



ENTRANOSA WATER NEWS

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



July

A MONTHLY PUBLICATION FROM YOUR WATER ASSOCIATION

2024

We're Not in Oz Anymore



On June 19th at approximately 3 pm, Entranosa's backup systems were thoroughly tested when a tornado was created from a microburst weather event. A five-square mile area along Frost Road was hit and 15 power poles were knocked down, along with homes which suffered roof damage and damage to out-buildings. More than 50% of the water systems' power immediately shut off, which automatically caused the booster stations and wells to switch to generators in the stations. This was a major test for new operators as they learned first-hand what happens and how to address loss of power, the readiness of generators and to match generator power to water flow. Thank you Central New Mexico Electric Cooperative (CNMEC) for its quick response

as most systems were back to normal in less than eight hours. An Entranosa member sent cell phone pictures of the microburst forming (left) and the actual tornado touching down (right.)



Seasonal Strain

It always seems to happen, when the peak of the summer heat and major water pumping season starts, one of our wells fails. There are only two good wells that remain in the Nugent well field and S-25 is the best of the two. On Monday June 17th, the S-25 motor failed. Entranosa has learned over the years that hard-water wells need a poly hose instead of a steel column pipe. The poly hose is stronger and lasts three times longer - but requires special equipment to pull. This photo shows the crew from Rogers Well using a specialized clamp. Once the motor was pulled, Entranosa discovered that the only motor available was in Abernathy, TX.



One of Entranosa's employees volunteered to drive the 10-hour round trip so the well could be repaired by the end of the following day.

Contain Your Dog

In the past two weeks, two Entranosa water employees have been bitten by member's dogs. Both times the owners were home and said "it is OK to come in, my dog doesn't bite." However, pants were torn and skin was broken. As a result, Entranosa has a new policy that directs operators that if a dog is present and property owner does not leash or put the dog away, the operator will not complete the duty call.



Entranosa Water Association

Office: (505) 281-8700

Emergency: (505) 604-5935

www.entranosawater.com

Summer Hours: Monday - Friday

8:00 am - 4:30 pm.

Entranosa is an equal opportunity employer

Water outages - Call the duty operator at 505-604-5935 24/7.

- ◇ 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 issues
- ◇ Protect our ground water resources through environmentally responsible business practices
- ◇ Pursue water service opportunities in the East Mountain and Estancia Basin Regions

**ENTRANOSA'S
MISSION
STATEMENT**



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*Committed to Providing Safe, Clean Water to All Our Members
Celebrating 40 Years of Service*

Water Hardness Reading as of 06/27/24: 24 grains

Average Water Usage: June, 8,120; gal; May, 5,057 gal;

Average Monthly Bill: \$84

Safe Water, Safe System

The U.S. Environmental Protection Agency (EPA) is increasing water sector enforcement activities to address disruptive domestic and foreign cyberattacks that are impacting large and small water systems nationwide. Recently, EPA released an enforcement alert to large water systems on reducing cybersecurity vulnerabilities. Entranosa has developed several levels of security on the actual operation of the system, plus protection of members information. The Entranosa water system is operated by a Supervisory Control and Data Acquisition SCADA call Mission Communication MISSION. MISSION systems are used by thousands of water and wastewater system in the US. The cellular-based communication system monitors and controls pumps, wells, water tanks and other components. MISSION has several layers of security, including firewalls, virtual private networks, and antivirus and anti-spam tools to block malware. If MISSION is compromised, Entranosa can quickly turn it off and operate the system through private radio connections to all major wells and booster stations. If radio communication fails, Entranosa can operate the system "by hand," having operators physically monitoring booster stations and wells. Members information is protected by a contract with Systems MD, that monitors Entranosa's servers and individual computers. Information is saved and backed up every night at an offsite location. System health is monitored 24/7 and remotely repaired. Systems MD has a A+ rating from CompTIA, the world's most trusted certifying body of IT professionals. Once meters are read, the information is sent to PostalPros of Albuquerque for billing. PostalPros undergoes annual audits to ensure appropriate controls and utilizes CrowdStrike management services, a leading provider in endpoint protection and threat intelligence. Entranosa also carries \$1 million in liability insurance for cyberattacks.



Ready to Rock and Pump

Valley Irrigation Road has power! Thank you Central New Mexico Electric Cooperative (CNMEC) crews for the installation to finally get this well pumping. Special thanks to CNMEC Board of Director Bill King for his help.

Finally! After many long months, the new well at



Entranosa has been working since last year to convert this well from irrigation to drinking water

Meter Installation Ongoing

an order of 350 for this year, however at a rate of endpoint battery failure of 40 meters per month, Entranosa has ordered another 350 meters.

Another 200 new meters just arrived. These will complete



Entranosa's Board of Directors

Chair: Robert 'Rob' Baracker, **Vice Chair:** Paul Gorder, **Secretary:** Linda Barbour **Treasurer:** Dennis Hodges, **Members:** C.J.

"Skip" Mead, Joelle Hertel, Rik Thompson

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