

General Manager: Pat Allen

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Board of Directors

Robert Roberson, President
Steve Cooper, Vice-President
Christina Miller, Secretary/Treasurer
David Strauss, Director
Nick Sherman, Director
James Hendrix, Director
John Frias, Director

WELCOME TO GREEN VALLEY SPECIAL UTILITY DISTRICT

OFFICE HOURS

Monday – Friday 8:00 a.m. to 5:00 p.m. For after-hour emergencies, call 830-914-2331, option 1.

BILLING

Green Valley Special Utility District (GVSUD) is **not responsible** for United States Postal Service (USPS) mail delivery issues that may arise, including but not limited to delivery delays, failures, returns, lost or stolen mail. GVSUD offers electronic billing statements.

If you are interested in setting up an online profile, you can visit www.gvsud.org, click on Bill Pay, then click on Register. This site also allows you to set up automatic payments. The automatic payment on the website using a debit/credit card will incur a convenience fee. Bank Drafts (ACH Withdrawals) are available at no charge.

Important Monthly Dates

Bill Due Date	10 th of each month
ACH Draft Date	10 th of each month
Recurring Credit Card Draft Date	10 th of each month
Penalty Date	5% fee assessed on current past due to balance
Disconnection Date	Ten days after the penalty is applied to the account
Billing Date	19 th of each month

Please note: If the above listed day falls on a weekend or holiday, the date will be moved to the following business day, apart from the recurring credit card payment, which is processed on the 10th of the month.

Reconnection fees may be associated with disconnection.

CUSTOMER NOTIFICATIONS

There are two different types of communications GVSUD uses to notify our customers.

EMERGENCY ALERTS

GVSUD will send notifications to you by phone call, text, and email for water outages and other emergencies. You are automatically enrolled in the alerts when your service application is submitted. If you wish to adjust how you receive emergency notifications, you can visit <https://gvsud regroup.com/login> and click on forgot password. You will need to enter the email address provided on your application. You can also download the **Alert Me** app on your smartphone to stay up to date with these alerts. You can unsubscribe from these alerts at any time; however, doing so will remove you from any further notifications.

WEBSITE ALERTS

GVSUD also offers website notifications for alerts, such as career opportunities, bid advertisements, weather alerts, office updates, and agenda postings. You can sign up for these alerts anywhere you see **Notify Me** on our website. You can visit <https://gvsud.org/list.aspx#agendaCenter> to sign up today.

TERMINATIONS

It is the account holder's responsibility to terminate utility services. Until the termination request is submitted and accepted by the district, the account holder(s) maintain the financial responsibility of the utility account.

CUSTOMER SERVICE INSPECTIONS (CSI)

GVSUD must inspect all new water service connections. To schedule an appointment, please call our office. Please note should a backflow prevention device be installed; a thermal expansion valve must be operational on water heaters to prevent plumbing damage. A vacuum breaker must be installed on each outside faucet. Inspections MUST be completed on a newly built home before financial responsibility can be transferred to the new owner.

"Green Valley Special Utility District is an equal opportunity provider and employer"

WATER RATES as of May 1, 2022

Base Rate	\$31.41		
0 to 2,000 gallons	\$0.00 per thousand	15,001 to 25,000 gallons	\$8.42 per thousand
2,001 to 5,000 gallons	\$4.33 per thousand	25,001 to 50,000 gallons	\$11.08 per thousand
5,001 to 10,000 gallons	\$5.59 per thousand	Over 50,001 gallons	\$13.86 per thousand
10,001 to 15,000 gallons	\$6.92 per thousand		

WASTEWATER RATES as of May 1, 2022

<u>Martinez Creek Sewer Shed</u> A flat rate of \$51.00 will be included on your bill each month.
<u>Santa Clara Sewer Shed</u> Monthly billing shall be based upon the average water used per residential account calculated during the district's winter average period (November, December and, January). For those residential accounts that have not yet established a winter average, a charge of \$63.17, based on 7,000 gallons will be included on your bill each month
Base Rate \$23.18 plus \$5.98 per thousand gallons

GVSUD bills for the following wastewater(sewer) providers. If wastewater services are provided by the following, you are responsible for contacting them regarding any account information you may need to establish.

<u>Harvest Hills</u> 210-696-2522 A flat rate (no proration) of \$41.00 will be included on your GVSUD bill each month.
<u>Guadalupe Blanco River Authority (GBRA)</u> 933 E Court St. Seguin, Texas 78155 830-379-5822 A flat rate of \$68.00 will be included on your GVSUD bill each month. Property Owners will be held responsible for ANY past wastewater charges incurred by any tenant at the residence. All past due wastewater charges MUST be paid in full before GVSUD can restore water services for a new or existing tenant.
<u>Zipp Road Utilities (ZRU)</u> www.zipputility.com 830-500-2114 A flat rate of \$65.00 will be included on your GVSUD bill each month.

ITEMIZED FEE LIST

All listed prices are subject to charge at the discretion of the GVSUD's Board of Directors.

<p align="center">Water Only</p> <p align="center">\$150.00 Deposit \$750.00 Meter Installation \$75.00 Inspection Fee \$3,490.00 Impact Fee <u>\$2,000.00 Water Acquisition Fee</u> \$6,465.00 Total Cost</p>	<p align="center">Martinez Creek Sewer Shed</p> <p align="center">\$150.00 Deposit \$750.00 Meter Installation \$75.00 Inspection Fee \$3,490.00 Impact Fee \$5,650.00 Martinez Creek Sewer Fee <u>\$2,000.00 Water Acquisition Fee</u> \$12,115.00 Total Cost</p>	<p align="center">Santa Clara Sewer Shed</p> <p align="center">\$150.00 Deposit \$750.00 Meter Installation \$75.00 Inspection Fee \$3,490.00 Impact Fee \$4,540.00 Santa Clara Creek Sewer Fee <u>\$2,000.00 Water Acquisition Fee</u> \$11,005.00 Total Cost</p>
<p align="center">Hydrant (Construction) Meter</p> <p align="center">\$1500.00 Deposit <u>\$35.00 Trip Fee</u> \$1535.00 Total Cost</p>	<p align="center">New Application Fees</p> <p align="center">\$150.00 Deposit \$35.00 Transfer Fee \$35.00 Unlock Fee (if applicable)</p>	<p align="center">Meter Relocation</p> <p>Starting at \$400.00 additional fees are applicable if additional services are required. Such as road bore, line extension, etc.</p>

- Each account is required to have a separate deposit.
- Once the account has been closed, the deposit will be applied to the final balance on the account. If there is a credit remaining a refund check will be issued within 4-6 weeks to the mailing address on file.