

Entranosa Water News

November 26, 2008

Weather. Most weather sources we've read indicate that the late fall and winter will be 'normal' – and we never know what that means. Remember the low temps and lack of snow in January '08. We included Winter Water tips in our September newsletter. We continue to find lids off of meter cans – PLEASE call us – we're pleased to replace them, especially before we get a hard freeze. Frozen meters are bad juju.

Hardness. We are in the late fall / winter mode and while water hardness varies around the system (somewhat), it is averaging between 12 and 15 grains (a grain is approximately 17.1 milligrams per liter). We'll range between 10 and 15 grains throughout the system until March.

November Consumption. Household demand remained relatively low this month and averaged about 4,570 gallons per dwelling. In 2007, the residential average was 5,400 gallons, and in 2006 it was 5,680 gallons.

Board Meeting. The Board of Directors will hold its monthly meeting on Thursday, December 18th. Should you wish to attend, we simply request that you contact the office so we can make proper arrangements.

Rates. The Board has completed its analysis, with the help of an outside consultant. The reverse side of this newsletter discusses our rates, but in summary – our rates will change in January and we'll implement a 5% rate increase on water, increase our monthly standby and admin fee by \$1, the monthly septic management fee will increase \$0.60/month for those on a three-year plan, and our fee for late payments will increase to \$10. The bill you receive at the end of January will reflect the new rates.

New Phone System. We have a new phone system – a human will still answer, but you can now leave voice mail for individuals. For emergency calls – you'll no longer need to call additional numbers – just listen to the message and press the button.

Sanitary Inspection. The New Mexico Environment Department conducted their triennial sanitary inspection earlier this month. It took two full days – they inspected every well, every tank, every pump ... it was VERY thorough. There are a couple of things they've asked us to do, but there were no material shortcomings.

Holiday Closing. We will be closed for Thanksgiving (27 & 28 Nov), and for Christmas (noon on Dec 24th and all day the 25th). If you have a water emergency, you may contact our duty man at 604-5935 or through the office (281-8700). We hope you have a joyous, and safe, holiday.

 *Merry Christmas, and May the New Year Bring you Joy.* 
 *From all of us at Entranosa* 
 *Call Before You Dig – dial 811* 

Entranosa Rates

(implemented with billing at the end of January)

No one likes a rate increase – not even your neighbors that serve on the Entranosa Board of Directors ... but such things are ‘facts of life’. This is the 4th increase to our operational rates enacted by the Entranosa Board since 1990, and it reflects a cumulative increase of 26% over that time. The pressures of the cost of power, fuel, labor, training, and monitoring requirements on our expenses are irresistible. We’ve successfully used technology and work practices to make ourselves more efficient, which helped defer some rate hikes in the past – but we’ve done about as much as we can there, for now.

In the past, we’ve conducted our own rate studies in-house ... this time we hired a consultant and provided him with everything he requested – policies, costs, operational history, projections, etc. His written report to the Board validated that we’d done a good job in setting rates, and in controlling costs and taking steps to minimize the need for rate increases, and he provided some reasonable recommendations.

After much deliberation, the Board accepted some of those recommendations completely, and modified (reduced) others. The results are: The ‘water’ portion of your bill will increase 5%, and for the first time in 19 years we’re going to increase our monthly administrative and standby fee from \$15 to \$16; due to the increased cost of septic pumping and disposal, we’ll increase our septic management program fee 12% - for those on a three year cycle, your bill will increase from \$5/month to \$5.60/month. Based upon the recommendation of the consultant, and the rationale he provided, the Board decided to increase the late payment fee from \$5 to \$10.

The cost of water, up to 9,000 gallons per month will go from \$3.60/thousand to \$3.78/thousand; the cost of water between 10,000 gallons and 20,000 gallons will go from \$4.90 to \$5.15 per thousand gallons per month, and the cost of water from 21,000 gallons and up will go from \$6.20/thousand to \$6.50/thousand. The impact of those rates are reflected in this table.

Gallons Per Month	Old Rate	New Rate	Increase
No Usage	\$15.00	\$16.00	\$1.00
6,000	\$36.60	\$38.68	\$2.08
10,000	\$52.30	\$55.17	\$2.83
15,000	\$76.80	\$80.92	\$4.10
21,000	\$107.50	\$113.17	\$5.67
30,000	\$163.30	\$171.67	\$8.37