

Entranosa Water News

December 31, 2009

Weather. Been a little chilly, eh? We've taken a few calls of 'no water' the past 10 days (or so), but surprisingly few. We had one frozen meter and the rest were frozen service lines near the home or in the garage. While not a water conservation measure, one way to help keep lines from freezing at night (other than protecting them) is to slightly open a faucet or two and create a regular drip (catch it in a pan and water plants with it, or give it to the animals the next day) – this will normally create enough flow to reduce the opportunity for stagnate water to freeze.

Hardness. We are in the winter mode of operations now and hardness has dropped to an average of 11 grains, based on our tests this past week. The tests varied from 10 grains to 14 grains of hardness (a grain is approximately 17.1 milligrams per liter). We anticipate a range between 10 and 15 grains throughout the system until March.

December Consumption. Household demand remained relatively low this month, although our 'meter reading month was 34 days. The average household meter used 5,540 gallons this month, or 163 gallons per day (slightly more than December '08).

Board Meeting. The Board of Directors will hold its monthly meeting on the 3rd Thursday in January at 6:15 p.m., weather permitting. Should you wish to attend, please call to verify the date and so we can make proper arrangements.

Changes in Billing. We're making a change to how we handle billing, starting with the payment for the January bill, which you'll receive around February 1st. Our regular address for correspondence remains the same – see the reverse side for more information.

Various Meetings of Interest? The Estancia Basin Water Planning Committee will hold a meeting on January 14th, at 6 pm, at the Edgewood Soil & Water Conservation District office in Moriarty to present the final draft of their updated Regional Plan. Bernalillo County will host a meeting at Vista Grande Community Center, on January 14th, at 5:30 p.m. to discuss the current status of the North 14 Sector Plan.

Holiday Closing. We will be closed on New Years Day, and open on Monday, January 4th. If you have a water emergency, you may contact our duty man at 604-5935 or through the office (281-8700) emergency message system. We hope you have a joyous, and safe, holiday.

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

Change in Billing Process

On Monday, February 1st, we will have a new address to mail payments:

Entranosa Water & Wastewater Association
Dept 2465
PO Box 122465
Dallas, TX 75312-2465

This is a mailbox at which our bank will pick up payment, process them and deposit them daily. If you have an automatic payment set up (in which you direct the bank to send payment) be sure to change the mailing address. The new mail box is operational now, but our official change-over date is February 1st.

General correspondence with questions, praise, criticism, etc., should continue to be mailed to our office, and our phone numbers remain the same:

Entranosa Water & Wastewater Association
1330 State Highway 333
Tijeras, NM 87059

In March of 2010, you'll be able to securely access your bill online and see up-to-date information about your account. Until that time, you'll just see the amount billed on your last billing statement. In review – you have several payment options:

Automatic withdrawal from your account, in which you have, or will, authorize us to automatically draft your bank account to pay the monthly water bill. To choose this option - we have a form on our website that you can download (“Pay online” button), you can ask us to mail you a form, or come by the office. We process such payments on the 5th and 15th of the month (your choice), and you will still receive a statement in the mail showing the amount to be drafted.

Directed Payment, in which you direct the bank to make payment on a selected schedule or at a time of your choosing.

Payment online, by credit card or electronic check.

Payment by Phone, in which you can call the office and pay by credit card. In February, we will have a toll-free number to provide you the ability to pay 24/7, at your convenience. We'll include that number in our billing statement, place it in the newsletter, and you'll be able to find it under ‘Contacts’ on the web site.

Payment at the office – you can still drop off payments at the office, use a terminal to make credit card payments, chat with the staff and drink coffee.

We hope the increased flexibility is helpful - there are small fees for online payments, and be believe that the most convenient and least expensive option is to choose the automatic withdrawal or directed payment..