



# Pipeline

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## THANK YOU LIFEGUARDS

The District wants to send a special thank you to our fantastic 2024 Lifeguards. Please give them an extra thank you when you see them! The health and safety of the Sun Valley Pool patrons is our biggest priority and we could not have done that without this amazing team. If you know anyone who enjoys the water, being outdoors, and helping others, please have them contact the District to be added to next year's lifeguard interest list.



## GENERAL MANAGER'S UPDATE

With the new growth coming to the Sun Valley General Improvement District service territory, it is important to share with the rate payers that the District requires developers to pay for all growth. All new developers are required to provide the District with water rights to serve their project and pay a connection fee for both water and sewer. If there is any infrastructure improvements needed on the existing water and sewer system, the developer is responsible to pay for those improvements as well. The District strives to protect all rate payers so they don't incur extra fees or increased rates due to development. The Board of Trustees recently held a Tariff Hearing on August 8, 2024 to now require developers to pay the District 50% up front for all design and construction costs prior to advertising for construction bids for projects related to development.

## THANK YOU TO OUR SPONSORS

Thank you to the Fink Family for their continued support sponsoring this year's FREE SWIM day! We would also like to thank our generous local sponsors and businesses who donated to this year's raffle at our Dive Into Summer event along with the over 20 Community Organizations who provided great information and resources for our community. A special thank you to event sponsors: Washoe County Sheriff's Office, Heritage Bank, Hobeys Casino, Shaw Engineering, and Western Nevada Supply.

## IVR UPDATE

District customers can now pay their bill by phone 24 hours a day / 7 days a week using a credit or debit card! The Integrative Voice Response (IVR) system requires you to have your full account number and amount you wish to pay, if less than the full balance. Access it by calling the District's main phone number 775-673-2220 and press Option 2, or by calling the IVR line directly 775-200-0127. Please note a \$3.95 transaction fee will be collected at the time of payment. Other payment options without a fee are cash, check, money order, or ACH auto-pay. Please contact the office with any questions.

## DROP BOX UPDATE

The District wishes to thank our customers for your patience while the payment drop box in the District parking lot was out of order. It has been refurbished with additional lighting and security cameras, and we welcome you to begin using it again. Please note the drop box is checked once at the start of each business day. If your payment is late or your water is in jeopardy of being disconnected, we strongly encourage you to bring the check into the office for immediate processing of your payment.

## LEAD INVENTORY

The United States Environmental Protection Agency has issued revisions to the federal Lead and Copper Rule. Part of this Rule requires that public water systems create an inventory of water service lines in their system, identifying service lines as “Lead, Non-Lead, or Galvanized Requiring Replacement”. The District has completed the service line inventory requirement of the new Lead and Copper Rule. Methods of identification included verifying records and details for each service address, verifying the date of installation, and excavating on the District and customer’s side of meters for the unknowns. We are happy to announce that all water service lines have been identified as Non-Lead and no replacements will be required.

## WINTERIZING TIPS

Don't let cold weather catch you unprepared. Here are some helpful tips:

- Disconnect and drain all outdoor hoses. Detaching hoses allows water to drain from your faucets and pipes.
- Swamp Coolers: Shut off and disconnect water supply, make sure to winterize your swamp cooler according to the manufacturer’s directions.
- Insulate pipes or faucets that pass through unheated areas. Areas of concern may be under the home, garage, crawl space or outside faucet.
- Heat Tape: If you are using heat tape to insulate pipes, be sure to apply it according to manufacturer’s directions. Damaged or older tapes won't warm pipes and can cause fire.

## VETERANS CELEBRATION

The District will be honoring all who serve and have served our country at the annual veterans celebration breakfast on Saturday, November 9, 2024 at the Sun Valley Neighborhood Center, 115 W. 6th Ave., beginning at 9:00 a.m. A free breakfast, courtesy of Washoe County Human Services, will be provided to all veterans, active and non-active military, and their families, along with the local community. Information and resources from various veteran and military groups and organizations will be distributed to all in attendance. For more information, please call the District office. We hope to see you there!

## WATER LINE BREAK UPDATE

On August 27, 2024, at approximately 12am the District responded to a water main break on Barrel Springs Rd. Several customers were shut off in order to make repairs. Out of an abundance of caution, the District, with guidance from Northern Nevada Public Health, issued a precautionary boil water order until multiple water samples could be tested and confirmed the water was safe. On August 29, 2024, sample results were received showing the water was safe to drink and the boil water order was lifted. The District takes pride in providing safe and reliable drinking water, and wants to assure its customers that public health is taken very seriously. The extra precaution taken, at the expense of being put in a negative spotlight, was to protect our customers. The District thanks all of the affected customers for their patience and understanding.

## IMPORTANT DATES

- November 2 Sun Valley Citizen Advisory Board (Hobey's)
- November 5 Election Day
- November 9 Veterans Celebration Event
- November 11 Veteran's Day Observed - District Closed
- November 14 District Board Meeting
- November 28 & 29 Thanksgiving Day and Family Day - District Closed
- December 7 Sun Valley Citizen Advisory Board (Hobey's)
- December 12 District Board Meeting
- December 24 Christmas Eve - District Closes at 1pm
- December 25 Christmas - District Closed
- January 1 New Years - District Closed
- January 9 District Board Meeting
- January 20 Martin Luther King Jr. Day - District Closed