

Entranosa Water News

June 30, 2008

Holiday. Independence Day is this Friday ... have a safe, and pleasant celebratory time – and pause for a moment to think of the 8500 patriots that lost their lives in the Revolutionary War, and the 1.2 million Americans who have since placed their lives on the altar of Freedom. In honor of the holiday, our office will be closed on Friday the 4th.

June Consumption, Drought Forecast, and Weather Conditions. The average residential consumption followed the seasonal trend and increased during June. The average residential usage was 9,615 gallons this past month – last year, it was 8,841 gallons. If you believe your billed usage is higher than what you've used – give us a call and we'll be pleased to check for a leak – but keep in mind that if you left the hose on overnight, you could easily have used 24,000 gallons.

Drought Forecast, and Weather Conditions Even though a little rain helps ... The US Drought Monitor from June 24th shows that our area is now 'abnormally dry'. Regardless of the current condition, remember that we live in a highland desert – be aware of how you use your water and use what you need ... no more, and no less. The rain this past weekend is a harbinger of the approaching monsoon season, which is predicted to be 'normal' - not as intense as two years ago.

Rate Increase. We are still examining our rate structure, but you should anticipate a rate increase that would go into affect later this year.

Board Candidates and Annual Meeting. The Association is seeking candidates to run for three positions on the board of directors this year. Please consider this opportunity to serve your community and the Association – it takes a little time, but the main requirement is common sense and a willingness to serve. Nominations should arrive at the Entranosa office no later than the close of business on Monday, August 4th. The annual meeting will be held on **Tuesday, September 23rd** at the Mountain Valley Church, near Mountain Valley Road and I-40.

Leak Adjustment Policy. A copy of our leak adjustment policy appears on the reserve side of this newsletter. The latest version is much more formal than in the past, which has both merits and demerits. Should you have questions, call John at the office.

Annual Water Report. Our annual Consumer Confidence Report has been mailed – it goes to all users on the system, not just members. You should have received it by now, but, if not - please contact the office so we can verify the mailing and, if you wish, we'll send out another.

Call Before You Dig

New Mexico One Call

260-1990 or 811

Leak Adjustment Policy

Entranosa utilizes a three-tiered rate structure to encourage conservation and to help offset increased wear and tear on pumps and motors, as well as increased demand charges for electricity. The rate structure means that as members use more water per month, the rate per unit of water goes up. Based upon the average use in our area, which is significantly less than use in municipal areas, the policy appears to be effective in encouraging conservation.

Leaks. Entranosa may, upon written request by a “member” (hereinafter referring to a member of the Association or the tenant of a member) which is supported by repair bills or other appropriate documentation, adjust monthly water bills driven higher by the loss of water due to circumstances beyond the control of the member such as mechanical malfunction, blind leak, theft of water, vandalism, unexplained water loss or other unusual or emergency conditions (hereinafter “water loss”). Adjustments shall not be made for faucet leaks, nor will adjustments less than ten dollars be accommodated.

Billing adjustments due to water loss consist of lowering the bill for water to the first (lowest) tier, and the option of a payment plan. In the event Entranosa determines that water loss may have been associated with high pressure due to failure of a pressure regulator belonging to Entranosa, the member may file a claim with Entranosa.

- a. A determination of whether an adjustment is granted shall be made at the sole discretion of the Administrative Manager, and shall be final. Bills that have been adjusted and still exceed \$1,000 may be appealed to the Chief Operating Officer if the member can provide evidence that the payment of the bill would result in a financial hardship for the member. Only the portion of the bill calculated to be due to the water loss may be appealed. In making a determination, the Administrative Manager and the Chief Operating Officer may take into account the cause of water loss, the member’s opportunity (if any) to detect it, any negligence or fault of the member in connection herewith, and the promptness with which the water loss was discovered, stopped, and repairs made.
- b. The following considerations will be reviewed to calculate the adjusted value of a bill associated with water loss:
 - 1) The meter was operating properly.
 - 2) There was no evidence that the water loss was due to negligence or intentional act of the member.
 - 3) The member took prompt and reasonable action to ascertain the cause of the water loss and to correct it, after being notified. “Notified” can consist of billing documents, letter, door hanger, phone call or other means, and “prompt” means that the member initiated corrective action within 48 hours of discovering, or receiving notice of, the water loss.
 - 4) The member asks for an adjustment, in writing, and provides proof of repair within 20 days of the billing date for the period in which the water loss occurred.
- c. The amount of the water loss will be determined by Entranosa using the average metered quantity delivered in the previous month and the corresponding month in the two previous years (if available). Additional data sources may be utilized if available and deemed appropriate by Entranosa.
- d. No adjustment shall be made for a charge, surcharge, or fee which is not based on the quantity of water delivered, such as the septic program fee or administrative fee. Late fees may be waived if determined appropriate by Entranosa.
- e. Water loss adjustments will be limited to no more than three consecutive billing periods and will also be limited to one adjustment every twenty-four (24) months. The 24-month period begins with the billing period following the billing period for which a water loss adjustment was made.