



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

September 2022, Volume 17, Issue 9

EYEONWATER — Share Your Positive Experience With Us



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
- Recent Board Activities
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- August 2022 System Updates
- News Briefs

ELDORADO AREA WATER & SANITATION DISTRICT

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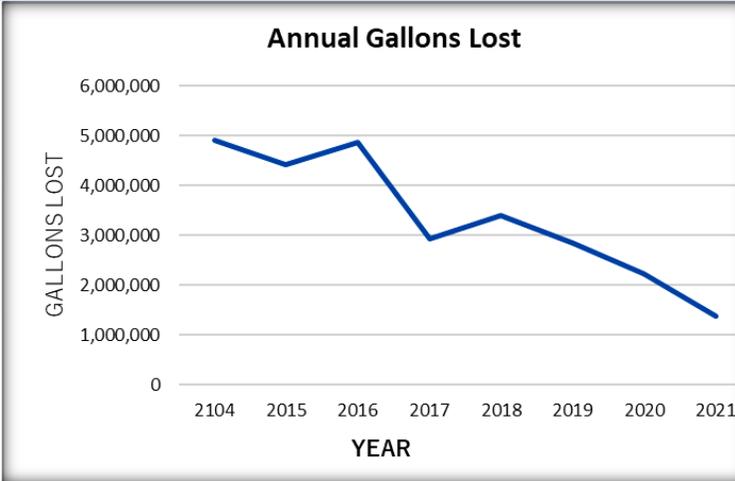
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EAWSD residential customers have a cellular read transmitter at their meter. Unfortunately, there are a few locations throughout our service area where the cellular signal is weak and the BEACON® transmitter is either intermittently unreliable or will not transmit at all. Due to recent and ongoing upgrades to both the BEACON® technology and cellular coverage in the Eldorado area, 100% coverage is not possible, but EAWSD will continue to expand the use of the technology wherever possible.

EAWSD closely monitors the amount of water loss each year as reported by our customers through our Leak Adjustment policy. Thanks to the diligence of our customers who use the BEACON® technology, in conjunction with the EYEONWATER app to monitor their accounts and actively address leaks once they have been detected, water losses reported from 2016 to 2021 have been reduced by 3,500,000 gallons, a reduction of over 70%. The trend, thus far in 2022, continues to be encouraging. Customers benefit from a reduction in their water bill due to proactive leak detection and management. The community benefits by seeing a significant reduction in waste of our precious and limited water resources. Many thanks to all of you who actively participate in this important water resource management program.

The benefits of the BEACON® cellular meter technology are irrefutable but are only realized when customers actively participate in its use. The technology provides updated usage information daily, which customers can access through a password-protected online account, EYEONWATER (EOW). EAWSD strongly encourages customers with BEACON® meter transmitters to register for their EOW account and set up a leak alert notification. By doing so, this will enable you to self-monitor your water usage. To date, the customer EOW sign-up rate is high, over 60%, relative to many other water utilities that use this technology. However, EAWSD is of the opinion that as a community we can probably do even better...

With the goal of promoting an 80% or better EOW sign-up rate by the end of 2023, in the next and subsequent editions of *Water Notes*, we will be featuring testimonials from individual customers recounting their positive experiences in actively using the District's meter technology. **Please email admin.assistant@eawsd.org if you are interested in sharing your EOW experience with EAWSD and the community.**

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.

- ▶ Heard a presentation of the 2022 Water Utility Master Plan Update presented by Molzen Corbin
- ▶ Approved Resolution N°. 23-08-01 authorizing and approving submission of applications for financial assistance and project approvals to the New Mexico Finance Authority (NMFA)

System Management Updates

15,741,000 gallons were pumped for the month of July from Wells 2A, 2B, 7, 8, 14, 15, 17 & 18.

Work Order History for the Month of July 2022

- ♦ **310** total service orders were completed.
 - 76 customer service work orders.
 - 234 system maintenance work orders.
- ♦ There were zero (0) customer shut-offs in July owing to payment delinquency.
- ♦ In the month of July, approximately **86** 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."

EAWSD Committee Member Spotlight — Meet Joe Loewy!

In 2006, my wife and I bought a vacant lot in Eldorado to build our "last, best home" for retirement. We selected the location based on year-round weather, magnificent views of multiple mountain ranges, outdoor activities, political climate, a home for our horses and dogs and most importantly, the likelihood of a reliable long-term supply of water in the desert Southwest. I retired in 2012 and we moved to our new home.

Like many retirees, I volunteered my time and business experience to a number of public and philanthropic organizations. I was appointed by the Santa Fe County Commissioners to the Santa Fe County Housing Authority Board, served on committees of the Eldorado Homeowner's Association (ECIA), became an active participant in political campaigns, joined the Neighborhood Watch program as a Block Captain, and volunteered in the Cancer Center Chemo Room helping patients and caregivers.

A few years ago, I read in an edition of the EAWSD *Water Notes* that EAWSD was seeking volunteers for some of the District's three Advisory Committees. I was fascinated by a quote I read: "WHEN THE WELL'S DRY, WE KNOW THE WORTH OF WATER" - Benjamin Franklin

In early 2016, I had a lengthy (two plus hours) "cup of coffee" meeting with the then President of the District's Board of Directors. He encouraged me to attend committee meetings to get an understanding of the workings of the EAWSD. I had years of business experience in finance and operations and immediately discovered the CAPITAL PLANNING ADVISORY COMMITTEE (CPAC) agendas covered almost every aspect of the workings of the District.

I was somewhat intimidated by the education and years of experience of the committee members ranging from PhD's, engineers, hydrogeologists and even one long-term member who was referred to as "the professor." The discussions and decisions were fascinating! I attended three meetings and in July 2016, the Board approved my appointment to the CPAC Committee. I can honestly say that every single meeting and project that I have participated in has taught me about the importance of current, short and long term planning for a safe, reliable supply of potable water for our 3000+ customers. In addition, I'm proud that the EAWSD is recognized as one of the most well run (operationally and financially) public utilities in the State of New Mexico.

My participation with the District has expanded over the past few years to include joining the COMMUNICATIONS AND CUSTOMER SERVICE ADVISORY COMMITTEE (CCSA). This committee is tasked with the responsibility of advising the Board on methods of keeping the community informed about EAWSD projects, programs for water conservation, alerts, billing matters, rates and much more. Effective communication with the public is a cornerstone of the District's commitment to transparency.

I was recently appointed to the District's 5-year RATE STUDY ADVISORY COMMITTEE for the second time. This unique committee is responsible for examining and recommending customer monthly rates (basic and based on volume used) as well as tax rates, keeping in mind our responsibility for both sound fiscal management and customer's financial needs.

I've attended (*in person or virtually*), nearly every monthly Board meeting since I joined the District. I urge all to read the monthly *Water Notes*, check the EAWSD website and attend or listen to Board meetings. You'll be pleased you did! Who knows? You might decide to be a volunteer on one of the District's committees!

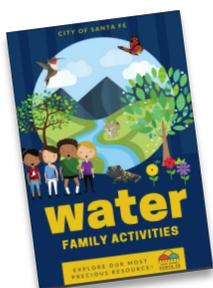
NOTE FROM MANAGEMENT & STAFF: "Thank you Joe for your continued support in helping EAWSD and its advisory committees navigate the complex day-to-day financial and operational issues and decision-making. We applaud your expertise, commitment, and enthusiastic spirit even when things get challenging. We also appreciate the snacks you occasionally bring by!"



Water Restrictions Lifted — September 1

As of September 1st — Stage 1 Water Restrictions have been lifted. In order to conserve our limited groundwater resources and due to continuing long-term drought conditions, please note that the District will follow the City of Santa Fe's current conservation policies and implement summer water conservation measures *annually*. Details are forthcoming.

In the meantime, you can continue to do your part by reducing your total water consumption throughout the year and by spreading usage out over the week to lessen the weekend peak demands on the system.



If you want to get younger children or grandchildren interested in conserving this precious resource, the City of Santa Fe Water Conservation Program provides a booklet filled with great activities that families can do together. Please see the link below to get a copy of the booklet and/or ideas for other games and activities.

<https://savewatersantafe.com/family-water-activities/>

News Briefs

- Water conservation surcharges for water usage during May through August billing cycles (*June through September bills*) are still in effect. Your Sept. bill will reflect August charges.
- As in years past, annual FIRE HYDRANT TESTING is scheduled to begin in October. Santa Fe County has engaged an independent contractor to test and mark nearly 650 hydrants throughout its coverage area to ensure the correct amount of water is available at the correct pressure, when needed to fight fires in and around area homes. **If you have questions or concerns regarding the fire hydrant testing, please contact the independent contractor, WATERWAY at (505) 800-5298, since they are directly involved in performing the work.** Thank you for your time and consideration during this important testing period.

Need Help or Looking for Information?

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

