

Entranosa Water News

February 29, 2016

February Consumption. Residential demand this month was about normal and averaged just under 4,300 gallons. In February 2015, average usage was just over 4,100 gallons and in February 2014 was just over 4,400 gallons.

Drought. The US Drought Monitor shows that our area remains in a “normal” drought condition (which is not normal!). The forecast through May 2016 is for ‘normal’ conditions across the State. While the weather in February was, mostly, pleasant and spring-like, the forecast is for wetter, cooler weather in March and April. It has been an unusual “El Nino” winter, but it is waning

Hardness. We measured 18 grains of hardness at the office this morning, but there are variations throughout the System. Hardness levels will range between 15 and 22 grains into early April, unless water demand rises because of nice weather (like now!) and we have to employ the wells with harder water. A grain is equivalent to 17.1 milligrams per liter.

New Well. We’ll be bringing on a new well in the next month, or so. We drilled it last summer, we’ve completed the transmission line to connect it to the system, and we’ll finish equipping the well in the next month, or so. The new well provides additional redundancy and reliability to the water supply, and the water is much softer than most of our wells.

Board Meeting. The Board of Directors will hold its next monthly meeting (weather permitting) on the next-to-last Thursday March (the 24th) at 11:30 a.m. Should you wish to attend, please call to verify the date so we can make proper arrangements and notify you of changes that may occur (i.e. weather).

Leak Adjustment Policy. On the 1st of April we’ll be modifying our leak adjustment policy and now provide insurance coverage for every residential customer. The insurance will pay above average water bills, due to leaks on the customer side of the meter, up to \$1000, with no deductible and very few questions, once every twelve months. There will be a monthly fee of \$1.65/month – each residential meter is automatically included but you can opt out of the program by calling 407-8081 and declining coverage. We will also be offering repair coverage for yard lines, from the meter to the foundation of the home – this coverage is \$4.00/month but it is optional. You can obtain this coverage by calling 407-8081. We’ve included a flyer with this mailing, with appropriate details. This program does NOT apply to commercial accounts, so the current policy (flat rating usage from leaks) will remain in place.

Household Water Pressure. If you have symptoms of high pressure, we’ll be glad to check – please call the office.

AutoMatic Draft for Billing. You might consider registering for the automatic draft program – there isn’t a fee and it removes the opportunity for a payment to be delayed in the mail. Please call the office for details.

Call Before You Dig – 811 – It is the Smart Thing to Do and It’s the Law

Entranosa Water & Wastewater Association
(505) 281-8700 / (505) 604-5935 (emergency)

www.entranosawater.com

Hours of Operation:

Monday – Thursday 8:00am – 4:30pm, Friday 9:00am – 4:30pm

Leak Adjustment Policy Changes

There is an additional flyer in your billing this time that highlights the two components of our new leak adjustment policy. The flyer provides the phone number for a 'help line' – (505) 407-8081.

The policy revision applies to residential users only (at this time), every residential meter is included in the policy (along with the fee), but owners can choose to opt out of the program by calling the 'help line' (it is in service, now). The monthly fee is \$1.65 per meter and provides leak adjustment coverage up to \$1000.

The flyer also highlights a new program to repair yard lines, covering the repair of leaks between our meter and the foundation of the dwelling or structure that it serves. The monthly cost of this coverage is \$4.00 and it covers the repair or replacement of your yard line, between our meter and the foundation of your home or structure to which it is connected, up to \$10,000 without deductible and there is no annual limit. This coverage includes repair of paved surfaces, \$500 for basic site restoration and \$500 for private, paved surfaces – like a driveway. You can choose to enroll now for coverage starting 1 April ... there is a 30-day waiting period after April 1st.

Commercial users (as declared on membership forms) will remain covered by the existing policy, highlighted below.

Competing Coverage

In recent weeks, several of our members have brought in flyers they'd received in the mail concerning 'warranty' coverage. This is NOT our coverage, but you can certainly choose to utilize it. The benefits discussed in the flyer are not as robust as those we are providing, but the choice is certainly yours.

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