



ENTRANOSA WATER NEWS

Committed to Providing Safe, Clean Water to All Our Members Since 1981



January

A MONTHLY PUBLICATION
FROM YOUR WATER AND WASTEWATER ASSOCIATION

2023



HAPPY NEW YEAR



Rate Increase for 2023

On December 15, 2022, the Entranosa Board approved the 2023 budget that included a 10 percent rate increase to the membership. The rate increase is needed to offset losses that have occurred due to inflation. Operational costs have increased over 20 percent. For calendar year 2022, Entranosa will show a loss of 8 percent due to high labor and material costs. Included in the budget for non-operations and capital is the closeout costs of the septic program, construction of a second bulk water station, additional water storage capacity for Longview Drive, Five Hills and Nature Pointe areas and replacement of over 200 meters that have measured over 1-million gallons. The average water bill in 2022 was \$60, so the 10 percent rate increase will cost most members an additional \$6 per month. The rate increase will be effective January 1, 2023, so members will not see the increase until their February bill.



Entranosa welcomes two great new employees to our staff. To the office staff we have added Koda Falconer, who is our new receptionist. Koda Falconer grew up in the East Mountain area and graduated from Rio Grande High School. She lives in Moriarty with her husband, Ty, and her beautiful daughter, Dolores. "I am very excited to start a career

New Year, Great New Employees



Koda Falconer

with Entranosa," she said. She is also involved with several children's special needs programs. She also takes care of the many animals on her family's mini farm. To Entranosa's field staff, we welcome John Aguilar as a water operator. John was born and raised in New Mexico and is a life-long resident of Moriarty. He lives with his partner, April Tapia, and four children -- two boys and two girls. He said "I am very happy to be a part of Entranosa Water. I know I'll be able to make a career out of this new opportunity and as far as I can tell, I will be working with a great team of co-workers."



John Aguilar

Yard Line Protection When Entranosa switched water loss and yard line replacement insurance from ServLine to My Utility Claim, members were only able to opt in once per year for the insurance. As of November, members may now opt into Line Coverage at any time by calling 888-807-8079. A 30-day waiting period remains before you can file a claim after you choose the coverage.



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 to 4:30 pm

Water outages - Call the main office 24/7 505-281-8700 option #2; or call 24/7 duty operator at 505-604-5935

- ◇ **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
Celebrating 40 Years of Service*



Water Hardness Reading as of 12/ 20/ 22: 15 grains
Average Water Usage: Dec., 5,023 gallons; Nov. , 4,823; gal.
Average Monthly Bill: \$52

End of the Septic Program

Entranosa's Board of Directors administrative subcommittee has been reviewing the septic program member account summary sheets. Each account summary has details on the date the account was started, required frequency of pumping, actual pumping dates and financial balances. The Board of Directors has established four categories of program compliance. The previous Bylaws that created the septic program required members to maintain their septic systems, according to their respective contracts with Entranosa. •In the first category, the water contract between members and Entranosa required members to participate in the program, if a member failed to properly participate in the program, no pumping or reimbursement will be offered. •The second category accounts for partial program compliance with an account balance greater than \$185 will be offered one final septic pumping. •In the third category, are members in good standing in program compliance with an account balance of less than \$185. These members will be offered a water bill credit or reimbursement. •In the fourth category are members in good standing in program compliance with an account balance of more than \$185, will be offered a final septic pumping, water bill credit or reimbursement.

Members will start receiving letters in the mail in January that will require them to select from the options available to them. It is extremely important to check the option box and return to Entranosa's office. Members will have 60 days to return the form letter with their choice and signature. Failure to return the form will void any options available to them.



Great Work, Steve!

We congratulate Steve King on his retirement. Steve has been Entranosa's systems technician for the past seven years. Prior to Entranosa, Steve worked for TP Pump for 25 years installing and repairing Entranosa's extensive booster pump stations and wells. Steve's interest in communication and electrical systems started early as a Ham Radio operator in High School followed by working as a machinist in the Navy. Steve and wife, Susan, have been members of Entranosa for the past 33 years. Entranosa will really miss Steve and his expertise but he promises to stay involved to insure that the Entranosa system he helped to develop continue to operate and provide clean, safe water for the East Mountains.



Steve helped pioneer the Entranosa system

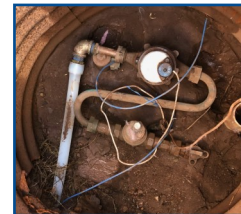
New Year, New Bank

Starting February 1, 2023 Entranosa is changing banks from Century to US Bank. The main thing our customers need to know regarding the new address for mailing payments is: If they use their bank's online Bill Pay service to make payments they will need to update the mailing address in the Payee setup for Entranosa Water. Members that receive a paper bill will notice that the coupon will have a different address. There should be no other changes and Entranosa will continue to use other services provide by Century Bank we continue to have a good working relationship as Century Bank has done an excellent job for the past 10 years.



Notify Entranosa First!

Recently, a member had a leak on their yard line and called TLC Plumbing. Without notifying Entranosa, TLC got into the meter can, turned off the water and replaced the yard line. TLC violated Entranosa's policy by making an illegal connection that by-passed the check valve, which protects the water system from contamination. In addition, TLC used galvanized parts that will corrode in less than two years. If TLC doesn't correct the work, the member will be charged for Entranosa to make the repairs. Please, when you have issues, notify Entranosa -- we have a duty operator who can respond within 15-20 minutes.



Entranosa's Board of Directors

Chair: Dennis Hodges **Vice Chair :** Linda Barbour **Secretary:** CJ "Skip" Mead **Treasurer:** Robert 'Rob' Baracker **Members:** Paul Gorder, Joelle Hertel, Rik Thompson

Office 505-281-8700

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Emergency 505-604-5935