



ENTRANOSA WATER NEWS

Committed to Providing Safe, Clean Water to All Our Members
Since 1981




November

A MONTHLY PUBLICATION
FROM YOUR WATER AND WASTEWATER ASSOCIATION

2023

Yard Line Questionnaire

In last month's newsletter, members were told they would receive a prepaid postcard questionnaire about their yard line. However, due to the costs of a prepaid postcard along with the importance of the information, the Entranosa Board has decided to send a letter questionnaire along with a \$5 dollar bill credit for members who return the questionnaire. If members do not know the type of material used in their yard lines please check the "unknown" box. We will follow up with a visit to your property to make that determination for you.

 1330 Hwy 333
Tijeras, NM 87059
(505) 281-8700

October 27, 2023

Dear Entranosa Water Customer,

The new Federal/State rules for copper and lead pipes require Entranosa to inventory all pipelines in the system, including Customers' yard lines. While Entranosa is fairly confident that 100 percent of the lines are polyethylene, that might not be the case for some Customers' yard lines. The goal of the new rule is to eliminate as much lead as possible from the drinking water. Lead and copper enter the water system through plumbing pipes and components.

Entranosa needs your help to inventory all pipes in the system and provide a report by March 2024. Please answer the following questions and drop this letter in the mail or drop it by the office. Thank you for your help.

Answer questions only for your yard line that connects from Entranosa's meter to your home. Do not include any secondary connections.

All Entranosa customers that return this form will receive a \$5.00 credit on their bill

Name: _____

Physical Address: _____

Your yard line is built: _____ Entranosa Account Number (if known): _____

Please check the box next to the type of pipe used in your yard line:

| | | |
|-----------------------------------|--|--|
| <input type="checkbox"/> PVC pipe | <input type="checkbox"/> ABS pipe | <input type="checkbox"/> Ductile / Iron Pipe |
| <input type="checkbox"/> CPVC | <input type="checkbox"/> Copper pipe | <input type="checkbox"/> HDPE |
| <input type="checkbox"/> Pex pipe | <input type="checkbox"/> Galvanized pipe | <input type="checkbox"/> Other _____ |
| | | <input type="checkbox"/> Unknown |

Please return form to: Entranosa Water • 1330 Hwy 333 • Tijeras, NM 87059

Yard Line Insurance Options

Entranosa Water has partnered with the trusted Service Line Warranties of America (SLWA) to help homeowners learn about service line protection and their responsibilities for the water lines that service their homes. Water line problems are common and expensive. Homeowners can protect themselves and their property from water damage by purchasing optional insurance. For as little as \$5.25 a month, members can purchase insurance through this organization. You can request information on the program from Entranosa Water or speak to a company representative at SLWA directly by calling 1-866-922-9006. You can also visit the website at www.slwofa.com.



Wells Renamed for Access Roads

During October's Board meeting, the Board decided to rename central valley wells to coincide with the adjacent roads. New wells S-3 will become Valley Irrigation well, S-4 will become Dinkle Well, Freedom 2 will become Boomer well and Freedom 1 will become Stanley well.

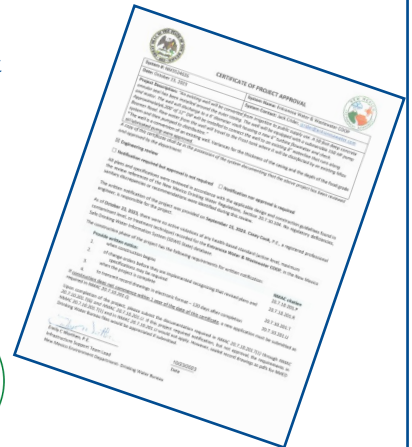


Wells will be easier to identify



Well Earns Certification

The Drinking Water Bureau of the New Mexico Environmental Department has approved S-3, now called the Valley Irrigation well, for approval. Entranosa will start construction soon with an expected completion early next year. Development costs are going to be approximately \$200,000.



Hours Change

To better accommodate our members and staff, starting November 13 till March 31, the office winter hours will change from 8 am to 4:30 pm to **8:30 am to 4 pm**. We appreciate your patience with the seasonal hours change. **



Entranosa Water & Wastewater Association
Office: (505) 281-8700

Emergency: (505) 604-5935

www.entranosawater.com

Hours: * Monday 9:00 am - 4:30 pm; Tuesday - Friday 8:00 am to 4:30 pm

Entranosa is an equal opportunity employer

Water outages - Call the duty operator at 505-604-5935 24/7.

- ◇ Reliably supply quality drinking water at a reasonable price to our membership, such that the Association is self-sustaining
- ◇ Promote water conservation
- ◇ Provide leadership for our Community concerning water and wastewater issues
- ◇ Protect our ground water resources through environmentally responsible business practices
- ◇ Pursue water & wastewater service opportunities in the East Mountain and Estancia Basin Regions

**ENTRANOSA'S
MISSION
STATEMENT**



ENTRANOSA WATER NEWS

*Committed to Providing Safe, Clean Water to All Our Members
Celebrating 40 Years of Service*



Water Hardness Reading as of 10/23/23: 22 grains
Average Water Usage: October, 8,602 gal. ; Sept. 9,316 gal.
Average Monthly Bill: \$87

Sale on Gauges!

November special on pressure gauges for \$5 and we pay the tax! (One gauge per member.) This a 50% discount. Recently, we had a member with a three-year-old home have high pressure issues, which may have damaged the water softener. The homeowner had never installed a pressure reducing valve, as required for new construction and had never checked the pressure at the hose bibb. The member filed a claim on their homeowners' insurance, which was forward to Entranosa. These claims have no merit and we have successfully defended these claims multiple times. The members' water contract, the membership agreement and Bylaws state: "The member hereby releases the Association from all claims for damages and agrees to defend and hold harmless the Association." All these problems can be avoided by checking the pressure at the hose bibb and calling Entranosa if pressure exceeds 80 psi.



Pressure Gauge

Supply Chain Issues Continue

meter functioning correctly is an "S curve" pipe that connects the meter to the pressure reducing valve or PRV. The "S curve" pipes are back ordered until next year, so Entranosa tried to find an Albuquerque machinist who could make the part. One of Entranosa's staff is an extremely talented fabricator, but no one could make the 180-degree curve necessary for the "S curve" pipe. Entranosa created a "wanted poster" and posted to a water operators' website. Lo and behold the power of the internet: Within one hour, a water operator in Kansas City called her supplier and found 50 "S" curve pipes and made a quick \$500 and Entranosa got an infusion of "S curve" pipes. Happy ending.



Out with the Old, In with the New

Entranosa has begun

identifying old meters for replacements. The new-generation, ultrasonic meters have no moving parts and nothing to wear out or slow down. Members who receive a new meter should expect a 10 percent increase in volume, as the old meters would slow down over time.

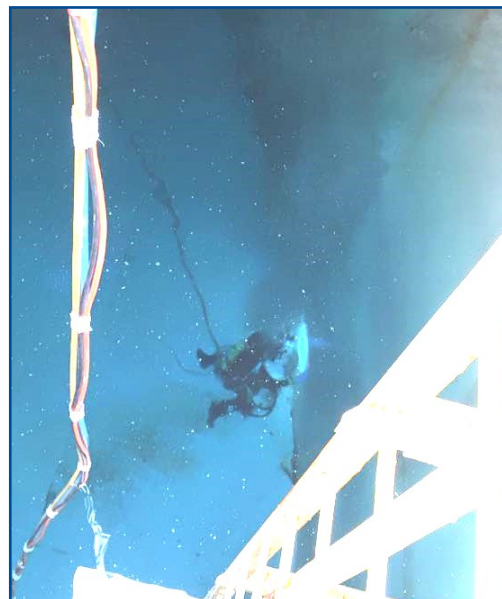
New Ultrasonic Meter



Cleaning "House"

Entranosa is having our water storage

tanks professionally cleaned by Rubicon Divers of Mesa, Arizona starting the week of November 6-10. At worst, members might notice some cloudy water during this period. The divers and equipment are both chlorinated so there is no reason for concern.



Entranosa's Board of Directors

Chair: Dennis Hodges **Vice Chair :** Linda Barbour **Secretary:** CJ "Skip" Mead **Treasurer:** Robert 'Rob' Baracker **Members:** Paul Gorder, Joelle Hertel, Rik Thompson

Office 505-281-8700

www.entranosawater.com

Emergency 505-604-5935