

Entranosa Water News

August 31, 2016

August Usage. Residential demand this month averaged 7,300 gallons. Average usage in August 2015 was about 7,300 gallons, and 5,700 gallons in 2014. We encourage you to use what you need – no more, and no less.

Hardness. We measured hardness at the office this morning at 26 grains. Based on our total pumping in August, it averaged 26.8 grains. A grain per gallon of hardness is approximately 17.1 milligrams per liter. We expect hardness to remain in the range of 25 grains through September.

Board Meeting. The Board of Directors will not hold a regular monthly meeting, with the annual meeting being scheduled for September 22nd at the Nature Pointe Community Center (30 Nature Pointe Drive).

Leak Adjustment Policy. Under our policy, the bill for water attributable to a leak, during the coverage period, will be paid, up to \$1000 – with no deductible – for those members enrolled in the program. A claim may be filed once every 12 months. The fee is \$1.65/meter. Each member can choose to opt out of the coverage. This program does NOT apply to commercial accounts. All commercial accounts should contact the office if they have a leak. Call **407-8081** to initiate your claim.

Yard Line Repair Insurance. We also offer coverage for yard line repairs, between the meter to the foundation of the home. This coverage is \$4.00/month but you must choose to be covered – call 407-8081 to enroll (there is a 30 day waiting period). This coverage does NOT include leaks that started prior to the start of your coverage, and there are limits for each incident.

Account information (phone or email) There ARE times when we need to contact you about a water outage or other water related issues. About 79% of our contact info is current - please help us by calling the office with your contact information.

Household Water Pressure. If you have symptoms of high pressure, we'll be glad to check – please call the office. As you may know, there isn't a regulatory requirement that limits the pressure delivered by a community water system, but the Plumbing Code – which applies to homeowners and plumbers – requires the pressure be limited to no more than 80 psi. Most appliances are tested to 125 psi, and pressure in excess of that could be harmful to appliances, like your water heater. As a nonprofit, member-owned cooperative, Entranosa has been installing and replacing pressure reducing valves on meter installations for almost 30 years as a courtesy for the membership.

Annual Meeting. Scheduled for September 22nd at the Nature Pointe Community Center. Meeting packets were mailed to members on the 25th of August, so you should have received it by now. The packet contains the ballot. **PLEASE DON'T LOSE IT.** That is your official ballot.

Consumer Confidence Report (CCR). The direct URL link to our current report is:

<http://ccrwater.net/entranosawater-17033>

Call 811 Before You Dig - It IS the Law

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

www.entranosawater.com

Office Hours of Operation: Monday – Thursday 8:00 am – 4:30 pm, and Friday 9:00 am – 4:30 pm

Annual Meeting

The annual meeting of the Entranosa Water & Wastewater Association membership will be held at the **Nature Pointe Community Center (30 Nature Pointe Drive) at 7:30 P.M. on Thursday, September 22, 2016**. The Center is located in Nature Pointe subdivision, south of I-40. To get there from Sedillo Hill & I-40, on Old 66, go west 1.4 miles to Five Hills Rd. Turn on left onto Five Hills, and then turn right onto Sedillo Road ... take the first left onto Avenida Allegre. Turn left again on Nature Pointe Drive – the community center is another one-half mile, on the left. There is a map in the membership packet that was mailed out on August 25th, and we have maps available at the office. The Community Center has offered to provide a BBQ meal before the meeting – it will start at 6:30 pm and end at 7:30 pm. To help us with planning and preparation, please RSVP us if you'd like to attend. As stated in the Bylaws, the purpose of the meeting is for members to elect Directors and to act on such other business as may be properly transacted. There are two proposed amendments to the bylaws.

With respect to the election - there are several ways to cast your ballot: 1) you may mail the ballot to Entranosa, but it must arrive prior to 5:30 P.M. on the 22nd of September; 2) you may cast your ballot at the Entranosa office, during business hours or you may drop your ballot through the mail slot in the door at any time prior to 5:30 P.M. on September 22nd; or, 3) you may attend the meeting and cast your ballot there. Pursuant to the bylaws, all ballots will count toward a quorum for the business contained on the ballot. On the day of the meeting – the 22nd of September - we will continue to accept ballots at the office until 5:30 P.M., at which time we'll move the ballot box and registration books to the meeting place. The meeting will begin precisely at 7:30 P.M. **PLEASE DO NOT LOSE YOUR OFFICIAL BALLOT.** While **we will issue replacement ballots under certain circumstances, it is best to not have to do so – so please don't lose it.** Again - you may vote one of three ways:

- 1) You may vote by mail. The ballot will be counted if received prior to 5:30 P.M. on the 22nd of September.
- 2) You may vote at the office at any time prior to 5:30 P.M. on the 22nd of September. If you can't come by during business hours, drop it through the mail slot and it will be recorded as received.
- 3) You may vote at the annual meeting, starting at 7:30 P.M. on the 22nd of September, until the election is 'closed' by the board president and the ballot box "sealed" for counting.

If you choose to vote at the office or at the meeting, remember to **bring** your **"Official Ballot"**. All valid ballots received prior to the official announcement closing the election (at the annual meeting) will be counted. Once the election is closed – the counting committee will convene and count the ballots. We expect to adjourn the meeting no later than 9 PM. The members of the counting committee will continue their efforts until they have a result – in the event they are not finished before the meeting is adjourned, you are welcome to remain at the Center to hear the results when they are finished. You are welcome to observe the counting, but you'll miss the meeting.

While our annual meetings are always fascinating, the board has authorized a \$5 credit toward the water bill of each voting member, as an incentive to attend the annual meeting. Each member is entitled to one vote regardless of how many memberships he or she owns – thus only one credit is available, as well. The credit will be applied to the water bill issued at the end of September. Unfortunately, if you have a membership but don't have a meter, you will not be eligible for the credit. We'll also offer several door prizes, for those in attendance.

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