



# Welcome to Sunset Valley

Welcome to Sunset Valley! We're thrilled to have you as part of our community. Sunset Valley is a unique city known for its preserved greenspace, community programs, small-town charm, and commitment to providing excellent service.

This guide is designed to help you settle in quickly, stay connected, and take advantage of all our city has to offer—from local events and public services to community boards, volunteer opportunities, and environmental programs.

Welcome home!

— City of Sunset Valley Staff & Leadership





## City Council & Government

The City of Sunset Valley is governed by a Mayor and five Council Members who work together to set policy, adopt the City's budget, and guide long-term community goals. Council meetings are open to the public and streamed live so you can stay informed and involved. Meetings are held on the first and third Tuesday of each month at City Hall.

Visit our [website](#) for full bios, term information, and upcoming meeting dates.

### Committees, Boards & Commissions

Our advisory groups play a vital role in shaping programs, development, events, and policy recommendations. These groups include:

#### COMMITTEES

- Budget & Finance Committee
- Environmental Committee
- Public Safety Committee
- Public Works Committee

#### BOARDS & COMMISSIONS

- Arts Commission
- Zoning Commission
- Board of Adjustment

Community participation is highly encouraged. We send out email announcements when application periods open—be sure you're signed up for alerts!

# TRASH & RECYCLING

Sunset Valley contracts with Texas Disposal Systems (TDS) for trash and recycling services.

Use the TDS Waste Wizard App to:

- View pickup schedules
- Receive reminders
- Check holiday changes
- Lookup accepted materials

Scan for TDS Waste Wizard



# UTILITY & BILLING

The City manages water, wastewater, drainage, and solid waste billing.

To Set Up Service:

- Submit a Utility Service Application
- Sign up for Auto-Draft with the ACH Authorization Form

Have Questions?

Utility Billing: (512) 891-9103

Email: [utilities@sunsetvalley.gov](mailto:utilities@sunsetvalley.gov)

Scant the QR Code below to visit the website.



# REBATES, CONSERVATION & STORAGE YARD ACCESS

Sunset Valley offers a variety of rebates to support sustainability, including:

- Native landscape rebates
- Compost system rebates
- Water conservation devices
- Library card reimbursement (Austin Public Library)

## Library Card Reimbursement



## Other City Rebates:



## Storage Yard Access

Residents can access the gated Storage Yard behind City Hall for approved materials.

### **Key Information:**

- Open daily: 7:00 a.m.-7:00 p.m.
  - 1 keycard per residence
  - Up to 24 visits per calendar year
- No hazardous waste, commercial waste, electronics, tires, or construction debris

For questions, contact Public Works.



# SUNSET VALLEY UTILITY NEWS

## WASTEWATER AVERAGING

Wastewater averaging begins in December and runs through the month of February. Customers are encouraged to turn off outdoor irrigation systems. Wastewater averages determine your wastewater volumetric rate for the remainder of the year. Please conserve water during this time period to lower your monthly utility rate.

3 Months



## Customer Assistance Program

The City has updated the requirements for the Customer Assistance Program. Residential customers on low or fixed incomes who participate in certain state, federal, or local assistance programs can benefit from the City of Sunset Valley's Customer Assistance Program (CAP) utility bill discounts. CAP Utility Bill Discounts can help reduce water, wastewater, solid waste, and drainage utility fees by 50%. To learn more and apply for this program, please use the QR code to the left.



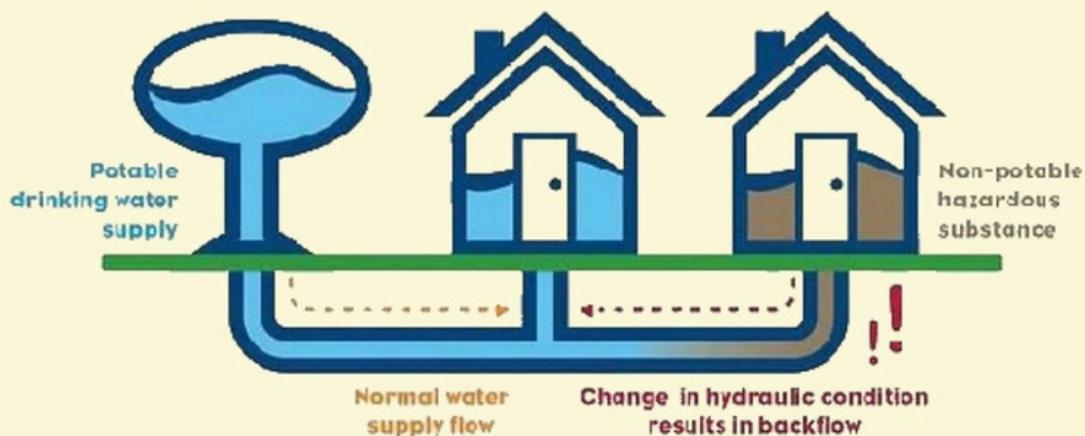
# BACKFLOW TESTING



Many customers may have received a letter notifying them of the need to have their backflow device tested. Backflow devices come in many forms and are connected to irrigation systems, rainwater harvesting tanks, and even large ice machines. These devices prevent water from potentially hazardous sources from flowing back into the public water system. Testing of these devices helps to prevent cross connection and protects the Public Water System

If you have received a notification your backflow needs to be tested and submitted online through SC Tracking. You can find a service provider by using the QR code to the left. Make sure to choose Sunset Valley for your jurisdiction.

## THE CROSS-CONNECTION THREAT



## EYE ON WATER

The majority of residential customers have access to monitor their daily water use through the Eye on Water app. You can sign up by using the QR code to the right and only need your account number to sign up. You can also set up leak alerts so you will know as early as possible to reduce water loss.



# PERMITS & DEVELOPMENT

Planning a home improvement project? Remodeling your business? Building or installing signage? Most projects require City review and approval before work begins. Check out our [\*\*Permit FAQ\*\*](#) before you start!

Sunset Valley now uses [\*\*GovBuilt\*\*](#), an online application portal for:

- Building permits
- Sign permits
- Residential improvements
- Commercial development

## **BENEFITS:**

- Easy online submittal
- Upload plans & documents
- Track review progress
- Receive approvals digitally

For questions or assistance, please contact us at [permits@sunsetvalley.gov](mailto:permits@sunsetvalley.gov)  
[\*\*Scan to Access GovBuilt\*\*](#) [\*\*Permit FAQ\*\*](#)



**See Something That Needs Fixing Around the City?**  
Scan the QR code to submit a [\*\*Citizen Service Request\*\*](#) online – it's fast, easy, and available 24/7!

**Report** potholes, streetlight outages, signage issues, vegetation obstructions, and more.

Track your request and receive updates from city staff.  
Help us keep Sunset Valley safe, clean, and running smoothly!



# CITY EVENTS

THE CITY OF SUNSET VALLEY OFFERS YEAR-ROUND EVENTS FOR ALL AGES, INCLUDING:

- ANNUAL SUNSET VALLEY ARTFEST
- JINGLE BELL TRAIL
- NATIONAL NIGHT OUT
- WALKING WEDNESDAYS
- ENVIRONMENTAL WORKSHOPS
- ARTS PROGRAMMING
- PARK AND TRAIL EVENTS
- SEASONAL CELEBRATIONS



TO FIND OUT ABOUT EVENTS CHECK OUR CITY CALENDAR, SOCIAL MEDIA, AND THE MONTHLY NEWSLETTERS.

# ENGAGEMENT HQ: CITY PROJECTS

ENGAGEMENT HQ, IS A ONE-STOP RESOURCE FOR STAYING INFORMED ABOUT THE CURRENT STATUS OF CITY PROJECTS AND INITIATIVES. BY VISITING ENGAGEMENT.SUNSETVALLEY.ORG, USERS CAN EXPLORE DETAILED UPDATES ON ONGOING PROJECTS, COUNCIL AGENDAS, VIEW INTERACTIVE MAPS, AND PARTICIPATE IN DISCUSSIONS ABOUT INITIATIVES SHAPING THE FUTURE OF SUNSET VALLEY.

# STAY CONNECTED

## **1. GOVDELIVERY NOTIFICATIONS**

**GovDelivery** is Sunset Valley's official system for citywide notifications. Sign up for email or text alerts to receive updates on:

- City news • Emergency information • Road closures
- Committee announcements
- Event schedules and Monthly Newsletter

**SCAN THE QR CODE BELOW TO SIGN UP ON  
GOVDELIVERY TODAY**



## **2. MONTHLY NEWSLETTER**

Our City newsletter provides updates on City Council actions, events, programs, public safety, environmental initiatives, and more. The newsletter is delivered on the first Friday of each month via GovDelivery

## **3. FOLLOW US ON SOCIAL MEDIA**

### **CITY**

Facebook: [@CityOfSunsetValleyTX](https://www.facebook.com/CityOfSunsetValleyTX)  
Instagram: [@cityofsunsetvalley](https://www.instagram.com/cityofsunsetvalley)

### **POLICE DEPARTMENT**

Facebook: [@SunsetValleyPolice](https://www.facebook.com/SunsetValleyPolice)

### **ARTS COMMISSION**

Facebook: [@SunsetValleyArts](https://www.facebook.com/SunsetValleyArts) • Instagram: [@sunsetvalleyarts](https://www.instagram.com/sunsetvalleyarts)



# WHO TO CALL?

## Water Leaks & Water Issues

Public Works: (512) 891-9103

## Utility Billing Questions

Public Works: (512) 891-9103

## Downed Trees, Greenspace, City Signs & Street Conditions

Public Works: (512) 891-9103



## Trash & Recycling

 Serviced by TDS - use the Waste  
Wizard app

## See an Issue?

Submit a service ticket via [PubWorks](#) on  
the City's homepage.

### CONTACT INFO:

City Hall

3205 Jones Road Sunset Valley, TX 78745

(512) 892-1383

[sunsetvalley.org](http://sunsetvalley.org)

**Public Safety Concern?**  
Police Department (512)-892-1384

## Streetlight Out?

 Call 311 (streetlights  
are not City-maintained)



