

Entranosa Water News

Wishing You Happy Holidays

November 30, 2017

Residential Usage in November. Residential demand this month was just over 5,000 gallons. In November 2016, residential usage was just over 5,100 gallons, and in 2015 it was just over 4,200 gallons. As always – use what you need ... no more, and no less.

Hardness. We measured 18 grains of hardness at the office on November 29th, and (based on pumping) it has averaged 21 grains throughout the month (a grain is approximately 17.1 milligrams per liter). In December, we expect hardness to range in the mid to low teens.

Office Closure: The office will close on, **December 25th and 26th**, Open December 27th at 8 a.m. We'll also be closed on **Monday, January 1st**.

Drought Conditions. Our drought condition remains 'normal'. The seasonal outlook through the end of February is for a 'normal' condition (not sure what that is, any more ...) with increasing chances of drought in the western counties of the State, and persistent drought around Gallup.

Beware of Some Payment Services. Several of our members have reported using an online payment service located at www.Doxo.com and we have not received payments through those channels. The Attorney General Consumer Protection Division is interested in these kinds of enterprises. Call 800-678-1508 for information or go the AG web site, www.nmag.gov/consumer-complaint to file a complaint, if deemed appropriate. One way to avoid these issues is to sign up for auto-draft, for which there isn't a charge. Contact the office for details (505)281-8700.

Contact Information, Email address and phone number. If you haven't updated your contact info since you joined Entranosa, please do so. We do NOT provide this information to outside sources, and there are times we need to contact you.

Payments. To help ensure payments are received on time, consider our **Auto Draft** service. There is **No Charge** for **Auto Draft** service and it provides a higher level of security than sending a check by mail, it's less expensive, and ensures that your bill is paid on time with processing delays. We offer credit card payments online at www.entranosawater.com but there is a \$3.00 service fee for that payment method.

Consumer Confidence Report. Our latest, annual, report is on our web site and the link is:

<http://ccrwater.net/entranosawater-25652>

You may request a hardcopy from the office - we'll be happy to mail it to you.

Thermal Expansion Tanks. An expansion tank is used to protect closed (not open to atmospheric pressure) water heating systems and domestic hot water systems from excessive pressure. The tank is partially filled with air, which cushions shock caused by water hammer and absorbs excess water pressure caused by thermal expansion. As a safety measure for the public water supply, our meter installations include a check valve that prevents water from your home being drawn back into the water mains, which is sometimes called a 'Non-return device'. This creates a closed pressure system in your home in which heat generating devices (like a hot water heater) can cause water in your plumbing to expand (when the heater is on) and increase the pressure in your home. Starting in 1997, the Uniform Plumbing Code required that expansion tanks be installed to absorb the pressure, and release it, as necessary. More information on the back of this page. **Call 811 BEFORE You Dig – It IS the Law.**

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

www.entranosawater.com

Office Hours of Operation: Monday – Thursday 8:00am – 4:30pm, and Friday 9:00am – 4:30pm

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