



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 **David Strauss** – Vice-President **Jackie Nolte** - Secretary/Treasurer
Jill Bennett **Christina Miller** **Nicholas Shermann** **Jason Wiederstein**

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 10th of the month. A late fee of 5% will be charged for payments received after the 10th. 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 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 10th 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 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.

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 \$57.00 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.

NEW METER INSTALLATION COSTS

\$150	Deposit
\$750	Meter Installation
\$75	Inspection Fee
\$2600	Impact fee
<u>\$2000</u>	<u>Water Acquisition Fee</u>
\$5575	Total Cost

NEW METER/SEWER INSTALLATION COSTS

\$150	Deposit
\$750	Meter Installation
\$75	Inspection Fee
\$2600	Impact Fee
\$3900	Connection Fee Sewer
<u>\$2000</u>	<u>Water Acquisition Fee</u>
\$9475	Total Cost

SALE OR RENTAL PROPERTY COST

\$150	Deposit – each account must possess a separate deposit.
\$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 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 \$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.

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

Acct. No. _____

Tenant 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 NUMBERS primary:() _____ alternate() _____

e-mail: _____

PROPERTY ADDRESS: _____

IS PROPERTY LOCATED WITHIN CITY LIMITS _____ WHAT CITY _____

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? (i.e. Dialysis): _____

You must supply a written statement from your doctor and must continue to provide every six months.

New Meter/Sewer Installation (standard residential meter) \$3,900 Sewer Connection Fee \$2,600 Impact Fee \$2,000 Water Acquisition Fee \$ 150 Deposit \$ 750 Installation \$ 75 Inspection Fee \$9,475
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New Meter Installation (standard residential meter) \$2,600 Impact Fee \$2,000 Water Acquisition Fee \$ 150 Deposit \$ 750 Installation \$ 75 Inspection Fee \$5,575
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New Applicant Fees (standard residential meter) \$ 150 Deposit \$ 35 Transfer \$ 35 Unlock (if applicable)

(Over)

APPLICABLE FEES

**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



Green Valley SUD Bank Draft Instructions

Please detach this portion below the dotted line and retain for your records.

Complete ALL information

All signatures are REQUIRED on this form if there is a joint checking/savings account holder. This does NOT grant them access to the utility account, unless they are added to the account via Authorization Form.

A VOIDED Check is required to complete the bank draft process.

Bank Draft processing could take 4-6 weeks. Please ensure you pay your account manually until your bill reflects AUTO PAY. You may contact the office any time to see if the update has taken effect.

I understand that a request to discontinue my automatic ACH draft will need to be submitted in writing a minimum of 2 business days prior to the last scheduled ACH draft date.

Remittance of Required Documentation

Mail To:

Green Valley SUD
Attn: Billing
PO Box 99
Marion, Texas 78124

Fax To:

830.420.4138

Email To:

customerservice@gvsud.org

GVSUD Index will be filled out by GVSUD Representative

GVSUD INDEX: _____
GVSUD ACCT # _____

_____ SAVINGS
_____ CHECKING

For District Use ONLY
Received By _____
Updated By _____

**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 entities to my (our) checking/savings account indicated below and the depository (bank), hereinafter called DEPOSITORY, to debit.

BANK NAME: _____

ROUTING # _____ **ACCOUNT #** _____

This authority is to remain in full force and effect until COMPANY and DEPOSITORY have received written notification from me (us) of its termination in such time and in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Bank Draft processing could take 4 - 6 weeks. Please ensure to pay your account manually until your bill reflects AUTO PAY.

NAME(S) LISTED ON DEPOSITORY

ACCOUNT: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

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 _____

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: _____

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]

Customer Service Inspection Information

It is imperative you call for an inspection.

Green Valley is required to inspect all new connections before continuous water service can be provided. This includes any changes or additions to your water service. If your home is under construction a final inspection must be completed before continuous water service is provided

- 1) When you install your water line from the water meter to your house leave about 18 inches of the water line exposed at the meter and the house for inspection.
- 2) Water lines must be installed 9 feet away from sewer lines and lateral fields or spray patterns on aerobic systems. If this cannot be accomplished you must sleeve the water line at least 9 feet to either side of these areas and leave pipes exposed for inspection.
- 3) Some types of water outlets must have an air gap separation of at least 1 inch or 2 times the diameter of the inlet pipe, whichever is greater. In some cases where the proper air gap cannot be achieved the proper backflow protection must be installed (Example) All hose bibbs need to be located above ground level with the proper air gap and have hose bibb vacuum breakers installed on each hose bibb.
- 4) Sprinkler systems must have the proper back-flow protection. The back-flow assembly will need to be installed and tested by a certified back-flow assembly tester and the **original test report returned to Green Valley** for filing.
- 5) You must inform Green Valley if you have an alternate water source such as a well. No cross-connection with a public water system will be allowed.
- 6) Inspectors will check to see if you have an unacceptable amount of lead in the pipes and solder joints. You cannot use leaded solder for water lines.
- 7) Swimming pools with automatic fill lines that are below the overflow rim will need proper back-flow protection.
- 8) Water softeners and reverse osmosis systems need air gap protection between sewer lines and the units drain pipe.
- 9) Hand held showerheads that fall below the overflow rim without the proper air gap are required to have vacuum breakers at the beginning of the hose if not already made into the swivel.
- 10) Dishwasher drain hose must be tied all the way up to the bottom counter top prior to connecting into the sewer drain.
- 11) Water troughs for livestock must have anti-siphonage float assemblies.
- 12) All other water connections will be addressed on an individual basis.

When the water lines are connected and an inspection is needed, call our office at 830-914-2330 Ext. 202 to set up the inspection. **Please call as soon as possible for inspection.** Someone will need to be there for the inspection. If you have any question on the inspection itself please call 830-914-2332 Ext.211.

Customer Signature _____

Date: _____

GVSUD Representative: _____

Date: _____