



Important Message from Sun Valley General Improvement District

In efforts to curb the spread of COVID-19, beginning Wednesday, March 18th, the Sun Valley General Improvement District (District) office will be closed to the public until further notice. The District will continue to provide essential services and work with customers. Customers can contact District staff by calling 775-673-2220 or by emailing customerservice@svgid.com during regular business hours Monday through Friday 8:00 a.m. to 5:00 p.m.. Customers are encouraged to visit the District's website, svgid.com, for customer forms and to stay informed on District business.

CASH Payments will no longer be accepted during this time, alternative payment methods available are:

- Pay via credit/debit card * online at www.svgid.com (24 hours) – **WITH NO FEE**
- Pay via credit/debit card * by calling 775-673-2220 **WITH NO FEE** (during normal business hours)
- Pay via check/money order using our payment drop box located by the flag pole
- Pay via check/money order by mail
- Pay via ACH with checking account (call 775-673-2220 for more details)

*Visa/Master Card/Discover cards only

CREDIT/DEBIT CARD SERVICE FEE IS TEMPORARILY SUSPENDED UNTIL FURTHER NOTICE.

Sun Valley General Improvement District has also temporarily suspended water shut-offs due to an inability to pay. We have encouraged any District customer that may experience a financial hardship as a result of the Coronavirus, also known as COVID-19, to contact the District's Customer Service Department (775) 673-2220.

On behalf of the Sun Valley General Improvement District Board of Trustees and staff, thank you for your patience during this time.



Aviso importante de Sun valley General Improvement District

Para evitar el extendimiento del virus COVID-2019, la oficina de Sun Valley General Improvement District permanecerá cerrada al público hasta próximo aviso. El distrito continuará a ofrecer un servicio esencial y asistiremos a todos los clientes en lo que sea necesario. Clientes pueden contactar a nuestro personal de la oficina llamando al 775-673-2220 o enviando un correo electrónico a customerservice@svgid.com durante nuestro horario normal de Lunes a Viernes de 8 a.m a 5 p.m. Los invitamos a visitar nuestra página de internet www.svgid.com para obtener cualquier forma necesaria o para mantenerse informado de cualquier cambio en el distrito.

Pagos en EFECTIVO no serán aceptados por ahora. Los siguientes métodos de pago estarán disponibles.

- Pago con tarjeta de crédito o débito* por internet en WWW.SVGID.COM (las 24 horas) **sin costo extra**
- Pago con tarjeta de crédito o débito* llamando al 775-673-2220 **sin costo extra** (durante horario normal de oficina)
- Pago con cheque o money order usando nuestra caja de pagos localizada en el estacionamiento junto a la bandera
- Pago con cheque o money order por correo
- Pago automático con su cuenta de cheques (llamar al 775-673-2220 para más detalles)

*Visa/Mastercard y Discover solamente

La tarifa para usar su tarjeta de crédito o débito a sido temporalmente suspendida hasta próximo aviso

Todos los miembros del jurado de Sun valley General Improvement District y su personal le agradecen por su paciencia durante este transcurso.