



GRANGER-HUNTER

IMPROVEMENT DISTRICT

CUSTOMER INFORMATION PACKET



OFFICE HOURS & SERVICE AREA

Welcome to Granger-Hunter Improvement District (GHID)! We provide culinary water and sanitary sewer services to our customers within our service area boundaries as shown on the map below. This packet contains important information to assist you. Additional information can be found on our website at ghid.org.

OFFICE LOCATION AND HOURS

2888 South 3600 West
West Valley City, Utah 84119

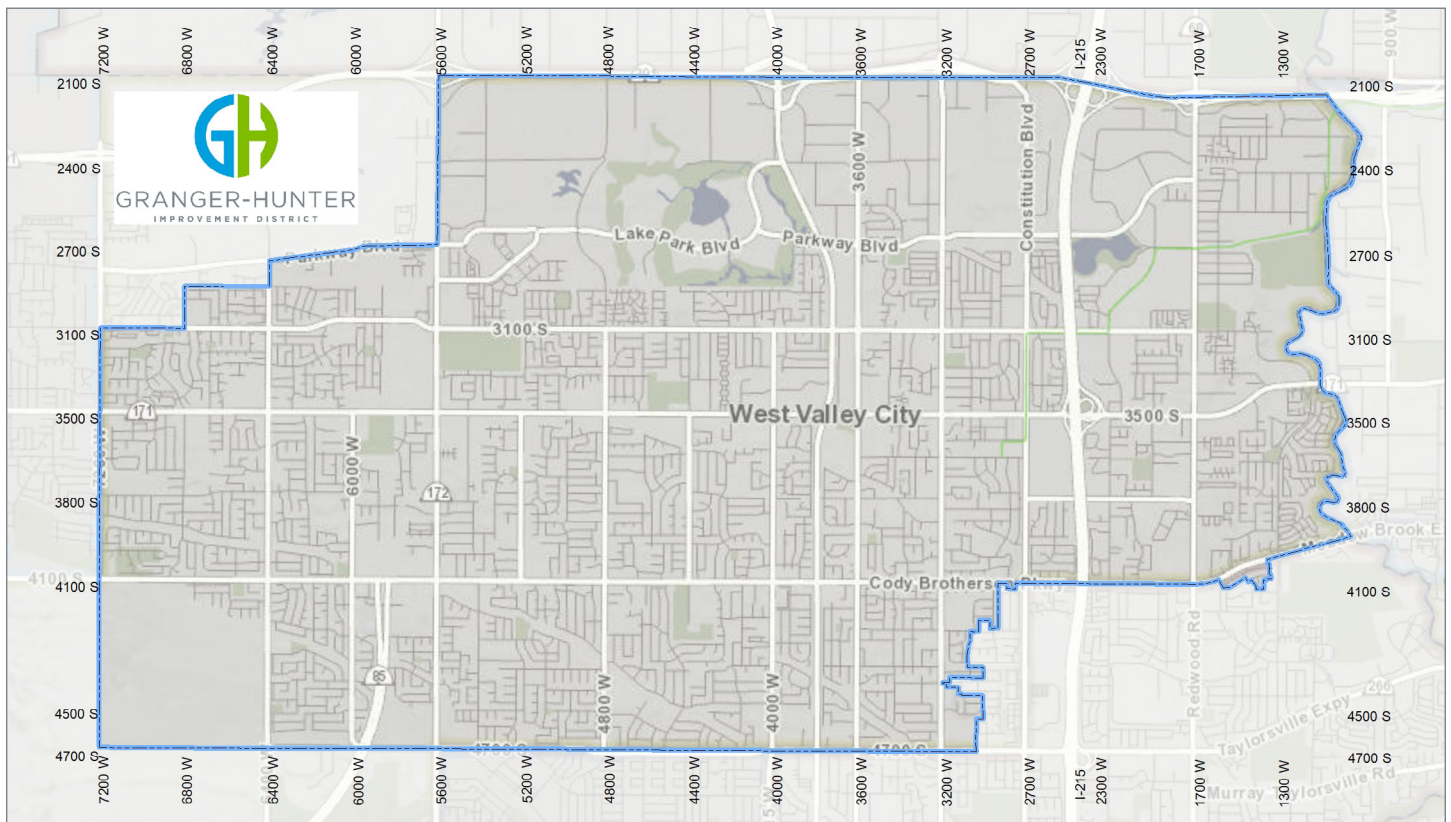
8:00 am – 6:00 pm
Monday – Thursday (except holidays).

CUSTOMER SERVICE

801-968-3551

Emergency after-hour services available 24/7/365.

SERVICE AREA MAP



NOTE: Garbage and storm drain services are provided by West Valley City at 801-963-3334.

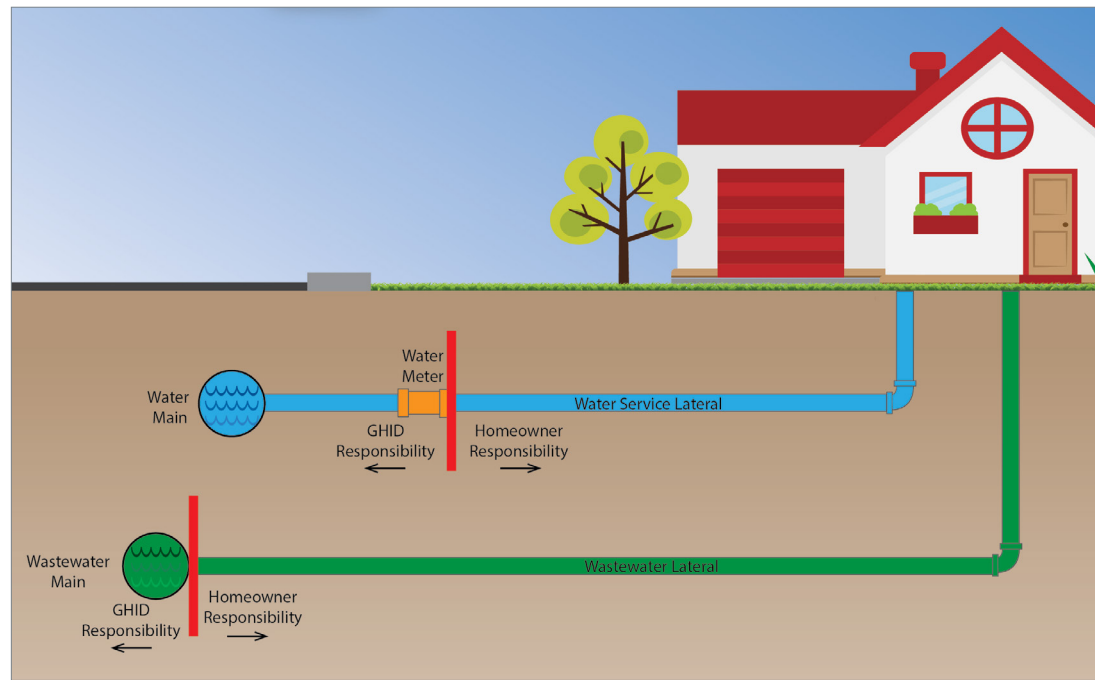


WATER LINE & METER

It is the property owner's responsibility to maintain and repair their own sewer lateral from the house up to the point of connection with the public sanitary sewer main. This includes the portion under the grass, sidewalk, and street.

It is also the property owner's responsibility to maintain and repair their own culinary water line from the home to the water meter.

Please keep your water meter lid clear and easily accessible. At times GHID may need to access your meter for repairs or to shut it off quickly in the event of a leak.



HOW TO READ YOUR BILL

RESIDENTIAL BILL BREAK DOWN

Sewer Charge: \$16.43 + \$1.59 per 1000 gallons

Usage Rate from Indoor Water Use.

Indoor water use is defined by water consumption billed December - April.

Water Availability Fee: \$17.49

The **Availability Fee** is a basic monthly service charge for having water available to your service location.

CVWRF Fee: \$11.50

The **CVWRF Fee** is for the restoration of the Central Valley Water Reclamation Facility infrastructure.

EQUAL PAY

Even out the highs and lows of your monthly bills for easier budgeting through the Average Monthly Payment (AMP) program. You are eligible to enroll in January or February after living in your home for at least a full year. Contact our office when you are ready to sign up.

COST OF WATER PER 1,000 GALLONS

Tier 1: 0 - 7,000 gallons = \$ 1.59

Tier 2: 7,001 - 15,000 gallons = \$ 2.23

Tier 3: 15,001 - 45,000 gallons = \$ 3.18

Tier 4: > 45,000 gallons = \$4.24

HOW TO ENROLL IN CUSTOMER PORTAL

YOU'RE RUNNING THE SH₂OW!

GHID has installed digital water meters that are designed to help customers understand their usage and save money on their water bills. As a customer, you can monitor your daily water usage through our customer web portal. The Water Usage Portal can be accessed by clicking on "[Water Usage Portal](#)" at [ghid.org](#) using a computer, tablet, or smart phone.



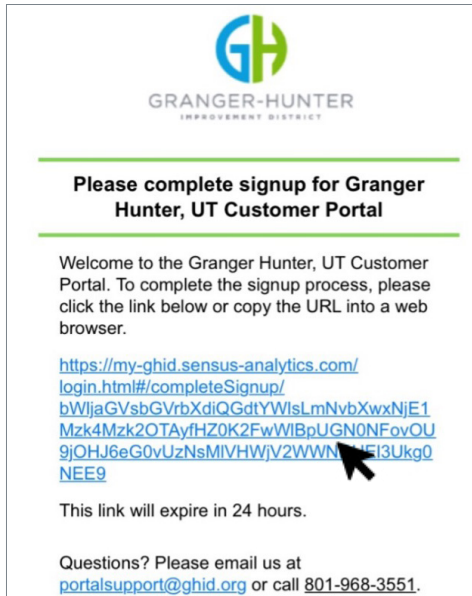
SET UP AN ACCOUNT, WITH THESE EASY STEPS

1. Click on [Need to set up an account?](#) and accept the Terms & Conditions.
2. Enter your email address and click [Get Started](#).

The screenshot shows the GHID Customer Portal sign-in page. At the top is the GHID logo and the text 'GRANGER-HUNTER IMPROVEMENT DISTRICT'. Below this is the heading 'Customer Portal'. The main section is titled 'Please Sign in' and includes a link for help: 'Need Help? Call us at 801-968-3551 or email us at [portalsupport@ghid.org](#)'. There are input fields for 'Email Address' and 'Password'. A checkbox labeled 'Show password' is below the password field. A blue 'Sign in' button is at the bottom right. At the bottom left, there are two links: 'Forgot password?' and 'Need to set up an account?'. The 'Need to set up an account?' link is circled in green with a black arrow pointing to it.

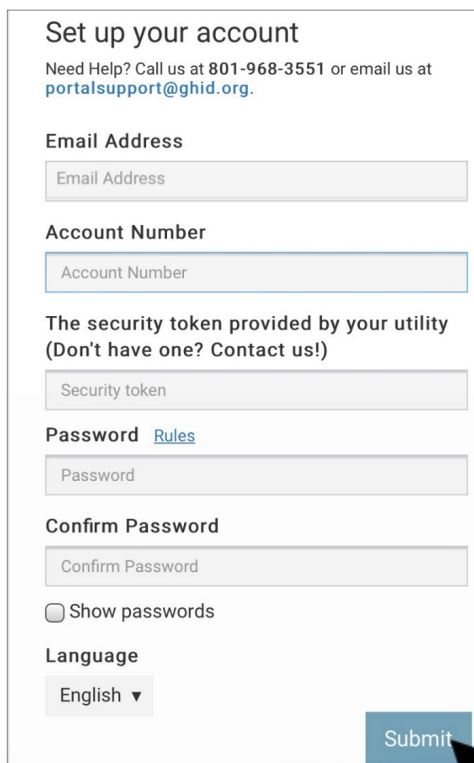
The screenshot shows the GHID Customer Portal account setup page. At the top is the GHID logo and the text 'GRANGER-HUNTER IMPROVEMENT DISTRICT'. Below this is the heading 'Customer Portal'. The main section is titled 'Set up your account' and includes a link for help: 'Need Help? Call us at 801-968-3551 or email us at [portalsupport@ghid.org](#)'. There is an input field for 'Email Address'. A blue 'Get Started' button is at the bottom right, with a black arrow pointing to it.

3. GHID will send you an email with a link to click on.



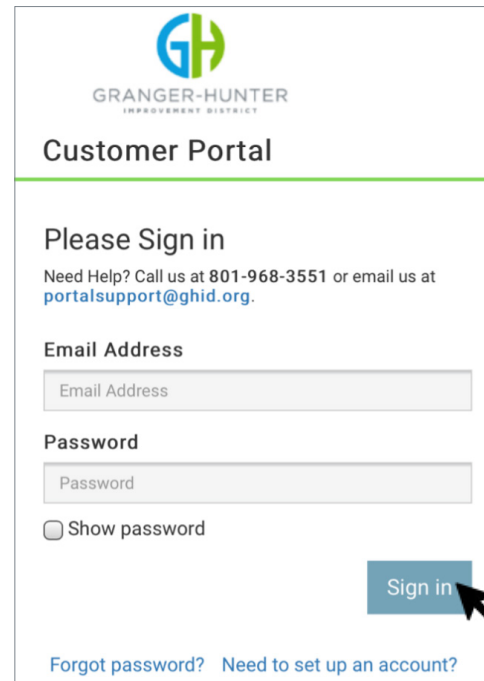
The email template features the Granger-Hunter Improvement District logo at the top. Below the logo, it says "Please complete signup for Granger Hunter, UT Customer Portal". A welcome message follows, asking the user to click a link or copy the URL into a web browser. The link is: <https://my-ghid.sensus-analytics.com/login.html#/completeSignup/bWjjaGVsbGVrbXdiQGdtYWlsLnNvbXVxbXwxNjE1Mzk4Mzk2OTAyfHZ0K2FwWlBpUGN0NFovOU9jOHJ6eG0vUzNsMlVHWjV2WWN1ZlI3Ukg0NEE9>. A black arrow points to the end of this long URL. Below the link, it states "This link will expire in 24 hours." At the bottom, it provides contact information: "Questions? Please email us at portalsupport@ghid.org or call 801-968-3551."

4. Enter your account number (including dashes) and security token sent to you when you signed for service. Contact us if you need help obtaining this information. Create a password following the rules and click **Submit**.



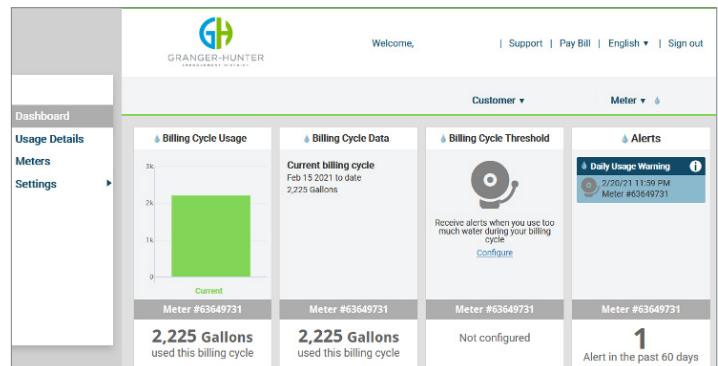
The "Set up your account" form includes a header with the GHID logo and contact info. It has input fields for "Email Address", "Account Number", "Security token", "Password", and "Confirm Password". There is a "Show passwords" checkbox and a "Language" dropdown set to "English". A "Submit" button is at the bottom right, with a black arrow pointing to it.

5. Now you are back to the sign-in page. Just enter your email address and newly created password.



The "Customer Portal" sign-in page features the GHID logo and the title "Customer Portal". It says "Please Sign in" and provides contact info: "Need Help? Call us at 801-968-3551 or email us at portalsupport@ghid.org." There are input fields for "Email Address" and "Password", a "Show password" checkbox, and a "Sign in" button with a black arrow pointing to it. At the bottom, there are links for "Forgot password?" and "Need to set up an account?".

6. You have successfully signed in and can view your water consumption and set up alerts. The

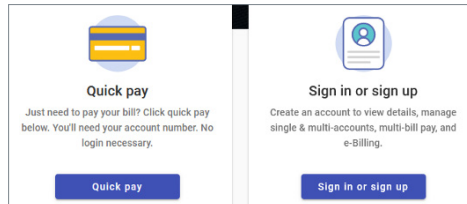


Water Usage Portal has the capability of emailing customers when usage exceeds any set amount.

HOW TO PAY YOUR WATER BILL

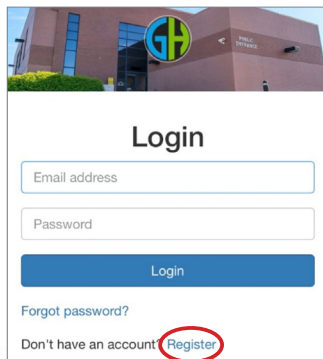
PAY ONLINE OR AUTOMATIC PAYMENTS

Visit ghid.org and select **PAY ONLINE** then select **UTILITY BILLING**. Here you can **QUICK PAY** without a login or create an account.



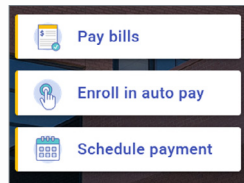
The screenshot shows two side-by-side buttons. The left button is labeled 'Quick pay' and has a credit card icon. The right button is labeled 'Sign in or sign up' and has a person icon. Below each button is a brief description of the service.

To create an account and manage automatic payments, click **SIGN IN OR SIGN UP** then **REGISTER**. You will need to know your GHID account number and the last payment amount.



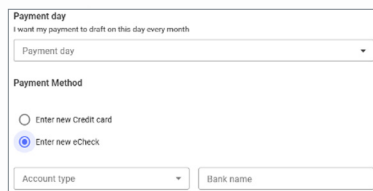
The screenshot shows the 'Login' form on the GHID website. It includes fields for 'Email address' and 'Password', a 'Login' button, a 'Forgot password?' link, and a 'Don't have an account? Register' link. The 'Register' link is circled in red.

Once registration is complete, click **ENROLL IN AUTOPAY**.



The screenshot shows the 'Pay bills' section of the GHID website. It includes three buttons: 'Pay bills', 'Enroll in auto pay', and 'Schedule payment'.

Select a date for your account draft and input your payment information. You will receive a confirmation by email that your account is set up.



The screenshot shows the 'Payment day' and 'Payment Method' sections of the GHID website. The 'Payment day' section has a dropdown menu for 'Payment day'. The 'Payment Method' section has two radio buttons: 'Enter new Credit card' and 'Enter new eCheck'. The 'Enter new eCheck' option is selected. Below the radio buttons are fields for 'Account type' and 'Bank name'.

PAY BY MAIL

Please send all check and money order payments, along with your payment coupon, to **P.O. Box 27168, Salt Lake City, UT 84127**.

PAYMENT DROP-OFF

Pay in person at our office or drive-up window on the west side of the building at **2888 S. 3600 W.** **Monday-Thursday 8:00 am to 6:00 pm**. Use the payment drop box at this location anytime.

PAY BY PHONE

Just call **801-968-3551** and select option **1** to reach our free, automated payment system. You must know your GHID account number to use this option.

PAY THROUGH YOUR FINANCIAL INSTITUTION BILL PAY

Check with your financial institution for details.

IMPORTANT INFORMATION FOR DELINQUENT ACCOUNTS

When an account is delinquent, water is shut off or the balance is certified as a lien with the Salt Lake County Treasurer, as allowed by Utah Code Ann. Section 17B-1-902. After an account has been certified, payment must be sent to the County Treasurer's office. To avoid a lien for delinquent charges, always pay the full balance by the due date or contact the GHID Customer Service Team to make payment arrangements.



WATER CONSERVATION

Conserving water is one of the most important issues we face. Help us save water by staying mindful of how you use water, both outside and indoors.

THINGS YOU CAN DO

- Don't use water outside between the hours of 8 A.M. and 8 P.M. This will cut the loss of water through evaporation by 90%.
- Don't overwater your lawn. Hand water any dry spots.
- Remember to turn off sprinklers after a rainstorm.
- Use drought tolerant plants when landscaping to decrease water.
- Keep drinking water in the refrigerator instead of letting the faucet run until cool. A running tap can use about 2 gallons of water per minute.
- Fully load the dishwasher and clothes washer before running them.
- Repair any leaky faucets or toilets. Dripping faucets can waste up to 2,000 gallons of water each year in the average home. A leaky toilet can waste as much as 200 gallons per day.
- Don't leave the water running while you brush your teeth or shave. This can waste up to 7 gallons of water each time you brush or shave.
- Use a broom instead of hose when cleaning walkways and driveways.



General Watering Guide for Central/Northern Utah					
Lawns					
Water before 8 am or after 8 pm for lawn					
How Often?	Clay Soil	Sandy Soil	How Long?	Clay Soil	Sandy Soil
Mother's Day (start watering)	Once every 5 days	Once every 3 days	Rotating 	45 min. total	25 min. total
Father's Day	Once every 3 days	Once every 2 days	Fixed 	25 min. total	15 min. total
Labor Day	Once every 5 days	Once every 3 days	Use the "cycle and soak" method for lawn. Set each zone for half the time needed, run all zones, then run each station a second time. This minimizes water runoff.		
Columbus Day	Stop Watering (winterize)				

WATER QUALITY

GHID is committed to providing water that is clean and safe for daily use. The Utah Division of Drinking Water requires all water systems to provide an annual water quality report. Visit our website at ghid.org for the most recent report.



ARE YOU HAVING A WATER QUALITY ISSUE?

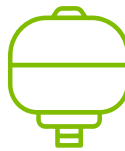
GHID utilizes Jordan Valley Water and 8 wells to provide water to our customers.

These sources provide great overall quality. We are currently working to improve our wells by constructing a treatment facility to aide with removal of minerals like iron and manganese. Although these minerals do not pose health concerns, they can affect the taste, clarity, and color of the water. We also remove minerals through our fire hydrants with a method called flushing. Flushing and mainline breaks in your neighborhood can cause deposited minerals to mix with the water. If your water becomes discolored, allow your cold water to run for a few minutes at full velocity and avoid using hot water to prevent sediment accumulation in your hot water tank. Please contact our office, if you are experiencing any issues.



HELP US CONTROL CROSS CONNECTIONS & BACKFLOW

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment or water sources of questionable quality. Contamination can occur when the pressure in the equipment or system fluctuates. **Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home.**

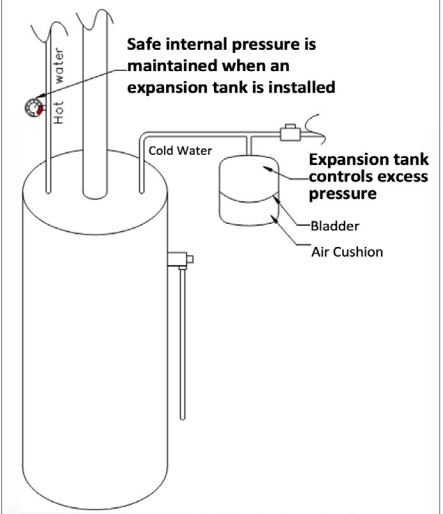


THERMAL EXPANSION

When GHID installs a backflow device at the meter to protect the public water supply, it will create a closed system in your home.

Damage may be caused if the excess pressure build-up inside your water heater tank does not have an adequate place to release. Please inspect your water heater and have a thermal expansion tank installed if needed.

Expansion Tank Solution



AVOID SEWER BACK-UPS AND OVERFLOWS

THINK BEFORE YOU FLUSH!

Did you know? Cleaning wipes, baby wipes and facial wipes can be one of the biggest problems for sewer back-ups. Even if the package says "Flushable" or "Disposable", they should NEVER be flushed. These items belong in the trash. Please do your part to protect your pipes and the environment by only flushing the **3 P's: Pee, Poop, & "Toilet" Paper**.

DO NOT FLUSH THESE ITEMS:

- ✗ Cotton swabs
- ✗ Make-up pads
- ✗ Diapers
- ✗ Wipes
- ✗ Tampons and their applicators/wrappers
- ✗ Sanitary pads and their applicators/wrappers
- ✗ Bandages and their wrappers
- ✗ Whitening strips and their wrappers
- ✗ Dental floss
- ✗ Plastics
- ✗ Food wrappers
- ✗ Paper towels
- ✗ Cigarettes
- ✗ Kitty Litter
- ✗ Condoms and their wrappers
- ✗ Hair
- ✗ Prescriptions and OTC medications

LEAKS AND BREAKS

Unusually high water bills are most often caused by leaks. Some of the most common leak areas include:



Toilets: Make sure the flappers are working properly on your toilets. You don't necessarily have to hear them running for them to be losing water. A leaking toilet can lose thousands of gallons per month and is inexpensive to repair.



Sprinkler systems: To find leaks in your sprinkler system, walk your irrigation lines and inspect your valves. Check for unusual wet spots caused by leaky or broken sprinkler heads. Run your sprinklers and if you have any broken sprinkler heads, replace them as soon as possible.



Stop & Waste Valves: Not all sprinkling systems have a Stop & Waste valve however, its main purpose is to drain sprinkler pipes and prevent freezing during the winter. Generally, a Stop & Waste valve is located down a 2" pipe either close to the meter box or next to a hose bib. A long metal T-key can be used to turn the valve on and off. This valve can leak if it is not fully turned off/on or due to wear and tear overtime.



Freezing Pipes in the Winter: When water freezes in your pipes, whether from a drop in temperature, poor insulation or the thermostat being set too low, it creates pressure on the pipe from inside which can cause a pipe burst. Even a small crack can lead to devastating and expensive water damage. Be sure to disconnect your garden hose from the tap before the weather gets cold. On coldest days, open kitchen and bathroom cabinet doors to allow warmer air to circulate around plumbing. Running water through the pipe, even a trickle, can help prevent pipes from freezing.



Your Private Water Main: Your main line links the plumbing system in your home to GHID's water supply. Broken water mains can cause considerable damage to your home and property if they are not detected and repaired quickly. It can be difficult to detect leaks below ground level. Here are some signs to look for:

- Sinkholes or very green patches of lawn
- Unexplained high water bills
- Low water pressure



GHID works diligently to maintain our water line system. Repairs are planned yearly to address the portions of our infrastructure that most need replacement to assure excellent service to our customers and avoid water loss.

Sometimes, GHID lines can leak or break unexpectedly. If you see water bubbling from cracks in the street, spraying into the air or leaking from a fire hydrant, please contact us immediately. Our hard-working crews respond to emergencies 24 hours a day.

Due to the urgency of repairing a leak or break, customers may not always be notified in advance of an emergency shut down. It is important that you keep some water storage for such emergencies.



OUR HISTORY

IMPROVING THE QUALITY OF LIFE TODAY—CREATING A BETTER TOMORROW

Granger-Hunter Improvement District, under the direction of the Salt Lake County Commission, was created on January 13, 1950. The first pipes were turned on August 22, 1952 and had a total of 312 connections by 1953.

Today, GHID has more than 27,500 connections and provides water and wastewater services to approximately 129,000 residents of West Valley City and the surrounding areas. GHID maintains more than 379 miles of water lines, ten storage reservoirs, eight deep water wells, and one groundwater treatment plant. In addition to its own water sources, GHID has contracted to purchase culinary water from Jordan Valley Water Conservancy District. The District's sanitary sewer collection is a series of over 337 miles of wastewater lines with more than 6,600 manholes and 12 wastewater pumping stations. The function of this collection system is to ensure the safe, consistent, trouble-free conveyance of wastewater to the Central Valley Water Reclamation Facility for treatment.



MISSION

Stewards of water that is delivered clean and safe for daily use and collected responsibly to protect public health and our environment.

VALUES

- Safety
- Integrity
- Community Stewardship
- Fiscal Responsibility
- Quality
- Leadership
- Sustainability

COMMUNITY PARTICIPATION

You are invited to attend our monthly Board of Trustees meetings. Board meeting dates are posted on our website at ghid.org.



WATERWISE LANDSCAPE IDEAS



Locascapes is an approach to landscaping designed specifically for Utah. Whether you are installing a new landscape or renovating an existing one, following the Locascapes five-step approach will give you a landscape that thrives! Cash rewards and plan reviews will be given for landscaping projects that meet program requirements. Visit UtahWaterSavers.com for more information and to see if you qualify.



Localscapes[®]
Rewards

