



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

August 2025 Volume 20, Issue 8

EAWSD Current and Future Projects — from the General Manager



The meetings are held in the EAWSD Conference Room at 2 N. Chamisa Dr. If an attendee prefers to participate in a Board or Committee mtg. via ZOOM, call (505) 466-2411 or email: admin.manager@EAWSD.org and an invitation and call-in number will be sent to you. Each meeting has a time for public comment.

The Board meeting agenda is posted in advance on the District website and at outdoor displays at the EAWSD Admin. office, Agora Shopping Center and ECIA.

For water emergencies during business hours, call 505-466-1085

For water emergencies after hours and on holidays, call 505-780-0090

Next Month in *Water Notes*

- From the General Manager
- Recent Board Activities
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- News Briefs

ELDORADO AREA WATER & SANITATION DISTRICT

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2025 Current Projects

► Balsa Rd., Ave. Vista Grande & Valencia Loop SERVICE LATERAL REPLACEMENT PROJECT

The EAWSD's 2022 Water Master Plan update identified the Balsa Road et al. Service Lateral Replacement Project as the highest priority project to replace service laterals, meter cans, and a select number of fire hydrants. These areas have experienced a significant and ongoing number of leaks over the past decade. So far, around 30-service laterals and meter can replacements have occurred mainly in the Valencia Loop area. Residents of Balsa Road will start to see activity by crews within the next few weeks.

► SOLAR CANOPIES AT ADMINISTRATION BUILDING & FIELD WORKSHOP/GARAGE

Commercial energy is one of the largest drivers of greenhouse emissions in Santa Fe. We currently spend over \$100,000 annually for PNM electric power to operate our wells, pumping stations, and buildings. Over the next decade the EAWSD is committed to investing in the transition to cost effective carbon-free sources of energy to support Santa Fe's goal of achieving carbon neutrality by 2040. Two solar canopy locations were identified in 2022, funding was secured in 2024, from the legislature, and construction is going to begin in August of 2025, at the Administration Building and the Field Workshop/Garage.

► SERVICE LATERAL REPLACEMENT

Delayed pipeline replacement is a nationwide epidemic in the water industry that is causing increased deferred maintenance and by default, increased costs to replace and repair key infrastructure during emergencies. In the EAWSD's 2022 Water Master Plan update, replacing service lines and key pipeline infrastructure was one of the top two highest priorities for long-term sustainability of the water system. Areas with pipelines older than 40 years are at critical risk for breakage and leaks. Monte Alto Road and parts of Bosque Loop were identified in 2023, as critical areas for replacement. These replacements will be underway this fall starting in late-September which will replace almost 3 miles of pipeline and expand key transmission lines along Monte Alto Road.

Future Projects

► TANK 4 REBUILD AND BOOSTER STATION

The EAWSD's Tank 4 was built in 1994 to hold 835,000 gallons of water. Currently, this tank serves as the keystone between the EAWSD system and the Santa Fe County system. Due to the age of the

tank and the need to increase the wet-water capacity for optimal operational flexibility, a necessary rebuild of Tank 4 is being considered in the coming years along with a new booster pump station located at the Tank 4 site. This project will ultimately help move Santa Fe County water around our system more efficiently and will allow our groundwater aquifers to rest and recharge.

► EAWSD'S TRANSITION TO WASTEWATER

The EAWSD is acutely aware of the scarcity of long-term reliable water supplies required to meet the needs of both our community and the entire region. For this reason, the EAWSD supports current long-range water resource management planning efforts being led by the City and County of Santa Fe, which include investigation of alternative solutions to address anticipated long-term acute shortages in reliable water supply for the region. One option that has been successfully implemented in communities across the country is collection and beneficial reuse of wastewater. Because the Eldorado community is currently served by individual septic systems, it is recognized that the cost to implement a community wide collection and beneficial reuse system would be high. However, with reported potential capture and beneficial reuse of properly treated wastewater as high as 60%, the net benefit to the community would be great and would arrest the ongoing potential for groundwater contamination, full stop. The EAWSD is working to formalize itself as a Sanitation District and bond several million dollars to start the process of building a collection system with the goal to ultimately become part of the regional wastewater system infrastructure and buildout.

► EXPANSION OF EAWSD/SANTA FE COUNTY JOINT WATER DELIVERY PROJECT

As has been reported many times over the years, the EAWSD, since its inception, has depended solely on groundwater for its water supply and has experienced significant declines in groundwater levels over the past two decades. The effects of climate change are only expected to make this situation worse. It is likely that the EAWSD's water demand has already exceeded its groundwater supply capacity. The long-term water delivery agreement titled "REPLACEMENT WATER DELIVERY AND WHEELING AGREEMENT" was fully executed on March 14, 2023, between the EAWSD and Santa Fe County. This greatly increased EAWSD's chances of recharging and resting the groundwater aquifer by utilizing Buckman Direct Diversion (BDD) water which is jointly owned and operated by the City of Santa Fe and Santa Fe County. Going forward, we intend to expand our capacity and take up to 400 acre-feet of water and greatly minimize the pumping of groundwater.

Need Help or Looking for Information?

Call: (505) 466-1085 (Opt. 1)
Email: customer.support@EAWSD.org



NEW Customer Communication & Online Bill Pay Platforms Coming Soon!

The ELDORADO AREA WATER AND SANITATION DISTRICT has been hard at work preparing to introduce three new and important platforms with various streamlined functions within the next few months. Each platform enhances the services that EAWSD provides to our customers and most importantly, should greatly improve overall communication and payment capabilities. We are very excited to share a preview of these new tools and will have more to share with you as the background work gets completed and we're closer to a full launch date.



CONSTANT CONTACT is the first of our new tools that EAWSD will be using as our primary method of communicating with our customers in case of an emergency, (i.e. service outages) or for upcoming meetings or events that require community input. CONSTANT CONTACT has replaced our former emergency notification system RAVE, which was not administratively user friendly or easy to maintain. If you had signed up to receive RAVE alerts through Santa Fe County (SFC), you will continue to receive those alerts via RAVE, but EAWSD's community-wide or targeted neighborhood alerts will now be sent out using CONSTANT CONTACT. The good news is, many of you may already be familiar with receiving information via CONSTANT CONTACT if you subscribe to the LA TIENDA newsletter that is circulated weekly.



STREAMLINE is the second upgrade you will notice when you navigate to a brand new "streamlined" and aesthetically pleasing EAWSD website expected to make its debut in September. The website can be accessed via the same address that you're already familiar with (www.EAWSD.org), but it is designed to be much easier to navigate with a "streamlined" look and less text. Over the past few months, representatives from

STREAMLINE have been working closely with the District's Administrative Project Manager and Administrative Assistant to ensure that the new website continues to seamlessly meet the needs of our customers and most importantly, is now fully ADA compliant. The mobile view also promises to be much easier to view and access. Stay tuned for the official unveiling in just a few weeks.



PAYMENTUS is the third newest tool we'll be introducing, hopefully by the September billing cycle. This online bill payment platform will provide an easier and less expensive way for our customers to pay their bills online. Since 2016, EAWSD has engaged with Invoice Cloud to provide online bill payment services but owing to numerous customer complaints about difficulty logging into the iCloud platform and the high cost of

transactions, EAWSD decided to make the change to PAYMENTUS because we feel confident that many of these former issues will be alleviated once the full integration is complete. One immediate change customers will notice are the various flexible payment methods available and reasonable pricing associated with online transactions. Customers will also be given the option to pay in person via a card reader, by phone, PayPal, Venmo, or drop a cash payment at Walmart or the local Dollar General store while you're out shopping. Barring any technical challenges or delays in the migration process, we hope to bring you more details in the next month.

Recent Board Activities

If there is any supporting documentation regarding any of the Recent Board Activities as shown below, the link is provided. You can also email admin.assistant@EAWSD.org or call 466-2411 for additional information.

- Approved updated FINANCE AND AUDIT ADVISORY COMMITTEE (FAAC) Plan by Consent Agenda
- Approved the submission of the FY2026 Final Budget to the New Mexico Department of Finance and Administration/Local Government Division (NMFA/LGD) by [Resolution N°. 26-07-01](#)
- Approved the 2025, 4th Quarter Cash Report by [Resolution N°. 26-07-02](#)
- Approved reallocations for revisions for the FY2026 Approved Budget
- Approved [Resolution N°. 26-07-03](#) authorizing and approving the application of a loan/grant between the EAWSD and the New Mexico Finance Authority (NMFA) in the amount of \$1,000,000 for financial assistance through the Water Trust Board (WTB) Water Project Fund
- Approved a modification to the EAWSD Committee Charter for the COMMUNICATIONS AND CUSTOMER SERVICE ADVISORY COMMITTEE (CCSAC) by [Resolution N°. 26-07-04](#)

News Briefs

- ♦ **EAWSD BUSINESS OFFICE WILL BE CLOSED** on Monday, 9/1/25, in observance of the Labor Day Holiday. If you experience a water emergency during this time, call the emergency number (505) 780-0090 and you will be directed to an on-call field technician.
- ♦ **SUMMER WATERING RESTRICTIONS** end on Sunday, 8/31/25.
- ♦ **WATER CONSERVATION SURCHARGE IN EFFECT** until 8/31/25. Customer water use for May, (billed in June) through August, (billed in September) is subject to the annual Conservation Surcharge. The Conservation Surcharge applies only to residential customers whose usage exceeds 10,000 gallons in a month. If exceeded, you will be charged an additional 50% of the applicable rate tier for water use in excess of 10,000 gallons. Customers who use *less than* 10,000 gallons per month during summer months will not be affected by the Conservation Surcharge.

2025 Board Election — 11/4/2025

Preparations continue for the upcoming EAWSD Board Elections to be held on **Tuesday, 11/4/25**, as part of the REGULAR LOCAL ELECTION (RLE). There are currently two (2) open EAWSD Board Positions to be elected. Each position is for a **4-Year term** to be served from Jan. 2026 through Jan. 2030. **NOTE:** *You can only run for one position or the other.*

☐ **Position #3:** (currently held by **ELIZABETH B. ROGHAIR**)

☐ **Position #5:** (currently held by **GREGORY HART**)

To participate in the local election, you must be a customer of the District, and be registered to vote in the State of NM. If you are interested in running for one of the two open EAWSD Board positions, a DECLARATION OF CANDIDACY form must be "**hand-delivered**" to the Santa Fe County Clerk's office, located at 240 Grant Ave. in Santa Fe, between the hours of **9am to 4pm on Tues., 8/26/25**, a date rapidly approaching. The DOC form and the 2025 Regular Local Election Candidate Guide & Voter Registration can be accessed by clicking here: [Important Dates & Info.](#)

System Management Updates

June 2025 System Management Updates

12,121,000 gallons were pumped for the month of June from Wells 2A, 2B, 7, 14, 15, 17 & 18. Additionally, 11,642,000 gallons were delivered from Santa Fe County.

Work Order History for the Month of June 2025

- ♦ **398** total service orders were completed.
 - 108 customer service work orders.
 - 290 system maintenance work orders.
- ♦ There were four (4) customer shut-offs in June owing to payment delinquency.
- ♦ In the month of June, approximately **84 water samples** were tested for chlorine from multiple sites. All resulted in normal readings. Eight (8) samples for Bac-T (fecal and e-coli tests) were sent to a State Certified Laboratory in Santa Fe, and all were rated "Excellent."