



WELCOME TO GREEN VALLEY SPECIAL UTILITY DISTRICT

529 S. Center, P.O. Box 99, Marion, TX 78124

Phone 830-914-2330

830-914-2331

Fax: 830-420-4138

TDD: 1-800-735-2988

www.gvsud.org

OFFICE HOURS

Monday – Friday 8:00 a.m. to 5:00 p.m. For after hour emergencies call 830-914-2331.

BOARD OF DIRECTORS

Dennis Dreyer – President
Peter Olsen

Mary Jane Heusinger – Vice-President
Jill Bennett

Jackie Nolte - Secretary/Treasurer
Donnovan Jackson

GENERAL MANAGER Pat Allen

WATER RATES

Basic Rate - \$27.50

0 to 2,000 gal.	\$0.00 per thousand	15,001 to 25,000 gal.	\$6.90 per thousand
2,001 to 5,000 gal.	\$3.70 per thousand	25,001 to 50,000 gal.	\$8.70 per thousand
5,001 to 10,000 gal.	\$4.80 per thousand	Over 50,001 gal.	\$10.30 per thousand
10,001 to 15,000 gal.	\$5.80 per thousand		

Green Valley will read your meter every month. Bills are mailed the last week of the month. If you do not receive a bill by the first week of the month or if you have a question about your bill, contact the office as soon as possible. Bills are due by the 15th of the month. A late fee of 5% will be charged for payments received after the 15th. Your usage will begin the day your meter is installed. **Bank Drafts are available at no extra charge. Credit cards are accepted via telephone (844-748-3955) and online. A 3% convenience fee and a \$1.00 transaction fee will be added to all credit card payments.**

Disconnection notices will be sent out after the first month’s bill becomes delinquent. Water service will be terminated if payment is not received by the 10th day from the date of the notice. To have service restored (unlocked) there will be a \$35.00 Unlock fee. After 5:00 p.m. the Unlock Fee is \$50.00. Green Valley is not liable for any property damage caused by termination of service due to delinquent accounts. An adult must be present to have access to the residence before service is restored.

Green Valley **is not responsible** for US mail delivery and failure to receive your bill does not excuse payment. You can have you water bill e-mailed to you by setting up a customer account at GVSUD.ORG.

Sewer Service Customers. Contact your respective sewer service provide to establish your sewer account.

GBRA 830-379-5822 at 933 E. Court St. Seguin. A flat rate of \$50.00 will be included on your Green Valley bill each month. Green Valley recommends that rental property owners, with sewer, take a deposit from your renter to cover any unpaid sewer bills. The Green Valley deposit is used to cover unpaid water bills. If there is a remaining balance, it will be applied towards the outstanding sewer bills. However, both bills must be paid in full before service can be continued.

Harvest Hills 210-696-2522- A flat rate of \$41.00 will be included on your Green Valley bill each month.

NEW METER INSTALLATION COSTS

\$100	Deposit
\$750	Meter Installation
\$75	Inspection Fee
\$2600	Impact fee
<u>\$1500</u>	<u>Water Acquisition Fee</u>
\$5025	Total Cost

SALE OR RENTAL PROPERTY COSTS

\$100	Deposit
\$35	Transfer Fee (new owner)
\$35	Unlock Fee (if applicable)
\$400	Meter Relocation Fee
\$75	Inspection Fee (if applicable)

Upon sale or transfer of property, the final bill will be taken from the deposit. The remaining balance will be refunded. New meters will be set within 2 weeks (weather permitting) after application is approved and payment is made in full.

Green Valley must inspect all new water service connections. To schedule appointments call 830-914-2332 ext. 216. Please note should a backflow prevention device be installed, a thermal expansion valve must be operational on hot water heaters to prevent plumbing damage. A vacuum breaker must be installed on each outside faucet.

WATER IS LIFE!!!!

Please practice water conservation techniques and be on the lookout for leaks in your area. Standing or running water, a wet spot, or even a green patch of grass may be a sign of a water leak. Please report leaks as soon as possible. Your help is appreciated.

There are several items that need to be brought to the attention of our customers. Please remember:

1. You must have a customer cut-off valve installed on your water line somewhere between the meter and your residence. If you do not have one and should need to turn off your water, call Green Valley. **DO NOT** use the Green Valley angle head (located between the meter and the main line) to turn off the water. If you should use the angle head and it breaks, you will be charged for parts and labor to have it replaced.
2. Backflow and cross connection prevention is mandated by the State. A potential for backflow exists any time there is an actual or potential cross-connection between the potable water supply and any source of contamination or pollution. We have more information at the office if you have any further questions.
3. The sale, purchase, transfer or moving of a water meter is strictly prohibited without the written consent of Green Valley. An engineering study must be preformed, at the customer’s expense. To determine the impact on the rest of the system and the District must give final approval.
4. On rental property, if the owner wants the bill to go to the renter the renter must come into the office to pay a \$100 deposit. The office will change the account into the renter’s name at that time. The deposit stays at Green Valley until the renter moves. After the next billing, the final bill will be taken out of the deposit and a refund issued for the balance. If the final billing is more than the deposit amount, the full deposit will be credited to the account and the balance remaining will be billed to the renter.

If the owner knows the renter is moving the owner should also call our office to inform Green Valley and to advise us if he/she wants the water left on or locked.

5. When you grant an easement for water service you are agreeing not to construct or landscape in the 15-ft. easement, and to allow Green Valley to install, replace and/or repair water lines. Please contact Green Valley when you are constructing or landscaping for location of water lines. Anything built or planted in the easement is subject to being removed.

GREEN VALLEY SPECIAL UTILITY DISTRICT
CUSTOMER SERVICE APPLICATION
PLEASE PRINT
(all items in bold must be completed)

Acct. No. _____

Meter No. _____

FOR DISTRICT USE ONLY

DATE: _____ COUNTY OF PROPERTY _____

NAME: _____

DRIVER LICENSE NUMBER _____ (required by State Comptroller's Office)

ALTERNATE NAME: _____

DRIVER LICENSE NUMBER _____ (required by State Comptroller's Office)

BILLING ADDRESS: _____
Street/PO Box City State Zip

PHONE NUMBER home/office: () _____ alternate () _____

e-mail: _____

PROPERTY ADDRESS: _____

IS PROPERTY LOCATED WITHIN CITY LIMITS _____ WHAT CITY _____

COUNTY IN WHICH YOU PROPERTY IS LOCATED _____

SUBDIVISION NAME: _____ LOT _____ UNIT _____ BLOCK _____

ARE YOU: RENTING _____ PURCHASING _____ DATE ACQUIRING PROPERTY: _____

PROPERTY OWNER (IF RENTING) _____ PHONE # _____

What will be the primary usage of water? Residential _____ Commercial _____ Irrigation _____

Do you have any special needs? (ie. Dialysis): _____

New Meter Installation (standard residential meter)	
\$2,600	Impact Fee
\$1,500	Water Acquisition Fee
\$ 100	Deposit
\$ 750	Installation
\$ 75	Inspection Fee
\$5,025	

New Property Owner (standard residential meter)	
\$ 100	Deposit
\$ 35	Transfer
\$ 35	Unlock (if applicable)

New Property Renter (standard residential meter)	
\$ 100	Deposit
\$ 35	Unlock (if applicable)

APPLICABLE FEES

DEPOSIT \$100.00

TRANSFER FEE \$ 35.00

UNLOCK \$ 35.00

Other (_____) _____

Other (_____) _____

_____ **Total Charges Due**

Applicant agrees to pay all applicable fees to establish water service at the previous mentioned property location.

Read and Accepted by:

Applicant

Date

The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to not the race/national origin of individual applicants on basis of visual observation and surname.

_____ White not of Hispanic Origin _____ Black, not of Hispanic Origin _____ Hispanic

_____ American Indian or Alaskan Native _____ Asian or Pacific Islander

_____ Other _____
(specify)

_____ MALE _____ FEMALE

**GREEN VALLEY SPECIAL UTILITY DISTRICT
STANDARD SERVICE APPLICATION AND AGREEMENT**

Agreement, made this _____ day of _____, 20_____, between **GREEN VALLEY SPECIAL UTILITY DISTRICT**, a District organized under the laws of the State of Texas (hereinafter called the District) and _____ (hereinafter called the Customer).

Witnesseth:

The District agrees to sell and deliver water service to the Customer and the Customer agrees to purchase and receive water service from the District, in accordance with the Bylaws and Policy of the District, as amended from time to time by the District.

The Customer shall pay the District for service hereunder, at the rates and upon terms and conditions set forth in the rate schedule adopted by the District's Board of Directors.

The Board of Directors shall have the authority to cancel service in the event the Customer breaches this agreement by (1) refusing or failing, without just cause, to connect to the District's facility and use same as soon as the facility is available, or (2) refusing or failing, without just cause, to pay the minimum monthly water rate as established by the District, the Customer agrees to pay the District liquidated damages in accordance with the Policy of the District.

In the event the total water supply becomes insufficient to meet all the needs of the Customer, or in the event there is a shortage of water, the District may initiate a Drought Management Program, thus prorating the available water among the various Customers on such basis as is deemed equitable by the Board of Directors. A schedule of hours covering the use of water may be prescribed. By the execution of this Agreement, the Customer hereby agrees to comply with terms of said Program.

The Customer shall install, at his own expense, a service line from the water meter to the point of use. The use of pipe and fittings that contain more than 8.0% lead or solder and flux that contain more than 0.2% lead is prohibited by State Law. No water connection shall be made where an actual or potential contamination by cross connection or backflow siphonage may exist. Connection of service pipelines from the District's water service meter to any private well or other unknown water supply is strictly prohibited.

The District's employees shall have access to the Customer's property or premises at all reasonable times for the purpose of inspection to insure compliance with State required standards, applicable plumbing codes and utility construction standards.

By the execution hereof, the Customer shall hold the District harmless from any and all claims for damage to real or personal property, occurring from the point the Customer ties on to the water meter to the final destination of the line installed by the Customer, caused by service interruptions due to

waterline breaks by utility or like contractors, tampering by other Customers of the District, normal failures of the system, or other events beyond the District’s control. The Customer agrees to grant to the District now or in the future, any easements of right-of-way for the purpose of installing maintaining and operating such pipe line, meters, valves, and any other equipment which may be deemed necessary for the District to extend or improve service for existing or future Customers, on such for as required by the District.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Customer’s property at the point to be chosen by the District, and shall have access to its property and equipment located upon the Customer’s premises at all reasonable times and for any purpose connected with or in the furtherance of its business operations. Upon discontinuance of service, the District shall have the right to remove any of its property from the Customer’s property.

By execution of this Standard Service Application and Agreement, Applicant agrees to guarantee payment of all other rates, fees, and charges due on any account for with said Applicant has made a deposit. Said guarantee shall pledge any and all deposit monies against any balance due the District. Liquidation of said deposit shall give rise to discontinuance of water utility service under the terms and conditions of the District’s Policy.

By execution of this Standard Service Application and Agreement, Applicant agrees that non-compliance with the terms of this Agreement by said Applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the District.

Any misrepresentation of the facts by the Applicant on any of the two pages of this form shall result in discontinuance of service pursuant to the terms and conditions of the District’s Policy.

Customer

District Representative

Date

Date

**GREEN VALLEY SPECIAL UTILITY DISTRICT
CONFIDENTIALITY FORM**

According to House Bill 859, passed on May 23, 1993, government operated utilities that provide water, sewer, garbage, gas, or electricity for compensation, may not disclose personal information in a customer's account records **IF** the customer requests, **IN WRITING**, that the utility keep the information confidential. Personal information means an individual's address, telephone number or social security number. This bill applies to water supply companies, cities, districts and all governmental bodies who are subject to Open Records Act.

I/We _____, account No. _____

Request that my/our account records at Green Valley Special Utility District be kept confidential as per House Bill 859, passed on May 23, 1993.

Customer Signature

Customer Name (Please Print)

Property Address

City State Zip

Must be completed if forms are returned by mail and not signed in GVSUD office.

ACKNOWLEDGMENT

STATE OF _____

COUNTY OF _____

BEFORE ME, THE UNDERSIGNED, A Notary Public, in and for the said County and State, on this date personally appeared:

_____, known

to me to the person(s) whose name(s) [is] [are] subscribed to the foregoing instrument, and acknowledged to me that [he] [she] [they] are the responsible party for

(ADDRESS)

Signature

Date

GIVEN UNTO MY HAND AND SEAL OF OFFICE this the _____ day of _____, 20_____.

Notary Public in and for the State of _____
Printed Name: _____

My commission expires: _____

Green Valley Special Utility District Ownership Policy

The Applicant shall provide proof of ownership to property for which service has been requested in a manner acceptable to the District. Proof of ownership shall consist of warranty deed, deed of trust or recorded documentation of fee simple title to the real estate designated to receive service.
(ART. 143a, Sec. 9A(c) Vernon's Texas Civil Statutes, and TWC Chapter 13.002 (11))

Account # _____

X _____
Customer Name

Date _____

BANK DRAFT INSTRUCTIONS

- 1.** -Complete all information.
 -**Two signatures are REQUIRED** for all joint bank accounts.
 -A **VOIDED CHECK** is required to complete the bank draft process.
- 2.** -Mail in a voided check and completed bank draft form to **GVSUD**

**GREEN VALLEY SUD
ATTN: BILLING
PO BOX 99
MARION, TX 78124**

GVSUD ACCT# _____ CHECKING <input type="checkbox"/> SAVINGS <input type="checkbox"/> INDEX _____
AUTHORIZATION AGREEMENT FOR AUTOMATED BILL PAYMENT (ACH DEBIT) GREEN VALLEY SPECIAL UTILITY DISTRICT, ID NUMBER 742634126 I (WE) authorize GREEN VALLEY SPECIAL UTILITY DISTRICT, hereinafter called COMPANY, to initiate debit entries to my (our) checking account indicated below and the depository (bank), hereinafter called DEPOSITORY, to debit.
DEPOSITORY NAME _____ CITY _____ STATE _____ ROUTING NUMBER _____ ACCOUNT # _____
This authority is to remain in full force and effect until COMPANY and DEPOSITORY have received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.
NAME(S) _____ <p style="text-align: center;">PLEASE PRINT</p>
DATE _____ SIGNATURE _____
DATE _____ SIGNATURE _____
PHONE _____

Forms must be received by our office by the 10th of each month to be included in the bank draft for that month. Bank drafts will be drafted by the 12th or the following business day.

To make any changes to your bank draft, you must notify our office by the 10th of the month. After the 10th, the changes made will not be effective until the following month. If you have any questions, please contact our office at (830)-914-2330.

NOTICE
TO HOMEOWNERS
AND PLUMBERS

The Green Valley Special Utility District (Hereafter called utility) hereby notifies all plumbers and homeowners that all water utilities in the state of Texas must comply with the rules and regulations of the Texas Natural Resource Conservation Commission concerning construction and renovation of and additions and modifications to private plumbing facilities.

Utility has adopted Southern Standard Plumbing Code as the prevailing guide for plumbing facility construction and modification standards, particularly regarding the prohibition of the use of lead solder and fittings and the prohibition of cross-connections within the plumbing system. By execution of this document, the homeowner and plumber certifies that all plumbing meets, to the best of their knowledge, the following conditions on the date executed below:

1. No direct connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air-gap or an appropriate backflow prevention assembly in accordance with state plumbing regulations. Additionally,
2. all pressure relief valves and thermal expansion devices are in compliance with state plumbing codes.
3. No cross-connection between the public drinking water supply and a private water system or well exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure-zone backflow prevention assembly is properly installed. A service agreement shall be maintained according to the utility's rules for annual inspection and testing by a certified backflow prevention device tester.
4. No connection exists which would allow the return of water used for condensing, cooling, or industrial process back to the public water supply.
5. No pipe or pipe fittings which contains more than 8.0% lead exists in the private plumbing facilities installed on or after July 1, 1988.
6. No solder or flux which contains more than .02 % lead exists in the private plumbing facilities installed on or after July 1, 1988.

This document will be retained as a part of the utility's permanent files along with all plumbing inspection documents. By execution hereof, I certify that the foregoing is true and correct and that I am legally responsible for the validity of the information I have provided. I also understand that the utility will inspect all private plumbing facilities and that I, the homeowner and plumber shall be present to demonstrate compliance.

X _____
Signature of Homeowner

Date

Signature of Plumber

Date

Plumber's Name and License No (Please Print)

[Note to Utility: Attach this form to all plumbing inspection forms for record]