Sun Valley General Improvement District
5000 Sun Valley Boulevard
Sun Valley, NV 89433-8229
Phone: (775) 673-2220
Fax: (775) 673-1835

RESIDENTIAL CUSTOMER INFORMATION

The Sun Valley General Improvement District (District) operates under Nevada Revised Statutes, and is governed by a 5-Member Board of Trustees, elected by the voters of Sun Valley. Trustee contact information can be found on the District website www.svgid.com and is available at the District office. The office is open Monday through Thursday from 7:00 am to 5:30 pm, except holidays. The information below is a summary of basic information for most residential customers; additional rates and fees are defined in the District's Tariff Rules which can be found on the District website.

DEPOSIT

- Effective December 14, 2020, a **$200.00 Deposit** is required from all applicants unless the applicant is the landowner of that property. This deposit can only be waived by the landowner after completion of appropriate paperwork.
- The deposit will be applied to your account after 1 year from connection date.
- If you disconnect service before the deposit has been applied, the deposit is applied to your **final bill**. Any remaining credit is mailed to you within 30 days after disconnect (refund checks are issued twice a month).

DISCONTINUING SERVICE

A **Disconnect Request** must be completed and submitted with a copy of account holder's picture **identification**.

ACCOUNT SET-UP FEE

All new accounts are subject to an Account Set-up Fee of **$30.00**, which will be billed to your account on the first bill.

WATER RATES

- Effective May 1, 2026 the monthly **base rate** is **$28.04** for a standard 3/4 inch service, and **$30.41** for a standard 1 inch service; the base rate for larger meters is higher. The base rate does not include water usage.
- Effective May 1, 2026 the usage charge for 100% of water that goes through the meter is charged at a *Tier 1* rate of **$2.94** per one thousand gallons for the first 6,000 gallons, then anything over that is charged at a *Tier 2* rate of **$4.21** per one thousand gallons (A family of 3 to 4 average usage is between 5,000 to 7,000 gallons per month, not including irrigation, use of a swamp cooler or other water usage.)
- Effective July 1, 2023 all accounts serviced by the District whose premises are in the non-tax-paying area of the District will be charged a monthly flat rate billing of **$2.64** per unit to help fund Capital Improvement Projects.
- Effective July 1, 2023 all accounts serviced by the District whose premises are in the non-tax-paying area of the District will be charged a monthly City of Sparks Right-Of-Way fee equal to **5%** of water charges.

REGIONAL WATER MANAGEMENT FEE

Effective October 1, 1995, a fee of **1.5%** *(WATER ONLY)* has been imposed by the Board of County Commissioners to fund the planning and administration of the Regional Planning Commission required by Senate Bill 489, which was passed by the 1995 Legislature.

BACKFLOW INSPECTIONS (FOR FIRE-PROTECTION METERS)

- If there is no active service, a customer must have a backflow inspection done by a licensed company and present the District with proof it passed within 30 days of signing up for service. Backflow prevention devices must meet current District standards.
- Backflow inspections are required to be performed annually after initial inspection.
- The backflow inspection fees for all District-performed inspections are **$200** for devices up to 2" and **$300** for devices greater than 2".
- Any minor repairs done to backflow devices by the District will be billed on a time and material basis.

SEWER RATES

- Effective July 1, 2024, the monthly sewer rate for each active residential unit per account is **$43.00**.
- Effective July 1, 2024, the monthly sewer rate for dwelling units served under a master meter is **$43.00 per dwelling unit**.

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RECREATION FEE

- A monthly recreation fee of **$3.50** will be billed to each active residential dwelling unit for each account to help fund the operations, maintenance and administration of the District's recreation facilities.
- Senior citizens age 65 and over are eligible for a 20% discount off this fee by showing proof of age and completing a discount form.
- Those who fall within the Low Income/Disability Program guidelines are eligible for 100% discount off this fee.

BILLING PERIOD, LATE FEES & RECONNECTION FEES

- District reads your meter on approximately the same day each month then mails your monthly bill, which is due **by the due date** printed on your bill (typically 20 calendar days from the billing date).
- District has no grace period and encourages its customers to make payment arrangements, as needed.
- If payment is not received by the due date a late fee equal to **5% of your balance** will be applied to the account and a termination notice will be mailed stating the final deadline for payment and the date service will be disconnected.
- If payment is not received by the next billing date, the new bill will re-state the disconnect date.
- Your water will be shut off on the disconnect date if payment is not received or payment arrangement is not made by the disconnect date. Account will be closed out approximately 1 week after shut off if no payment is made.
- Once the Service Technician is dispatched to disconnect service, the total account balance must be paid to restore service and a **$50.00** reconnect fee will be billed to your account. Online and phone payments are not monitored by District staff; therefore, a phone call to the office is required to request reconnection of water. If such request is made before 4:30 p.m. on a regular business day, then service should be restored that same day; if paid after 4:30 p.m. service should be restored the next regular business day.

PAYMENT OPTIONS AVAILABLE

- District accepts cash, money orders, checks and credit/debit card (Visa, MasterCard & Discover) payments in the main office during regular business hours. Note: credit/debit card payments are subject to a **$3.10** service fee collected at the time of payment.
- Check and money order payments are also accepted 24 hours a day in the Drop Box mailbox located in the front of the office parking lot near the flag pole. This box is checked at the start of each business day, and payments are then posted to accounts that same day.
- Mail payments using check or money order are posted to accounts daily.
- Online payments are available with a **$3.10** service fee which is collected at the time of payment. Go to the District website to use online payments at www.svgid.com.
- Payments by phone to the District office are accepted using a credit/debit card with a **$3.10** service fee and a **$0.25** IVR fee which are collected at the time of payment.
- ACH (Auto-Pay) is available at no charge if you would like to have your monthly payments automatically deducted from your bank account on the due date each month.
- Bill-pay payments through your bank are also accepted. These payments cannot be received electronically and are mailed to us using a paper check from your bank; therefore, **please allow 10 to 14 days** after the date you select the payment to be issued for it to be received in the mail by our office.

SHUT OFF VALVE

The District encourages you to know where your main water shut off to your home is located so you can respond to broken pipes without waiting for our service person to arrive. In mobile homes, the valve is typically placed near to where water enters the home. In houses, it may be near a hot water heater or washing machine.

WATER / SEWER SERVICE CALLS

- During normal business hours, a Service Technician is available at no charge to respond to routine water or sewer service calls.
- After normal business hours a **$50.00** fee will be charged for emergency water or sewer service calls where the issue is determined to be the customer's responsibility.
- Water Calls: The District is responsible for the main water lines, service lines to the meter, and the meter box up to the point where the service line from the home is connected to the meter. All water lines from the meter to the home belong to the landowner along with the responsibility for any repairs.

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- Sewer Calls: We recommend that you contact us prior to calling a plumber for sewer-related issues so that we can check property line clean outs and the main lines to determine whether the problem is within District facilities, which would be fixed at no cost to the customer, or whether the issue is on the property and a recommendation to call a plumber would be given.

AFTER-HOURS EMERGENCY SERVICE

- For water and sewer emergencies please call (775) 673-2220 and press Option 7 to be connected to our after-hours answering service, then possibly prompted through to our On-Call Service Technician.
- A **$50.00** after hours fee will be billed on the next bill, if the problem is on the customer's side.

WATER CONSERVATION / VOLUNTARY THREE-TIMES-A-WEEK WATERING

Effective June 10, 2010, the District Board of Trustees has approved a *voluntary* three times a week watering conservation policy as follows:

- **ODD** addresses (the last number in your home address is 1,3,5,7 or 9) water on Sundays, Wednesdays and Fridays.
- **EVEN** addresses (the last number in your home address is 0,2,4,6 or 8) water on Tuesdays, Thursdays and Saturdays.
- **BUSINESSES** water on Tuesdays and Fridays.
- Drip systems can be used any day.
- We strongly discourage any watering between 1 p.m. and 5 p.m. as it is the hottest part of the day and water can evaporate before it reaches the plant's root system.

RETURN CHECK / DISPUTED CREDIT CARD FEE

A **$25.00** fee will be charged for each check, disputed credit/debit card transaction and/or automatic ACH payment dishonored by the bank.

GARBAGE COLLECTION

- Garbage collection is mandatory in this District and is provided by Waste Management (775) 329-8822.
- The District offers a Garbage Assistance Program to those customers whose premises are in the tax-paying area of the District and who qualify under Low Income Assistance Program guidelines.

SUN VALLEY G.I.D. FORMS

- Many Customer Service forms are available on the District website.
- All forms must be completed and submitted with an original signature and a copy of account holder's I.D.
- Forms, along with copy of appropriate I.D. may be faxed to (775) 673-1835 or emailed to customerservice@svgid.com.

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