

# Entranosa Water News

December 29<sup>th</sup>, 2006

**Water Hardness.** We're solidly into our winter pumping cycle, meaning production is down considerably and the source of our water is generally much softer. The hardness at the office today was 14 grains, and that is reflective of the system. We anticipate that our hardness will remain in the range of 11 to 15 grains through March of 2006 – and we'll let you know if that changes.

**Winter - It IS HERE!** Duh. We've had about a dozen calls concerning frozen lines or meters – fewer than we thought there would be. In most cases, these were newer homes where the contractor failed to protect the meter can or where they'd installed a regular yard hydrant (not a frost-free) – the hydrant froze and the 'frog' worked its way into the lines and blocked them. Occasionally, this can cause damage to the meter. This may seem obvious – but where a water line is exposed to the weather – it **will** freeze during the winter, and the result is rarely positive. If you don't have water – please call.

**Holiday Operations.** The office will be closed on Monday, January 1<sup>st</sup> and we'll be open on Tuesday the 2<sup>nd</sup>. Should you need assistance, you can leave routine messages on our answering machine (281-8700) but if you need emergency assistance (i.e., you don't have water), please can contact our duty man at 604-5935. We hope you have a pleasant and safe New Year.

**Rate Review.** In recent months, you've most likely heard about rate hikes for water obtained from Thunder Mountain, Independent Utility, and American Water in Edgewood. Given the cost of materials, fuel, labor, medical insurance, power, and practically everything else ... an increase in the cost of water is almost inevitable. We've been fairly consistent in our water pricing over the years. Our price for water has risen 12.6% since 1990 and we've been able to use technology to help offset the increasing costs of operating the system. We've conducted in-house rate reviews in years past and those have resulted in two rate hikes in the past 17 years. The Board of Directors has undertaken a comprehensive rate review, to be conducted over the next three months, that examines all facets of our operations (water and septic). While we can't prejudge what the outcome will be ... you should anticipate that the result will most likely reflect that an increase is needed to sustain daily operations. Don't panic ... the members of the Board are served by the system too.

Don't forget to carry a shovel, a cell phone, a non-alcoholic drinking fluid, and a blanket in your vehicle; keep at least a half-tank of fuel in your vehicle to reduce condensation and diluted fuel.



May the New Year Bring you Joy.



Best Wishes From all of us at Entranosa.



**CALL BEFORE YOU DIG – IT IS THE LAW. 260-1990**