

# Entranosa Water News

January 29, 2016

**January Consumption.** Residential demand this month was about normal and averaged just under 4,400 gallons. In January 2015, average usage was just under 4,500 gallons and in January 2014 it averaged 5,300 gallons. Nominally, we expect February consumption to be about the same.

**Drought.** The US Drought Monitor, which can be viewed at <http://droughtmonitor.unl.edu> shows that our area remains in a “normal” drought condition (which is not normal!). The forecast through April 2016 is for ‘normal’ conditions across the State.

**Water Rates.** Your bill this month reflects a 3% rate increase on water – all other rates remain the same, including septic. These increases reflect the cumulative cost pressures from electrical power, regulation, maintenance expense for infrastructure, and other operational costs.

**Hardness.** We measured 16 grains of hardness at the office yesterday, but there are variations throughout the System. Hardness levels will range between 12 and 20 grains into early April, unless demands rise unexpectedly. A grain is equivalent to 17.1 milligrams per liter.

**Board Meeting.** The Board of Directors will hold its next monthly meeting (weather permitting) on the 3rd Thursday in February (the 18<sup>th</sup>) at 11:30 a.m. Should you wish to attend, please call to verify the date so we can make proper arrangements and notify you of changes that may occur (i.e. weather).

**Board Officers and Board Makeup.** The Board of Directors met in a regularly scheduled meeting in January and elected officers for this year. They are: Chair - Rik Thompson, Vice Chair - Paul Gorder, Treasurer - Lee Liggett, Secretary - Linda Barbour. Long time board member Steve Hicks has resigned, for personal reasons. Rob Baracker has been appointed to fulfill the seat for this year, and will stand for election at the next annual meeting.

**Leak Policy.** This April, we’ll be changing our leak policy and provide insurance coverage for every residential customer. The insurance will pay above average water bills, due to leaks on the customer side of the meter, up to \$1000, with no deductible and very few questions – once a year. There will be a monthly fee of \$1.65/month – each home is automatically included but you can opt out of the program by making a phone call. We will also be offering repair coverage for yard lines, from the meter to the foundation of the home – this coverage is \$4.00/month but you’ll have to register for it. More details will be included in our next two newsletters, and we’ll include a flyer in our mailing next month.

**Household Water Pressure.** Every year, in January, we run a blurb about pressure, the pressure reducing valves and check valves that we have on meter installations and the plumbing code requirement for expansion tanks. See the reverse side of the newsletter.

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

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

Hours of Operation:

Monday – Thursday 8:00am – 4:30pm

Friday 9:00am – 4:30pm

**Household Water Pressure and Cross Contamination.** *(we run this every year at this time, but it bears reiterating).* In areas where the mainline pressure exceeds 60 psi, we've installed pressure reducing valves (PRV) on each meter installation, as a courtesy, although the Plumbing Code places that responsibility on the homeowner. Additionally, each meter installation has a backflow prevention unit (a check valve) incorporated into it. The PRV regulates the pressure from the system to your property and prevents pressure spikes that may be generated by the water system (valves being opened and closed, hydrants slamming shut, or pumps coming on and off) from causing damage to your service line or your home; the check valve protects the water system from backflow contamination, or cross connections, that may occur in your home, from entering the public supply. **Restated - the check valve allows water to enter your home but not backflow into the main system, and it effectively creates an isolated pressure environment in your home. The Plumbing Code, since 1997, has required the installation of a small expansion tank in household systems (or other devices that relieve pressure), to diminish the affects of transient high pressure in your home, which may be created by heat generating devices (hot water heaters, boilers) that you may utilize. In homes without such an expansion tank, we have seen instances where household pressure increases 40 psi (or more) above the 'norm', which can cause some damage to your plumbing or appliances.** We encourage you to assess the needs of your home and consult a licensed plumber, if necessary. If you have symptoms of high pressure (leaky toilets, hot water heater valve popping, etc), **please give us a call** – we'll be pleased to check it for you. No charge.

### **Summary from our current 'leak policy' ..**

A member experiencing increased water usage due to a leak may seek a billing adjustment, by letter, to Entranosa. The letter should mention the leak, provide evidence of the repair and request an adjustment. Adjustments consist of flat rating the bill to our lowest tier and, in some cases, setting up extended payment plans. The policy is posted on our web site.

### **April 1<sup>st</sup> Changes to our leak policy**

On the first day of April, we will institute a new leak policy through which we'll cover the cost of excess water charges stemming from eligible plumbing leaks, up to \$1000. No deductible. Each residential meter will be enrolled in the program, but customers can opt out of participation (and coverage) by making a phone call. Claims are filed by phone.

We will also be offering a program which will repair or replace your yard line (from the meter to the foundation of your residence) – up to \$10,000, with no deductible and no annual limit. Enrollment in this program is voluntary and will cost \$4.00/month/meter. Enrollment prior to April 1<sup>st</sup> will start coverage on that day, enrollment after April 1<sup>st</sup> will require a 30-day waiting period. More, specific, information will be included our next newsletter.

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Call Before You Dig – 811 – It is the Smart Thing to Do and ...  
It is the Law

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