



COMMERCIAL CUSTOMER INFORMATION

The Sun Valley General Improvement District operates under Nevada Revised Statutes. We are governed by a Board of Trustees which is elected by the voters of Sun Valley. Their names and telephone numbers are available at the District office. The office is open Monday through Friday from 8:00 am to 5:00 pm.

PUBLIC WORKS DEPARTMENT APPROVAL

All new commercial accounts must be approved by the Public Works Department before starting service. The District must sign off on your business license so please provide it with your application for service.

DEPOSIT

- Effective December 04, 2020, a **\$200.00 Minimum 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 for a **Commercial business** shall be **3 times** the business' previous average monthly bill or other like business.
- The deposit earns interest based on the U.S. Treasury Bills and is adjusted semi-annually. The **current interest rate (effective January 1, 2022) is 0.09%** annually.
- The deposit and interest will be applied to your account after 3 years **IF** the account meets all credit criteria.
- If you disconnect service before the deposit has been applied, the deposit and interest 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 Form** must be completed and submitted with a **copy of picture identification** from the account holder.

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.

WATER RATES

- Effective December 11, 2017, the monthly **base rate** is as follows:
- | <u>Base Rate</u> | <u>Meter Size</u> | <u>Base Rate</u> | <u>Meter Size</u> |
|------------------|-------------------|------------------|-------------------|
| \$24.00 | 3/4" | \$37.25 | 3" |
| \$26.02 | 1" | \$53.56 | 4" |
| \$30.04 | 1 1/2" | \$59.38 | 6" |
| \$30.61 | 2" | | |
- Please see Tariff Schedule Rule No. 21 for more details.
 - The base rate does not include water usage.
 - Effective June 1, 2022 the usage charge is **\$2.46** per one thousand gallons for 100% of water that goes through the meter.



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.

SEWER RATES

- Sewer charges are based on your metered water usage.
- Effective April 15, 2009, the monthly **base rate** is **\$17.14**.
- Effective April 15, 2009, the usage charge is **\$4.29** or **\$4.57** for commercial accounts per one thousand gallons depending on the type of business.
- There may also be a surcharge based upon the type of business.
- Effective January 15, 2015 the minimum usage charge is based on 500 gallons.
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BACKFLOW INSPECTION

- If there is no active service, it must pass a backflow inspection before installation of service.
- Backflow inspections are done once per year.
- The backflow inspection fee is **\$40.00** for any inspections performed by the District.
- Any minor repairs done to backflow devices by the District will be billed on a time and material basis.

WASTE INSPECTIONS

- The City of Sparks Environmental Control Section (ECS) inspects and performs wastewater sampling of industrial/commercial users in Sparks, Sun Valley and some outlying areas of Washoe County to ensure wastewater discharges are in compliance with federal, state and local discharge limitations (www.cityofsparks.us).

RECREATION FEE

- A monthly recreation fee of \$3.50 will be billed to each active account to help fund the operations, maintenance and administration of the District's recreation facilities.



BILLING PERIOD, LATE FEE & RECONNECTION FEES

- SVGID 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).
- SVGID has no grace period and encourages its customers to make payment arrangements if more time is 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 if payment arrangements are not made by the date indicated on prior notices.
- Once the Service Technician is dispatched to disconnect service, the past due balance including any outstanding fees must be paid to restore service and a reconnect fee will apply as follows:
 - Up to 1" meter:
 - **\$40.00 billed to your account** if the past due balance is paid between 8:00 a.m. and 4:30 p.m.; OR
 - **\$100.00 collected with past due balance** if paid after 4:30 p.m., holidays and/or weekends (This includes the \$40 reconnect fee plus a \$60 after hours fee.)
 - Greater than 1" meter:
 - \$10.00 plus the actual cost of materials and labor
 - In addition, the deposit may be increased based on Tariff Rule 12 and 21

PAYMENT OPTIONS AVAILABLE

- SVGID 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 **\$2.35** 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. The payments are then posted to accounts.
- Mail payments using check or money order are posted to accounts daily.
- Online payments are available with a **\$2.35** 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 during regular business hours using a credit/debit card with a **\$2.35** service fee which is collected at the time of payment.
- **AUTOPAY** is available if you would like to have your monthly payments automatically deducted from your bank account on the due date each month. There is no charge for this service if you enroll through the office; please ask for details on this program.
- Bill-pay payments through your bank are also accepted. These payments **cannot be received electronically** and the bank must mail us a paper check; therefore, **please allow 7 to 10 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

While we always have a service technician on call to come out and shut off your meter, it is a very good idea to know where your main water shut off to your business is located.



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 **\$40.00** 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 is connected to the meter. All water lines from the meter to the business belong to the landowner along with the responsibility for any repairs.
- 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.

EMERGENCY SERVICE AVAILABLE

- For water and sewer emergencies, please call (775) 673-2220.
- A **\$40.00** after hours fee will be billed on the next bill, if the problem is on the customer's side.

WATER CONSERVATION AND VOLUNTARY THREE TIMES A WEEK WATERING

Effective June 10, 2010, the Sun Valley G.I.D. Board of Trustees has approved a *voluntary* watering conservation policy as follows:

- Businesses water on Tuesdays and Fridays.
- Drip systems can be used any day.
- We strongly discourage any watering ween 1 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.

RETURNED CHECK FEE

A **\$25.00** fee will be assessed for each check or automatic Debit payment dishonored by the bank, and for each disputed Credit/Debit Card Payment.

GARBAGE COLLECTION

Garbage collection is mandatory in this District and is provided by Waste Management (775) 329-8822.

SUN VALLEY G.I.D. FORMS

- Customer Service forms are available on the web at www.svgid.com.
- All forms must be completed and submitted with an original signature and a copy of ID.
- Forms may be faxed along with the copy of ID to (775) 673-1835.