

Entranosa Water News

HAPPY NEW YEAR!

December 29, 2017

Residential Usage in December. Residential demand this month was just under 4,400 gallons. In December 2016, the average residential demand was just under 4,100 gallons, and just under 5,300 gallons in 2015. In 2014 it was 4,900 gallons. As always – use what you need ... no more, and no less.

Hardness. We measured 13 grains of hardness at the office on December 28th, and (based on pumping) it has averaged 12 grains throughout the month (a grain is approximately 17.1 milligrams per liter). In January, we anticipate that hardness will rise slightly, but remain in the range of 11 to 14 grains.

Board Meeting. The Board of Directors will meet at 11:30 a.m. on Thursday, January 18th at the Entranosa office. Please contact the office if you'd like to attend, so we can contact you in the event there is a change due to weather, or other circumstances.

Change in Staff Leadership. The Board has previously announced the retirement of 20-year CEO John L Jones at the end of this year. He will be replaced by Jack Crider - Jack has had a home in the east mountains for four years, and brings more than 20 years experience managing shipping ports on the west coast. He will assume full duties on January 1st.

Drilling a New Well. We're drilling a new well, deep in the northern half of the Estancia Basin, and we plan to bring it online in the Spring. This well will be our eighth operational well and improves our reliability and long term sustainability.

Drought Conditions. Our drought condition remains 'abnormally dry, along with 70% of the State. The seasonal outlook through the end of March is for a 'drought development likely' condition across the State, with developing drought conditions along the Arizona border.

Bill Payment Information. To help ensure payments are received on time, please consider our auto draft service. The service 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 without mail or processing delays. We offer credit card payments online at www.entranosawater.com but there is a \$3.00 service fee for that payment method. There is no charge for the Auto Draft. If you use an independent, web based, bill paying service, please ensure that they have an agreement with us – we've had a couple of complaints about DoXo not forwarding payments to us.

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.

Office Closure. The office will be closed on Monday, January 1st and reopen at 8 A.M. on Tuesday, January 2nd. Should you have a water emergency during that time, please call (505) 604-5935.

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

Household Water Pressure and Cross Contamination. *(we run this annually, about this time of year).*

A large number of our service installations are in high pressure areas. While the Plumbing Code places responsibility for managing household pressure on the home owner, we've been installing pressure reducing valves (PRV) on our service installations (in areas with more than 60 psi in the water main) as a courtesy for almost 30 years. The PRVs are mechanical devices that WILL fail, so we have them on a five to eight year replacement cycle. 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.

Both the PRV and the check valve allow 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 relatively small expansion tank in household systems (or other devices that relieve pressure), to diminish the effect 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 to \$1000 (normal/average usage remains the responsibility of the member/customer). For larger leaks, with water bills over \$1000, Entranosa will flat-rate the remaining gallons of the leak at the first tier rate in effect 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 Entranosa ServLine phone number, report the leak, and tell them the amount of the bill. Entranosa 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 Entranosa 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 Entranosa may request a leak adjustment in writing, from the Entranosa 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 Entranosa during the period of the leak, for up to three months duration. This adjustment is available once each year.

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