



ENTRANOSA WATER NEWS

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



March

A MONTHLY PUBLICATION
FROM YOUR WATER AND WASTEWATER ASSOCIATION

2023

Septic Program Closeout— Continued

Entranosa's staff and

management would like to apologize to our membership for the slow pace of the septic program closeout. Only 1,000 letters out of 2,400 have been sent out to members regarding their status in the septic program. We ask the membership to be patient through this process as settling these accounts is a monumental task. There are three categories of settlement: **1)** members with less than \$185 in their accounts will be offered reimbursement or a water bill credit; **2)** members with \$185 or more in their account will have an additional option of getting pumped; **3)** members with high account balances will be referred to the Board of Directors administrative committee for a final decision as the member could be in violation of their water contract and Bylaws. The next series of letters will be mailed to members in category 2. Members who would like to be pumped, and have more than \$185 in their account. Entranosa must approve the pumping, as we have settled a member's account to find out later that the member got pumped.



Monitor Water Pressure

Avoid future

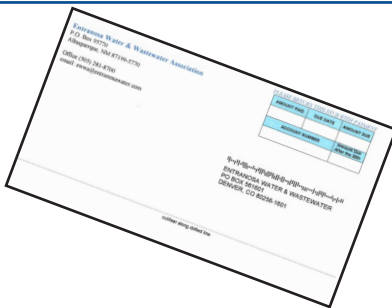
issues with your water system by remembering to periodically check your water pressure at the hose bibb. Call Entranosa if your pressure exceeds 80 psi. High water pressure can damage your appliances.



Bank Change!

As we switch

from Century Bank to US Bank, members who use their bank's online bill pay will need to update the address for payments. **Address:** P.O. Box 561601, Denver, CO 80256-1601.



Freeze Warning Ahead!

As winter temperatures continue to fall, members might wake up one cold morning without water. If that happens, do not pour boiling water into your meter! That presents a potential for cracking the freeze plate and meter glass. Such damages caused by the member will be charged to the member for the repairs. If you are without water, please call the duty operator at **505-604-5935**, to investigate. If your meter is frozen, the operator will slowly warm the meter and restore water.



Hazards of the Job

Entranosa's field crews face a difficult job on a daily basis, especially during the winter. Please don't make their jobs more difficult by booby trapping – intentionally or not – the area in and around the meter can. Either of



Broken Glass— Not Good

these scenarios could have caused an injury to our operators. Please don't get into our meter cans - call us for help.



Water in the Meter Can - Not Good

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

Water outages - Call the main office 24/7 505-281-8700 option #2; or call 24/7 duty operator at 505-604-5935

- ◇ 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**



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Celebrating 40 Years of Service*



Water Hardness Reading as of 2/ 22/ 23: 22 grains

Average Water Usage: Feb., 4,333; Jan., 4,477 gallons

Average Monthly Bill: \$51

Wells Out of Commission

Three of the five wells in the

central Estancia Valley are down for repairs in preparation for the spring pumping season, so the west valley wells are pumping to offset the loss. The west valley wells are higher in hardness. Members will may notice a taste difference. If members dislike the taste, they could try to filter water before drinking.

S-29 Well down for repairs



Low Winter Demand

In January and February, Entranosa's pumping volume is only 25 million gallons per month; compare that with the pumping volume that in

May and June triples to 75 million gallons. During the height of the summer season, all wells must operate fully to keep up with member demand.



Freedom 2 Well produces 130 gallons per minute

Let it Snow. ... !

It is really frustrating to try to make progress on projects this

time of the year. In illustration: The photo on the right was Monday's line extension; the picture on the left is the same location Tuesday morning. Difficult to work under these conditions.

Monday



Tuesday



Winter Inspection of Wells

Winter is the season, when Entranosa's field crews pull, inspect and repair or replace well motors and pumps. Crew recently inspected and cleaned the S-29 well. Freedom 1 & 2 received new pump and motors, VFD and wire.

Crew Pulls well motors



Power Restored to Well House

East Pine Canyon well is getting new electrical service as the old irrigation electrical service failed this winter.



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

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Emergency 505-604-5935