastewater services, garbage collection through Washoe County's franchise agreement with Waste Management, and owns and maintains 4 local parks (Sun Valley Community Park, Gepford Park, Sun Mesa Park and Highland Ranch Park), as well as the Robert and Norma Fink Sun Valley Pool Complex. Your monthly bill is comprised of the services that are provided as per your service address. District employees are proud to serve the Sun Valley community and are often the go-to for customers who aren't sure what other agency to turn to with various questions and concerns. Please feel free to contact the office for prompt assistance or to direct you to the appropriate agency.

END OF SEASON POOL PARTY

You're invited to attend the end of season Pool Party Saturday, August 10th, 12pm - 5pm. There will be fun games and prizes throughout the day (general admission rates apply). The pool will close for the season at 5pm on Sunday, August 11th in conjunction with the Washoe County School District Balanced Calendar. Be sure to enjoy the remaining weeks of the summer at the pool during normal operating hours Tuesday through Sunday 12pm - 5pm.



COMMUNITY SERVICE AWARD

The District welcomes you to nominate local people and/or businesses that go above and beyond to improve the quality of life in the Sun Valley community for a Community Service award. These annual awards are designed to recognize those efforts with a plaque presented by the District Board of Trustees. Please submit your nominations to jmerritt@svgid.com. Submittal deadline is September 30, 2025.

PHOTO CONTEST

The District encourages summer recreation either in one of your favorite Sun Valley Parks or even in your own yard. A fun recreation activity can be captured through photography. **This year's Photo Contest theme is Nightscapes.** Submit your favorite themed photo, which must be taken in Sun Valley. Visit the District's website for a complete set of contest rules and for photo submittal. Cash prizes will be given for 1st, 2nd, and 3rd place and photos will be displayed in the District office. Submittal deadline is September 30, 2025.

WATER QUALITY REPORT

The District is proud that our drinking water continues to meet all state and federal drinking water quality standards as it has for more than 50 years. We know the quality of your water is important to you and we take all water regulations very seriously. To view the Water Quality Report please visit the District's website or if you have any questions, please contact the District's Public Works Director.

SUN VALLEY CAR SHOW

Mark your calendars for Impalas Car Club Car Show on September 20th from 9am-2pm at the Sun Valley Community Park. This event is free to car lovers and the general public. There will be great raffle prizes along with 50/50 raffle, food and music. All makes and model of cars are welcome with a \$25 registration fee. A portion of the proceeds will be donated to Forever 14 for Teen Suicide. For more information please contact Kevin at kevindbland@gmail.com or 775-342-9862.

WATER RATE INCREASE

The District has implemented a 4% increase to water base and consumption rates effective May 1, 2025. This adjustment reflects a scheduled rate increase from Truckee Meadows Water Authority (TMWA), which supplies water to the District. As part of a multi-year plan approved by both TMWA and the District, rate adjustments will occur annually through 2028 to help ensure continued service reliability.

The SVGID Board of Trustees approved these changes in 2024, aligning with TMWA's increases. We appreciate your understanding and continued support. If you have questions or would like more information, please contact the office or visit the District website.

THANK YOU TO OUR SPONSORS

Thank you to the following generous local businesses who donated to this year's Dive Into Summer event:

Adeline Family Farm, Atlantis Casino Resort & Spa, Birdeez Reno, Bonanza Casino, Clary's Bar and Grill, Coca Cola, Fly High Trampoline Park, Glacier / Heritage Bank, Hobey's Casino Restaurant, Lepori Construction, LP Insurance Services Inc., Mesa Rim Climbing Center, Port of Subs, Q & D Construction, Reno Aces, Reno Rodeo Association, Reno United Tang Soo Do, Sam's Club, Shaw Engineering, Sun Valley Pool, The Roost Coffee Shop, United Federal Credit Union and Western Nevada Supply.

The generosity of these sponsors helped make this family event a success!

IMPORTANT DATES

- August 9 Pool Party
- August 10 Last Day of Pool Operation
- August 14 District Board Meeting
- September 1 Labor Day (Office Closed)
- September 11 District Board Meeting
- September 20 Impala's Car Club Car Show
- October 9 District Board Meeting
- October 18 Free Medical Clinic (Sun Valley Neighborhood Center)
- For information on Sun Valley Citizen Advisory Board Meeting dates and locations, please visit: https://www.washoecounty.gov/CABS/SV_CAB/index.php