



GRANGER-HUNTER  
IMPROVEMENT DISTRICT

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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.gov](http://ghid.gov).

## OFFICE LOCATION AND HOURS

2888 South 3600 West  
West Valley City, Utah 84119

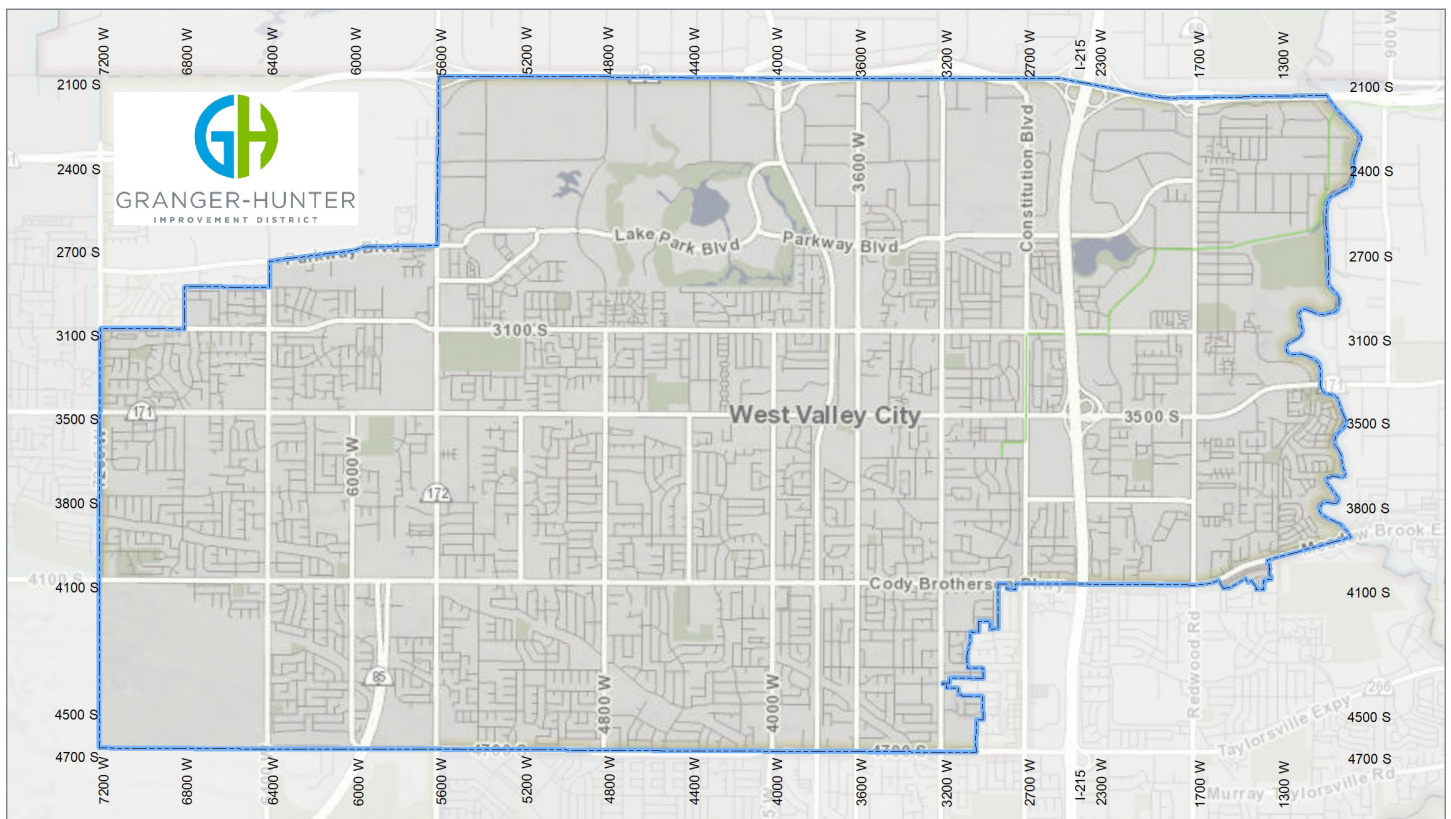
8:00 am – 6:00 pm  
Monday – Thursday (except holidays).

## 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.

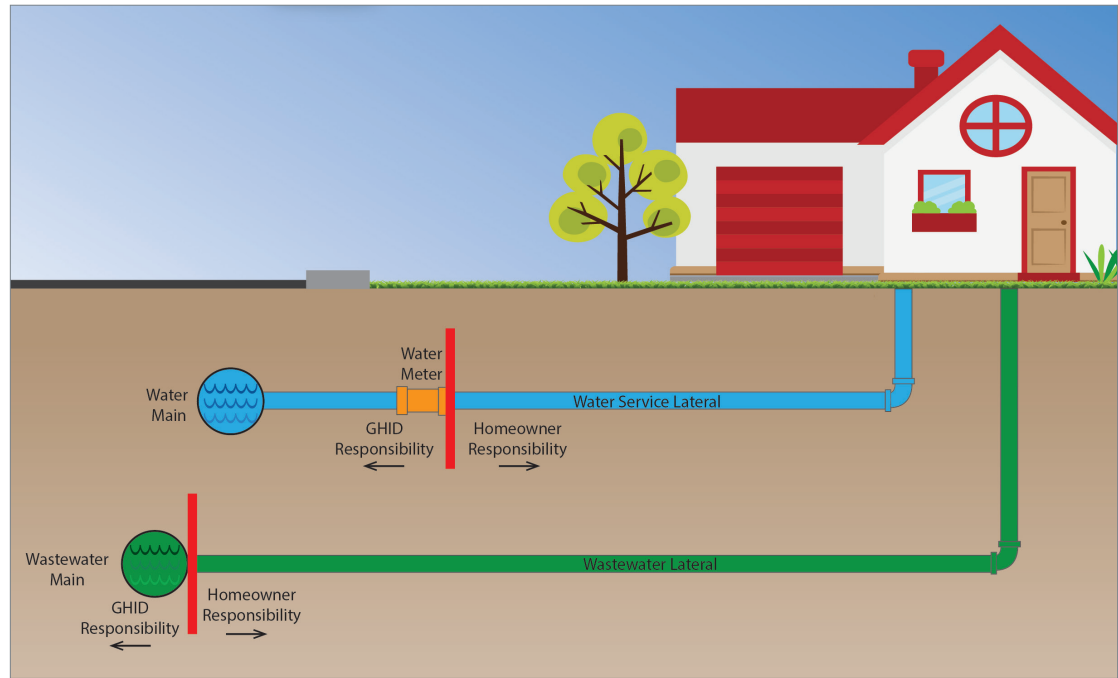


# WATER LINE & METER

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:** \$17.58 + \$1.70 per 1000 gallons  
Usage Rate from Indoor Water Use.

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

**Water Availability Fee:** \$18.59

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

**CVWRF Fee:** \$14.50

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

## COST OF WATER PER 1,000 GALLONS

**Tier 1:** 0 - 7,000 gallons = \$ 1.70

**Tier 2:** 7,001 - 15,000 gallons = \$ 2.39

**Tier 3:** 15,001 - 45,000 gallons = \$ 3.40

**Tier 4:** > 45,000 gallons = \$4.54



# HOW TO ENROLL IN CUSTOMER PORTAL

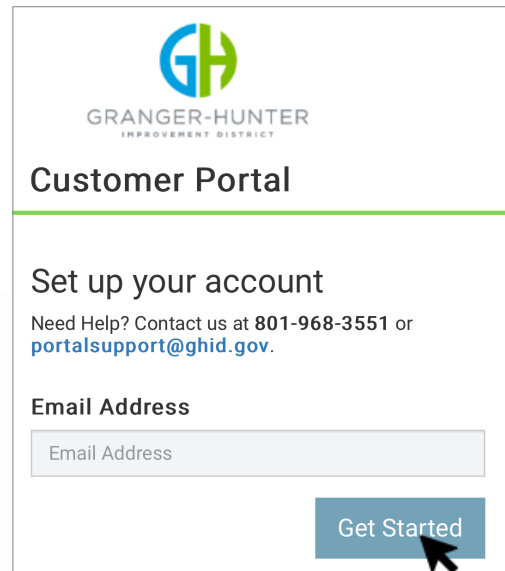
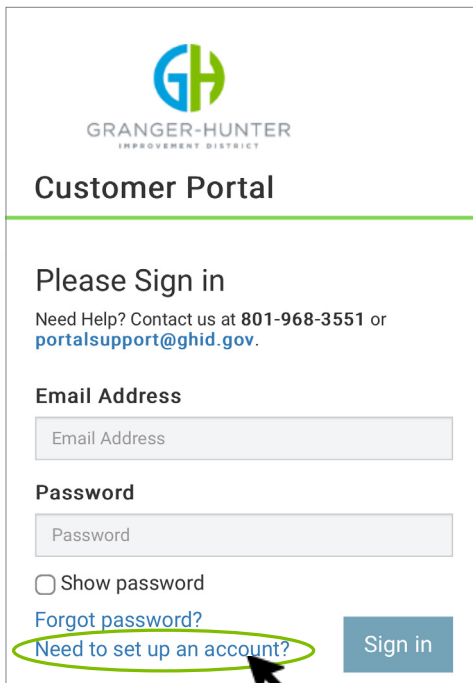
## YOU'RE RUNNING THE SH<sub>2</sub>O!

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.gov](http://ghid.gov) using a computer, tablet, or smart phone.

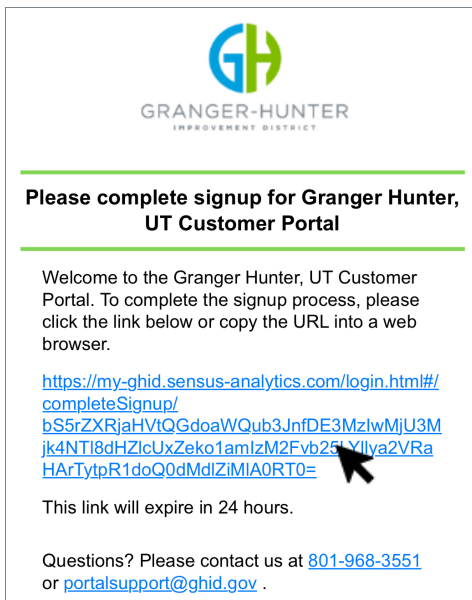


## SET UP AN ACCOUNT, WITH THESE EASY STEPS

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



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



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**.

**Set up your account**

Need Help? Contact us at [801-968-3551](tel:801-968-3551) or [portalsupport@ghid.gov](mailto:portalsupport@ghid.gov).

**Email Address**

Email Address

**Account Number**

Account Number

**The security token provided by your utility (Don't have one? Contact us!)**

Security token

**Password** [Rules](#)

Password

**Confirm Password**

Confirm Password

Show passwords

**Language**

English ▾

**Submit**

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

**GRANGER-HUNTER**  
IMPROVEMENT DISTRICT

**Customer Portal**

**Please Sign in**

Need Help? Contact us at [801-968-3551](tel:801-968-3551) or [portalsupport@ghid.gov](mailto:portalsupport@ghid.gov).

**Email Address**

Email Address

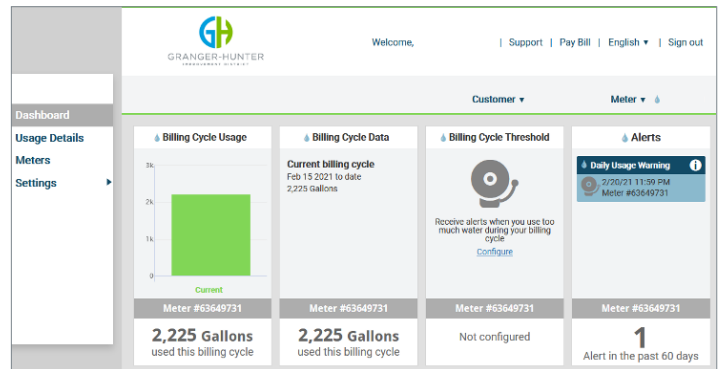
**Password**

Password

Show password

**Sign in**

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

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## **PAY ONLINE OR AUTOMATIC PAYMENTS**

Visit [ghid.gov](http://ghid.gov) to make payments on our website, set up automatic payments, sign up for ebill, or update payment information.

## **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, 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

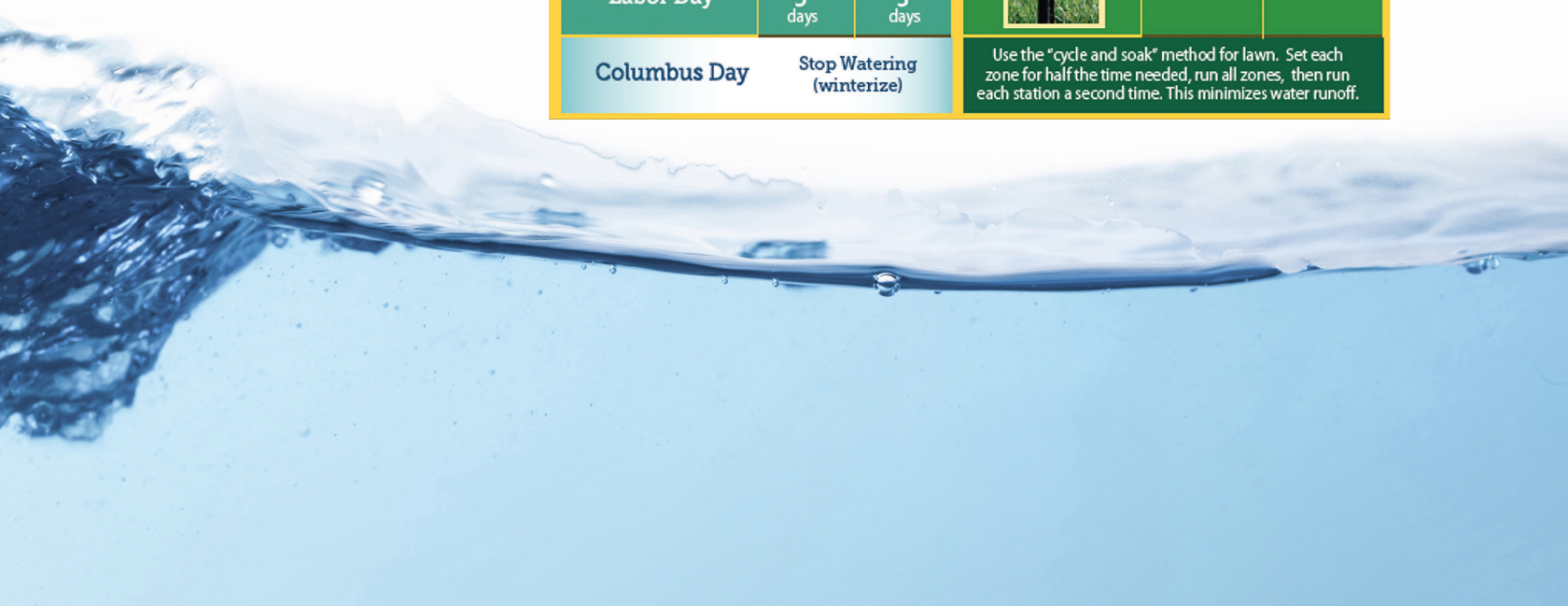
Conserving water is one of the most important issues we face. Help us save water by staying mindful of how you use water, both outside and indoors.

## 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
Labor Day	Once every 5 days	Once every 3 days	Columbus Day		
Stop Watering (winterize)		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.			



# 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.gov](http://ghid.gov) 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 another 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.

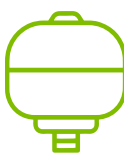
## HELP TO ENSURE GHID WATER IS LEAD-FREE

To help us identify your service line material, we ask you to visit our website or scan the QR code and complete the survey regarding your water service line. You may qualify for a free home inspection or water sample. Your cooperation is greatly appreciated. Instructions on how to identify your service line are available at [ghid.gov/water-line-inventory](http://ghid.gov/water-line-inventory).



## HELP US CONTROL CROSS CONNECTIONS & BACKFLOW

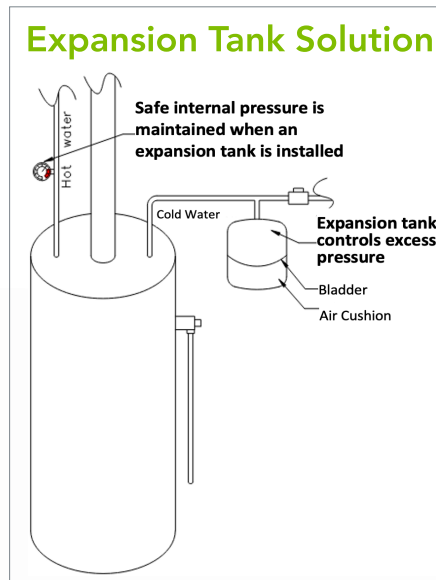
Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment or water sources of questionable quality. Contamination can occur when the pressure in the equipment or system fluctuates. **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.





# 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

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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.



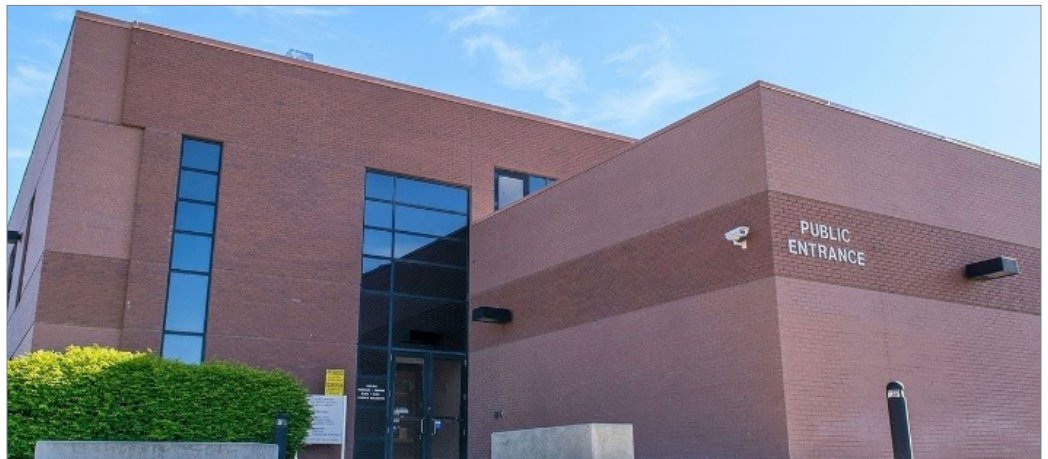
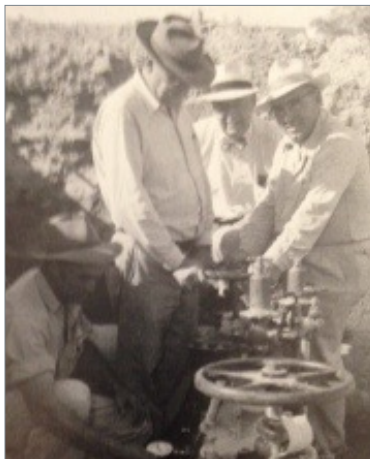
# OUR HISTORY

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## 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.gov](http://ghid.gov).



# WATERWISE LANDSCAPE IDEAS



Localscapes is an approach to landscaping designed specifically for Utah. Whether you are installing a new landscape or renovating an existing one, following the Localscapes 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](http://UtahWaterSavers.com) for more information and to see if you qualify.



**Localscapes**<sup>®</sup>  
Rewards

Utah  
Water  
Savers

