



**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

Mary Jane Heusinger – Vice-President

James Arnst - Secretary/Treasurer

Thomas Zipp

Peter Olsen

Jesse Mills

James Robinson

**GENERAL MANAGER**

Pat Allen

**OFFICE STAFF**

Gailene Pence, Elaine Kierum, Pam Manchack, Tina Ynfante, and, Debra Lehmann.

**FIELD STAFF**

John Davenport, Red Green, Roland Jannasch, Randy Roecker, Del Branson, Derek DoJahn, Joe Malaer Monroe Zuehl, Jr., Tabbie Zoeller, and Ivan Waltisperger.

**WATER RATES**

Basic Rate - \$26.00

0 to 2,000 gallons	\$0.00 per thousand	15,001 to 25,000 gallons	\$6.60 per thousand
2,001 to 5,000 gallons	\$3.50 per thousand	25,001 to 50,000 gallons	\$8.25 per thousand
5,001 to 10,000 gallons	\$4.60 per thousand	Over 50,001 gallons	\$9.80 per thousand
10,001 to 15,000 gallons	\$5.50 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 15<sup>th</sup> of the month. A late fee of 5% will be charged for payments received after the 15<sup>th</sup>. Your usage will begin the day your meter is installed. **Bank Drafts are available at no extra charge. Credit cards are accepted via telephone, online or in person. A 4% convenience fee will be added to all credit card payments.**

Customers in the Guadalupe-Blanco River Authority (GBRA) sewer service area must contact GBRA at 830-379-5822, 933 E. Court St., in Seguin. A \$46.00 flat rate sewer charge will be included on your Green Valley bill if you are in on the GBRA service areas. Green Valley recommends that rental property owners, with GBRA 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.

**NEW METER INSTALLATION COSTS**

\$100	Deposit
\$750	Meter Installation
\$1600	Impact fee
\$75	Inspection Fee
\$2525	Total Cost

**SALE OR RENTAL PROPERTY COSTS**

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

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. 213. 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 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 \$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.
6. 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 reconnection fees will apply. Green Valley is not liable for any property damage caused by termination of service due to delinquent accounts. Green Valley is not responsible for US mail delivery and failure to receive your bill does not excuse payment.