

# Entranosa Water News

November 30, 2016

**Residential Usage in November.** Residential demand this month was just over 5,100 gallons. In November 2015, residential usage was just over 4,200 gallons, and in 2014 it was just over 4,300 gallons. As always – use what you need ... no more, and no less.

**Hardness.** We measured 14 grains of hardness at the office on November 29<sup>th</sup>, and (based on pumping) it has averaged 19 grains throughout the month (a grain is approximately 17.1 milligrams per liter). In December, we expect hardness to range in the mid to low teens.

**Office Closure.** The office will close at noon on Friday, December 23<sup>rd</sup> and open on Tuesday, at 8 a.m., December 26<sup>th</sup>. We'll also be closed on Monday, January 2<sup>nd</sup>.

**Bernalillo County High-Efficiency-Toilet Retrofit Assistance.** County residents may qualify for a new toilet, with conditions. Please contact Carlos Bustos at Bernalillo County Natural Resource Services with questions – (505) 848-1500.

**Drought Conditions.** Our drought condition remains ‘abnormally dry, where it has been most of the year. The seasonal outlook through the end of February is for a ‘normal’ condition (not sure what that is, any more ...) with increasing chances of drought around Gallup.

**Contact Information.** Our website ([www.entranosawater.com](http://www.entranosawater.com)) provides the ability to easily update your contact information by clicking on the green “Bill Payment” button, and then click on the red “Pay Your Bill Now” button. You'll need to register (requires your account number and zip code) and then update email and phone contact information (note – you don't HAVE to pay your bill on this link). Contact information is used for a variety of reasons – so we can provide billing, high usage, water outage, emergency information, etc. We do NOT provide this information to outside sources. Note – the various payment options are listed in this section of the web page.

**Consumer Confidence Report.** Our latest, annual, report is on our web site and the link is:

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

You may request a hardcopy from the office - we'll be happy to mail it to you.

**Thermal Expansion.** As a safety measure for the public water supply, our meter installations included a check valve that prevents water from your home being drawn back into the water mains. The check valve is sometimes called a ‘Non-return device’. This sets up a situation in which heat generating devices in your home (like a hot water heater) can cause the water in your plumbing to expand (when the heater is on) and increase the pressure in your home. The 1997 Uniform Plumbing Code addressed that issue and required that expansion tanks be installed – normally in the vicinity of the hot water heater – to absorb the pressure, and release it, as necessary. The tank usually looks like a small propane tank ... they should be checked periodically because they can fail (the air bladder can rupture and the tank will with water). We've attached a flyer from the North American Backflow Association with some information, which we hope is helpful.

**Call 811 BEFORE You Dig – It IS the Law**

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

[www.entranosawater.com](http://www.entranosawater.com)

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

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