



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

January 2023, Volume 18, Issue 1

2023 Rate Schedule Goes Into Effect

The EAWSD 2023 Rate Schedule will go into effect in February 2023 for water usage during the month of January 2023. Base and volumetric rates for 2022 and 2023 are shown in the table to the right. EAWSD established a four-year rate schedule with Resolution No. 20-12-01 to adjust rates, tolls, fees or charges, approved by the EAWSD Board on 12/5/19.

Fees for other services remain unchanged as shown in EXHIBIT A, which can be accessed via the resolution link below:

Resolution No. 20-12-01

- ▶ Special service requests will be charged on a time and materials basis; estimates are available from EAWSD. Note: Neither EAWSD nor its contractors will conduct any work on the customer's side of the water meter.

Other important information:

- ▶ A water conservation charge is imposed during the usage months of May through August.
- ▶ Bills are due and payable twenty-one (21) days after the billing date. Late fees may be imposed if payment is received more than 21 days after the billing date. ***Please keep in mind that if you**

MONTHLY RATES	2022	2023 Rates
Base Rates		
PER METER CONNECTION		
In-District	\$27.65	\$28.76
Out-of-District	\$59.45	\$60.56
Volumetric Rates		
WATER USAGE PER 1,000 GALLONS		
3,000 gallons or less	\$11.86	\$12.33
3,001 – 6,000 gallons	\$14.82	\$15.41
6,001 – 10,000 gallons	\$19.06	\$20.39
10,001 – 20,000 gallons	\$32.72	\$35.01
20,001 – 30,000 gallons	\$53.33	\$58.67
Over 30,000 gallons	\$80.01	\$88.01

are paying through your bank, you must allow up to 10 business days for EAWSD to receive your payment. Payment dropped off at the Agora is due by 12:00 pm on bill due date. Payment at the office is due by 5:00 pm on bill due date.

- ▶ Any EAWSD account that is not paid by the due date, in accordance with the District's rules and tariffs in force, shall incur an additional late payment penalty charge in the amount of five dollars (\$5.00) or ten percent (10%) of the total invoice amount, whichever is greater.

Selling Your Home? *How to Properly Close/Transfer your EAWSD Account*

Real estate sales continue to be active in the Eldorado area. If you are planning to sell your home or property, below are some tips that will help provide for a smooth transition of water service from you to the buyer(s).

- ❑ Once a closing date has been determined, contact the EAWSD CUSTOMER SERVICE & BILLING OFFICE to let us know the date to transfer water service to the buyer. EAWSD will provide a FINAL READ form to be returned to the office, schedule a final reading of your meter, prepare and send a FINAL BILL and close out the account, once we have received the final balance due. **Final Bills should be paid UPON RECEIPT** and no later than 30 days from the closing date to avoid complications transferring service to the new owner.
- ❑ Let the buyer(s) and/or the title company to contact EAWSD *as soon as possible*, preferably before the closing date, to fill out and submit the necessary paperwork to transfer the water account into their name and avoid interruption of service.
- ❑ The buyer will be provided with a NEW CUSTOMER INFORMATION brochure from the CUSTOMER SERVICE & BILLING OFFICE that will give them general information about our utility, their water service, and a schedule of current water rates.
- ❑ If you are selling a vacant property that is metered for service by EAWSD, the process is the same. To avoid base charges and penalties from accruing in your name, contact EAWSD *in advance* of the closing date. The seller must also inform the buyer and/or title company to contact EAWSD as soon as possible with a forwarding address to avoid servicing issues once a home is built on the property.
- ❑ At any time during the process of preparing to sell your home or property, we encourage you or your potential buyer(s) to visit the EAWSD website at www.EAWSD.org to view information about EAWSD, your water service, conservation tips, etc. You may also contact EAWSD's CUSTOMER SERVICE & BILLING OFFICE at (505) 466-1085, Opt. 1 or by email at customer.support@eawsd.org.



Following the steps above will help ensure a smooth transition of water service from you to the buyer(s) of your home or property. One important detail that often gets overlooked in the transfer of an account is that there is a **monthly base fee charged for a metered connection to your home or vacant property, regardless if water is used or not**. See the table above for current base rates. Pending the closing date and transfer of an account, you will remain responsible to pay the base fee until new ownership is accepted. Please provide our billing staff with a forwarding address or phone number so you can be contacted, if necessary.



UNTIL FURTHER NOTICE, the EAWSD Board meetings will be conducted via ZOOM.com, the cloud-based video conferencing platform. Either meeting is subject to cancellation if there are no urgent agenda items requiring Board action.

If any of our customers wish to participate in a Board or Committee meeting, please call 466-2411 or email your request to: 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 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
- Committee Member Spotlight
- Recent Board Activities
- Conservation Corner
- Dec 2022 System Updates
- News Briefs

ELDORADO AREA WATER & SANITATION DISTRICT

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EAWSO ALERT—Reminder to Sign Up!



If you have not had a chance yet to sign up for our official emergency notification system, we encourage you to visit www.eawso.org and click on the **EAWSO ALERT** logo to do so. EAWSO strongly urges all of our customers to ENROLL in this program to receive important emergency notifications. Once you click on the Registration URL link, the following actions are required.

- ▶ Indicate *how* you want to be notified: by text, email, and/or voice message.
- ▶ Add your service address to receive geo-targeted alerts.

To update your emergency notification preferences, click here: **Update Notification Preferences**. This will allow you to log into your account and make those changes.

Please note that EAWSO is committed to sending emergency notifications **only when deemed necessary and/or the notification is time sensitive** (i.e. service outage due to a water main break or any other natural disaster that could impact water service to our customers).

*If you currently receive notifications from the City of Santa Fe, you do not need to create a second account. Simply adjust your preferences through the Smart911 app to add EAWSO notifications.

System Management Updates

9,030,000 gallons were pumped for the month of November from Wells 2A, 2B, 7, 8, 14, 15, 17 & 18.

Work Order History for the Month of November 2022

- ◆ **422** total service orders were completed.
 - 151 customer service work orders.
 - 271 system maintenance work orders.
- ◆ There were zero (0) customer shut-offs in November owing to payment delinquency.
- ◆ In the month of November, approximately **89 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."

Recent Board Activities

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

- ▶ Authorized the President & Vice-President to conduct the annual Performance Evaluation with the General Manager by Consent Agenda
- ▶ Held an EXECUTIVE SESSION in accordance with NMSA 1978, § 10-15-8 to discuss the purchase, acquisition or disposal of real property or water rights by the public body

News Briefs

- ◆ **EAWSO BUSINESS AND ADMINISTRATIVE OFFICES WILL BE CLOSED** on Monday, January 16, 2023, in observance of the Martin Luther King, Jr. holiday. Should you experience a water "emergency" during this time, call the emergency number at 505-780-0090.

Frozen Pipe Prevention — Take Action Now...

As we all know and see across both our state and the entire country, cold temperatures are here. We'd like to remind our customers that water pipes can freeze and sometimes burst if proper safeguards are not taken. The best prevention against frozen pipes is to keep them warm enough to stay above the freezing point. EAWSO recommends following the tips below to help prevent this from happening.

Tip #1: Keep the Heat On



Keeping the heat on can help prevent pipes from freezing and bursting and therefore causing undue water damage to your home and possessions. When going out of town, it is recommended you still keep your heat on, although at a lower temperature than if you were occupying the home. Keeping the temperature at 55° F should be adequate to keep pipes warm and prevent water inside the pipes from freezing.

Tip #2: Allow the Faucet to Drip



While EAWSO does not promote wasting our precious water, we do suggest opening the faucet fed by the pipe of concern so the faucet drips slightly. This will help prevent potential catastrophic loss of water due to a burst pipe. **Note: EAWSO will not reimburse you for additional water usage should you elect this option.**

Tip #3: Keep Interior Cabinet Doors Open



It's a good idea to keep cabinet doors open so that the heat from the rest of the house can keep the pipes warm. You should also keep all other interior doors open so that heat can flow throughout the home.

Tip #4: Seal Up Cracks and Holes



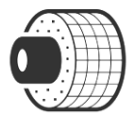
Seal gaps around holes where pipes run through walls or floors, especially where the hole is letting in cold air. If possible, seal holes on both the interior and exterior side of the wall or floor by using caulk or spray foam insulation to fill the gaps.

Tip #5: Apply Heating Tape



Heating tape can be used for short sections of pipe that are at high risk for freezing and easily accessible, so you can monitor them for problems. There are two types of heating tape. Please be sure to follow the product's direction and safety procedures exactly.

Tip #6: Add Extra Insulation



Pipes that are located in areas that do not have proper insulation, such as crawl spaces, may need extra insulation to keep from freezing. Many Eldorado homes have hot water heaters that are located in the garage. Remember to keep garage doors closed and to properly insulate water heaters and the pipes going in and out of them. Pipes can be fitted with foam rubber or fiberglass sleeves to help decrease the chances of freezing.

BUT WHAT IF PIPES FREEZE DESPITE YOUR EFFORTS?

In this case, many sources suggest safely applying a heat source (electric hair dryer, heating pad, heat tape) once the determination has been made as to which pipes are frozen in the house. If you are uncertain how to proceed, it may be best to consult with a licensed plumber for professional assistance when you suspect your pipes have frozen.

Need Help or Looking for Information?

Call (505) 466-1085 (Opt. 1)

Email: customer.support@EAWSD.org

