

December

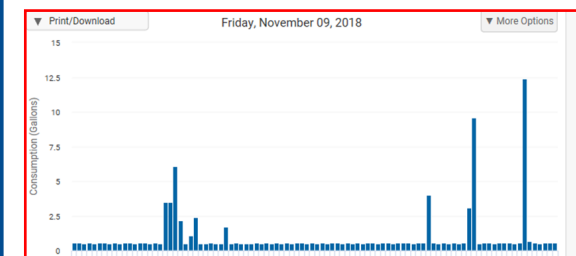
A MONTHLY PUBLICATION
FROM YOUR WATER AND WASTEWATER ASSOCIATION

2018

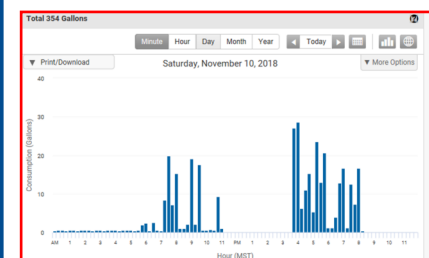
Eye On Water Really Works— A Testimonial by Steve King, Water Operator Level 2

In the October newsletter, Steve King, described his experience as a recent subscriber to Eye On Water, an option that became available when he replaced his ordinary meter with a Badger Beacon Meter. Eye On Water allows him to monitor his water usage online hourly, if he wishes. Entranosa members can upgrade to Eye On Water by paying a one-time fee to change out their meter and opening an account.

Here is Steve's story: For three days, the Eye On Water program detected a flow of 1.2 – 2.0 gallons per hour (gph), which exceeds the maximum threshold of 1.0 gph. This graph shows what the leak looks like on the Eye on Water program. The continuous short bars are the leak (.6 gallons/15 mins or 2.4 gph) while the tall bars are normal usage. By looking at our usage data on the Eye On Water website, the leak started around Nov. 4th or 5th. The system alerts to leaks at 1.5 gph so by the time the flow was at 2.0 gph, I received an email alert. That's a loss of 48 gallons per day!



Next, I isolated my yardlines, but I received another leak alert. Finally, I shut off the water to the house. Since I have also installed a pressure gauge, when I turned off the main house valve, the pressure gauge dropped, indicating there was a leak. By isolating the water heater, and turning on the main valve for a few minutes, I determined the leak was on the cold-water side of the plumbing. The graph lower left is what the usage looks like after I shut off water to the house. No flow registers until 3:30 pm, when we started doing laundry and showers. Until repairs can be made, and to keep the leak from getting much larger, we will turn off the water except for short times when we need it. If we hadn't switched to a Beacon meter, we would not have known about the leak until we received our bill. That delay could have caused structural damage as hundreds of gallons were forced under our concrete slab. For information on Eye On Water, contact Entranosa at 281-8700.



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Upgrades Underway at Entranosa's office



Sean Martin of EDI computers installs the first of two new computer servers at the main office. Entranosa is upgrading the accounting and billing systems to insure accurate billing and financial reporting. The computer upgrade is one of several improvements at the Entranosa office designed to improve efficiency and operations. See the next page for another office improvement underway!

Entranosa Water & Wastewater Holiday Hours

In observance of Christmas, Entranosa Water & Wastewater will be closed on Dec. 24th and 25th. We will reopen at 8 a.m. on Wednesday Dec. 26th. Likewise, our office will be closed on Dec. 31st and New Years Day, Tuesday Jan. 1st, 2019 and will reopen on Wednesday Jan. 2nd. Best holiday wishes to all our Entranosa members!



Entranosa Water & Wastewater Association Office: (505) 281-8700

Emergency: (505) 604-5935

www.entranosawater.com

Office Hours:

Monday 9:00 am – 4:30 pm

Tuesday – Friday 8:00 am – 4:30 pm

Entranosa is an equal-opportunity employer.

- ♦ Reliably supply quality drinking water at a reasonable price to our membership, such that the Association is self-sustaining
- ♦ Promote water conservation
- ♦ Provide leadership for our Community concerning water and wastewater issues
- ♦ Protect our ground water resources through environmentally responsible business practices
- ♦ Pursue water & wastewater service opportunities in the East Mountain and Estancia Basin Regions

**ENTRANOSA'S
MISSION
STATEMENT**



ENTRANOSA WATER NEWS

Committed to Providing Safe, Clean Water to All Our Members



◆ **Entranosa Water's November Hardness Reading: 29 grains** ◆

◆ **Average Water Usage: Nov. 5,200 gallons; Oct. 7,300 gallons** ◆



Needed Entranosa Office Facelift

Every month, several hundred Entranosa members visit the office to pay their bills and take care of other business. While the staff loves catching up with its members, so many visitors can also be distracting and reduce productivity. Entranosa is solving the issue by building separate offices for Accounts Receivable/Billing Specialist Brandi Simpson (not pictured), Member Services Specialist Marica Sanchez (pictured left), and Field Services Coordinator Michelle Hissa (pictured left and right.) Construction is taking place at night. However, at this stage, the metal framing does make the office look like a jail. The ladies get the joke!



**We awarded
our first leak
detective
a \$20 Credit!**

**Keep an eye out
and report a
LEAK to get
your reward!**



Auditing Firm Selected

Five Albuquerque highly qualified accounting firms responded to Entranosa's "Request for Proposals" for auditing services. The Finance committee selected Pulakos CPAs, a firm established in the 1960s, with a staff of 10 dedicated to audits. The Finance committee consisted of Board members Dennis Hodges, Rob Baracker, Skip Mead and Lee Liggett, plus CEO Jack Crider and Finance Manager, Jayme Nykanen. Crider explained that 50% of Pulakos' audits are non-profits, memberships and cooperatives, and they have significant experience with utility billing systems. Pulakos will provide a 40 percent savings over past audits.

Entranosa's Board of Directors

Chair : Lee Liggett **Vice Chair:** Paul Gorder **Secretary:** Rob Baracker **Treasurer:** Dennis Hodges **Members:** CJ "Skip" Mead, Linda Barbour, Rik Thompson

Office 505-281-8700

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