



ENTRANOSA WATER NEWS

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



June

A MONTHLY PUBLICATION
FROM YOUR WATER AND WASTEWATER ASSOCIATION

2023

Be Aware of Serious Plumbing Issues



Illegal Connection

Please pay attention when you hire a plumber to do work on your yard line. The picture on the right adds two 90 degree curves, which in time will blow out resulting in a huge water bill and damage repairs. Please remind your plumber that Entranosa is a high-pressure system and any restrictions in the yard line will create future problems. The picture on the left is an illegal connection made by a plumber. This is a new service stub-out that is used to connect the meter to the system. The member was fined for this illegal connection, in addition to the service call-out charge. Please don't let this happen to you! Always be aware of what your plumber is doing.



Abominable Connection

Increase in Insurance

Entranosa provides yard line leak and repair/replacement insurance. Currently there are 3,548 members that pay into the leak coverage and 614 members that pay into the yard line repair/replacement coverage. Entranosa pays \$95,000/year in insurance premiums for this coverage, which pays out a maximum of \$1,000/claim for leaks and \$10,000/claim for yard line repairs or replacement. Last year there were over \$118,000 in claims, which has forced the insurance carrier to increase premiums by 25%. This increase will be passed on to the membership with the leak coverage increasing from \$1.85/month to \$2.31/month and yard line coverage increasing from \$4.50/month to \$5.63/month. These increases will become effective on June 1, 2023.

Please Change Our Mailing Address

Please change your bank's

online bill pay address to:

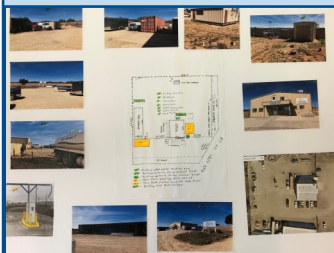
**Entranosa Water and Wastewater Association:
P.O. Box 561601
Denver, CO 80256-1601**

Entranosa will be closing the Albuquerque post office box in July. The delay in forwarding your payment to the Denver address means members could be subject to late payment fees. Those fees add up quickly.

Planning Improvements

Entranosa is working with Bernalillo County Planning Department to make some land use changes that will allow some new additions at the office location. Entranosa needs additional equipment and material storage, future expansion of the mechanical shop and a public meeting room. The original land use goes back to the 1980s as a special use permit.

Recent options are now available under the East Route Sector Development Plan. This planning process should take less than six months but it is critical for the future of Entranosa.



Plan Use Photo Board

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

Emergency: (505) 604-5935

www.entranosawater.com

**Hours: Monday 9:00 am - 4:30 pm; Tuesday - Friday
8:00 am to 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 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 5/25/23: 27 grains
Average Water Usage: May, 4,966 gallons (lowest in 6 years)
Average Monthly Bill: \$56

New Bill Credit Policy

The Entranosa Board and staff have been working on a Bill Credit Policy that addresses members large leaks that are not covered by insurance. In April, the Board approved a policy which allows staff to recalculate a large bill by lowering the rate charge to the Tier 1 rate of \$6.15/1,000 gallons vs the Tier 3 rate of \$10.47/1,000 gallons. During implementation of the Policy, staff needed additional clarification on criteria of eligibility, so during May's Board meeting the Policy was amended to include the following:

1. To be eligible for the Tier 1 adjustment, the members usage must be 10 times higher than the same month in previous year. If the member does not have more than a year's history, then it will be calculated on the average monthly usage.
2. Members can request a Tier 1 adjustment twice per calendar year.

The Tier 1 adjustment can be used independently or combined with filing a leak insurance claim.

Entranosa's Tier 1 rate is established based on the cost to produce 1,000 gallons of water, so Entranosa can not totally credit a members bill due to a leak on members' property. Members must be responsible for their yard line leaks, 90% of the leaks are from yard line hydrants, and secondary connections to other buildings or irrigation system connections. Every spring when members start using their irrigation systems is when Entranosa experiences extremely high leaks. Please watch for problems, —don't wait for "sticker shock" when you get your water bill!



Watch For Water Theivery

Entranosa has 832 fire hydrants in the

system. Each year Entranosa spends several thousand dollars on hydrant locks for remote locations. Our best deterrent is members keeping eyes open for anyone pulling water without a hydrant meter. Entranosa has limited locations where bulk and contract haulers can pull water from:

- Mountain Valley Road north of Frost Rd.
- Sedillo Hill near the 66 gas station
- Frost Rd. near Sandia Knolls,
- N14 across from San Antonito Elementary
- La Madera Road next to East Mountain High School.

If you see anyone pulling water from any other location, please take a picture and call us. Recently, the Entranosa Board of Directors increased the penalty for stealing water from \$500 to \$1,000.



Spring in the Field

Lunch time and there is

only one tree for operator Joseph Lesperance to rest under while working in the field. Spring weather can be a challenge for working outdoors, with warm temperatures moving quickly into rain, wind and even hail.



Major Leak Resolved

Entranosa has been extremely lucky over the

spring with very few mainline leaks. On this leak, System Manager Art Garcia had to use his skill with a jack hammer. This water line was sitting on a large rock for more than 20 years before it finally cracked an entire 20-foot section causing a huge leak. This leak caused the Sandia Mtn. tank to drop from 28 feet to 5 feet before crews could isolate and turn off the water. Power lines also made repairs tricky. Water was restored after a six-hour outage.



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

www.entranosawater.com

Emergency 505-604-5935