



## RESIDENTIAL 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.

### DEPOSIT

- Effective January 15, 2015, a **\$170.00 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 earns interest based on the U.S. Treasury Bills and is adjusted semi-annually. The **current interest rate (effective January 1, 2019) is 2.49 %** 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, which will be billed to your account. If the install request is received between 8:00 am and 4:30 pm, the fee is \$30; if it is after these hours, the fee is \$45.

### WATER RATES

- Effective December 11, 2017 the monthly **base rate** is **\$24.00** (this applies to a standard 3/4 inch service); the base rate for larger meters is higher. The base rate does not include water usage.
- Effective May 12, 2009 the usage charge is **\$2.34** per one thousand gallons for 100% of water that goes through the meter. (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.)

### 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.



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## SEWER RATES

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- 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** per one thousand gallons up to your sewer maximum (see explanation below).
- Effective January 15, 2015 the **minimum usage** charge is based on 500 gallons.

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### WHAT IS A SEWER MAXIMUM / WINTER AVERAGING PERIOD?

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- A sewer maximum is the **maximum** gallons that you will be charged for sewer.
- On all new accounts the sewer maximum is set at the current valley average water usage.
- This year's valley average is **5,000** gallons.
- Each winter during the winter averaging period (December – March), your sewer usage charge is based on 100% of your water usage.
- During this period you will establish your own sewer maximum that you will be charged for the remainder of the year following the evaluation period **based** on your average usage during this period. \*
- There will be a notice printed on your bill when you are entering your evaluation period, and again when this period is over.

\* Therefore, please be sure to report all leaks, open taps and outside watering on the Winter Average Re-Evaluation Request form available on the website or at the office.

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### RECREATION FEE

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- 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.
- 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.
- You may be eligible to receive a 100% discount off this fee if you fall within the Low Income/Disability Program guidelines. Please inquire at the office.

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### BILLING PERIOD, LATE FEE & RECONNECTION FEES

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- 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:
  - **\$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.)



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## PAYMENT OPTIONS AVAILABLE

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- 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 **\$2.80** 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 at the end of each “must pay by” day. Payments are then posted to accounts.
- Mail payments using check or money order are posted to accounts daily.
- Online payments are available with a **\$2.80** service fee which is collected at the time of payment. Go to the District website to use online payments at [www.svgid.com](http://www.svgid.com).
- Payments by phone to the District office are accepted during regular business hours using a credit/debit card with a **\$2.80** 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.

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## SHUT OFF VALVE

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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 home is located, so that if you have a broken pipe in your house you won't have to wait for our service person to arrive.

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## WATER / SEWER SERVICE CALLS

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- 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 **\$30** 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.
- 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.

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## EMERGENCY SERVICE AVAILABLE

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- For water and sewer emergencies, please call (775) 673-2220.
- A **\$30.00** after hours fee will be billed on the next bill, if the problem is on the customer's side.



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

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## WATER CONSERVATION AND VOLUNTARY THREE TIMES A WEEK WATERING

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Effective June 10, 2010, the Sun Valley G.I.D. 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.

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## RETURN CHECK FEE

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A **\$25.00** fee will be assessed for each check and/or automatic debit payment dishonored by the bank.

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## GARBAGE COLLECTION

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

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## SUN VALLEY G.I.D. FORMS

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- Customer Service forms are available on the web at [www.svgid.com](http://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.