

Entranosa Water News

February 28, 2017

February Consumption. Residential demand this month was slightly higher than normal and averaged just under 4,700 gallons. In February 2016, average usage was just under 4,300 gallons and in February 2015 it averaged 4,100 gallons. Nominally, we expect March consumption to be slightly higher, as the weather improves.

Drought. The US Drought Monitor of February 21st shows that our area remains in a “normal” drought condition (which is not normal!). The forecast through May 2017 is for ‘normal’ conditions across the State. There are various reports in the weather community about our entering a ‘wet decade’. We’ll see.

Hardness. We measured 11 grains of hardness at the office yesterday, but there are variations throughout the System. Hardness levels across the system will range between 10 and 15 grains during the month of March, unless demand rises unexpectedly. A grain is equivalent to 17.1 milligrams per liter.

Board Meeting. The Board of Directors will hold its regularly scheduled monthly meeting (weather permitting) on the 4th Thursday in March (the 23rd) at 11:30 a.m. at the Entranosa Office. Should you wish to attend, please call to verify the date and time so we can make proper arrangements and so we can notify you of changes that may occur (i.e. weather).

PLEASE – we request that you stay out of our meter can that serves your property ... call us if there is a need to get into the can. **PLEASE** – install a shut off valve somewhere outside the meter can – one that you can access without getting into the meter can. We’re asking this because of the components inside the can may be damaged by homeowners and, unfortunately, some plumbers, unfamiliar with the components. We bill the member for damages.

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 – Lee Liggett, Vice Chair - Paul Gorder, Treasurer – Dennis Hodges, Secretary – Rob Baracker. The general members of the Board are Rik Thompson, Linda Barbour, and Skip Mead.

Leak Policy. As a reminder – every residential connection has leak payment coverage, up to \$1000, if they have not declined it. Commercial members are subject to our previous leak policy in which we flat rate the usage. Additionally, members have the option of participating in line repair and replacement coverage under which leaks in the yard line, between the meter and the foundation of the home, are either repaired or replaced. Contact the Entranosa Office for details

Household Water Pressure. At least twice every year, we run a blurb about household water pressure, the pressure reducing valves and check valves that we install on our meter settings, along with the plumbing code requirement for expansion tanks. See the reverse side of this newsletter.

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

Household Water Pressure and Cross Contamination. *(we run this every January ...).*

The large majority of our service installations are in a high pressure area. We've installed a pressure reducing valve (PRV) on our service installations in areas with more than 60 psi in the water main. Additionally, every service 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, that may occur in your home, from entering the public supply. ***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 that is 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.

This is an excerpt from our 'leak policy' ..

Residential. Each residential member will be automatically billed a monthly fee for each meter covered under this program policy, but each member has the option to opt out. The program will cover the 'cost of water' associated with a leak, once a year, for up up to \$1000 (normal/average usage remains the obligation of the member/customer). For larger leaks, with water bills over \$1000, Entramosa will flat-rate the remaining gallons of the leak at the first tier rate in affect during the duration of the leak. Those who choose to not participate in the program will be eligible for a flat rate adjustment for water above the \$1000 threshold plus their average bill.

Upon discovering and correcting a leak, a participating member should call the Entramosa ServLine phone number, report the leak, and tell them the amount of the bill. Entramosa will calculate the average/normal bill for the identified period of the leak – up to three months - and discount the water bill up to \$1000 above the value of the average or normal monthly bill (for that member). For bills in excess of the \$1000 coverage, evidence of repair must be provided to Entramosa along with a written request to flat rate the balance of the water bill.

Leak coverage is available on a rolling 12 month basis – for example, a leak is reported on June 2nd, an adjustment will be provided, and the member is not eligible for another leak adjustment until June 2nd of the following year.

Commercial. Commercial members of Entramosa may request a leak adjustment in writing, from the Entramosa Business Manager. The Business Manager will request documentation and/or a statement that the leak has been fixed and then flat rate the usage to the first tier billing rate employed by Entramosa during the period of the leak, for up to three months duration. This adjustment is available once each year.

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