



## 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](http://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

**Jill Bennett** - President    **James Poage** – Vice-President    **Jackie Nolte** - Secretary/Treasurer  
**Christina Miller**    **Nicholas Shermann**    **David Strauss**    **James Harden Jr.**

**GENERAL MANAGER**    Pat Allen

### WATER RATES as of March 1, 2018

Basic Rate - \$28.35

0 to 2,000 gal.	\$0.00 per thousand	15,001 to 25,000 gal.	\$7.60 per thousand
2,001 to 5,000 gal.	\$3.90 per thousand	25,001 to 50,000 gal.	\$10.00 per thousand
5,001 to 10,000 gal.	\$5.05 per thousand	Over 50,001 gal.	\$12.50 per thousand
10,001 to 15,000 gal.	\$6.25 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 10<sup>th</sup> of the month. A late fee of 5% will be charged for payments received after the 10<sup>th</sup>. Your usage will begin the day your meter is installed. All new installations will be charged a base rate for zero usage for 12 months before we are able to remove them from an active status.

To receive your bill via e-mail, visit [www.GVSUD.org](http://www.GVSUD.org) to set up your customer profile. You may change your contact information and/or change how you receive your bill notifications. This site also allows you set up automatic payments. The automatic payment available on the website using your credit/debit card information will still incur the credit card convenience fee. **Bank Drafts (ACH Withdraws) are available at no extra charge. Credit cards are accepted via telephone 877-209-8440 for English or 888-626-9064 para Espanol and online. Electronic ACH payments can be made online. A 2.95% convenience fee will be added to ALL online 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 10<sup>th</sup> day from the date of the notice. ALL delinquent accounts regardless of the amount are subject to termination. To have service restored (unlocked) all Past Due charges will have to be paid along with the \$35.00 Unlock Fee, plus a \$35.00 Trip 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. A person(s) over the age of 18, with access to the inside of 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 your 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.

**Harvest Hills 210-696-2522-** A flat rate (no proration) of \$41.00 will be included on your Green Valley bill each month.

**GBRA 830-379-5822 at 933 E. Court St. Seguin.** A flat rate of \$62.00 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. Property Owners will be help responsible for ANY past due sewer charges incurred by any person(s) occupying the residence.** 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.

**Green Valley SUD** – A flat rate of \$50.00 will be included on your monthly bill.

**Zipp Road Utilities 830-500-2114 - <https://www.zipputility.com>** – A flat rate of \$65.00 will be included on your Green Valley bill each month.

**NEW METER INSTALLATION COSTS**

\$150 Deposit  
\$750 Meter Installation  
\$75 Inspection Fee  
\$3490 Impact Fee  
\$2000 Water Acquisition Fee  
\$6465 Total Cost

**NEW METER/SEWER INSTALLATION COSTS**

\$150 Deposit  
\$750 Meter Installation  
\$75 Inspection Fee  
\$3490 Impact Fee  
\$3900 Martinez Creek Sewer Fee  
\$2000 Water Acquisition Fee  
\$10365 Total Cost

**NEW METER/SEWER INSTALLATION COSTS**

\$150 Deposit  
\$750 Meter Installation  
\$75 Inspection  
\$3490 Impact Fee  
\$2000 Water Acquisition Fee  
\$4540 Santa Clara Creek Sewer Fee  
\$11005 Total Cost

**SALE OR RENTAL PROPERTY COST**

\$150 Deposit – per account or service address  
\$35 Transfer Fee  
\$35 Unlock Fee (if applicable)  
\$400 Meter Relocation Fee  
\$75 Inspection Fee (if applicable)

Once you are no longer occupying the residence and no longer wish to accept financial responsibility for any future bills you **MUST** contact Green Valley SUD, failure to do so will maintain your responsibility of the water charges.

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.

## CUSTOMER SERVICE INSPECTIONS

Green Valley must inspect all new water service connections. To schedule appointments, call 830-914-2332 ext. 211. 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 are 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 performed, 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 \$150.00 and all additional applicable fees along with providing proper documentation between the renter, property owner and/or property management company. Only after this has been completed will the financial responsibility be transferred to the renter. The deposit stays with Green Valley until the renter moves. After Green Valley is notified that the renter is moving, the final bill will be taken out of the renter's 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. \* Any past due GBRA sewer will be charged to the owner and **MUST** be paid before the water services are transferred into any additional person(s) name or financial responsibility. \*

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.