

Entranosa Water News

March 31, 2016

March Consumption. Residential demand this month was above normal, with the nice weather, and averaged just over 5,400 gallons. In March 2015, average usage was 4,200 gallons and in March 2014 was also 4,200 gallons.

Drought. The US Drought Monitor shows significant increases in the drought posture across the State, with 77% of the land area being ‘abnormally dry’ (including Bernalillo and Santa Fe County’s) and the remaining 23% of the State being in ‘moderate drought’. The forecast through June 2016 is for increasing levels of drought in the southwestern quadrant.

Hardness. We measured 24 grains of hardness at the office this morning, but there are variations throughout the System. Hardness levels will range between 18 and 29 grains this month and will increase in May. A grain is equivalent to 17.1 milligrams per liter.

New Well. We’ll be bringing on a new well this month, or so. We drilled it last summer, completed the transmission line and connected it to the system. The new well provides additional redundancy and reliability to the water supply and the water is much softer than most of our wells.

Board Meeting. The Board of Directors will hold its next monthly meeting on the next-to-last Thursday, April 21st 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).

Leak Adjustment Policy. On the 1st of April we’ll implement a new leak adjustment policy and provide insurance coverage for every residential customer. Coverage, under the policy, starts April 1st and it will cover the value of a water bill attributable to a leak during the coverage period, for up to \$1000 – with no deductible. A claim may be filed once every 12 months. The fee is \$1.65/meter. Each member can choose to opt out of the coverage. Again – coverage begins on April 1st. This program does NOT apply to commercial accounts. All commercial accounts should contact the office if they have a leak.

Yard Line Repair Insurance. We also offer repair coverage for yard lines, from the meter to the foundation of the home. This coverage is \$4.00/month but it is optional. You must choose to be covered – just call 407-8081 (there is a 30 day waiting period).

Account information (phone or email) There are times when we need to contact you about a water outage or other water related issue. About 75% of contact info is current, which may make it difficult to contact you in a timely fashion. Please help us by updating your contact information, as it changes.

Household Water Pressure. If you have symptoms of high pressure, we’ll be glad to check – please call the office.

Call Before You Dig – 811 – It is the Smart Thing to Do AND It’s the Law

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

www.entranosawater.com

Hours of Operation:

Monday – Thursday 8:00am – 4:30pm, Friday 9:00am – 4:30pm

AutoMatic Draft for Billing. You might consider registering for the automatic draft program – there isn't a fee and it removes the opportunity for a payment to be delayed in the mail. Please call the office for details.

Leak Adjustment Policy Changes

Our new leak adjustment policy and yard line repair insurance go into effect on April 1st. We included a flyer in the billing statement you received in early March and you can best obtain details by calling the 'help line' – (505) 407-8081.

The policy revision applies to residential users only (at this time). Every residential meter is included in the policy (along with the fee), but owners can choose to opt out of the program by calling the 'help line' (it is in service, now). The monthly fee is \$1.65 per meter and provides leak adjustment coverage up to \$1000.

Yard Line Repair Insurance Coverage

Each member can choose to obtain coverage under this program for yard line repairs and replacement. The coverage applies to your yard line between our meter and the foundation of your dwelling. The monthly cost of this coverage is \$4.00/month. The program covers up to \$10,000 per incident, without deductible and there is no annual limit. Included is repair of paved surfaces, \$500 for basic site restoration and \$500 for private, paved surfaces – like a driveway. There is a 30-day waiting period after April 1st. Please call (505) 407-8081 to enroll, or with questions.

Renters or Tenants

If you are a renter, we provide water service for the member (as we are a membership organization). To opt out of leak adjustment coverage or opt into yard line repair coverage, the member will need to advise us. In the event bills aren't paid, we ultimately hold the member as the responsible party. Disputes are between the member (landlord) and the tenant. Entranosa will not pursue claims against renters. We set up accounts (as a courtesy to our members) for customers that are renting homes served on our system, and the owner is the primary contact for any issues arising with regard to water bills or leaks.

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