ELDORADO AREA WATER & SANITATION DISTRICT

Flow & Tell

https://www.EAWSD.org

November 2026, Volume 21, Issue 11

| FEATURE STORY

PAYMENTUS ONLINE PAYMENT TRANSACTION FEES ELIMINATED



Our customers spoke up and we listened. EAWSD is pleased to announce that all online transaction fees have been eliminated from the PAYMENTUS online payment platform. Listed below are reminders of all the convenient ways you can take advantage of this opportunity to pay your monthly bill from home or while you are out of town without worrying about the extra fees. **Payments may still be made in person at our billing office or placed in drop box at 2 N. Chamisa Drive. Please DO NOT place cash in the drop box.**

ONLINE SERVICES	Fee Per Transaction
View Your Bill	*No Charge*
Pay By Check	*No Charge*
Pay Using your Bank or Credit Union's Online System	*No Charge*
Review your Account	*No Charge*
Sign Up to Go Paperless	*No Charge*
Access up to 24 months of Billing History	*No Charge*
Pay by Credit Card/Debit Card/Digital wallet	*No Charge*
Pay by Draft against a Savings or Checking Account (ACH)	*No Charge*

OTHER CONVENIENT FEATURES OF USING PAYMENTUS:

- ✓ Easy-to-use interface
- ✓ Register for an online account or make a one-time payment
- ✓ Receive notifications when your online bill is ready
- ✓ Make payments online using Visa, MasterCard, American Express, and Discover credit and debit cards
- ✓ Additional payment methods like PayPal, PayPal Credit (subject to customer credit approval), Venmo, Apple Pay, Google Pay, and ACH
- ✓ Email confirmation after online payment is made
- ✓ Pay your security deposit using a credit card when you set up your new account

SYSTEM MANAGEMENT UPDATES

- **8,908,000 gallons** pumped in from wells 7, 8, 14, 15, 17, and 18. **5,087,000 gallons** delivered from Santa Fe County in the September
- **412** total service and maintenance work orders were completed in September.
- There was one customer shutoff in September due to payment delinquency.

NEXT EAWSD BOARD MEETING

Nov. 18, 2026 @ 5:30 PM
Public Conference Rm.

WATER EMERGENCY HOTLINE

During regular business hours
(505) 466-1085 (Opt. 1)
After business hours or on holidays
(505) 780-0090

BOARD MEMBERS

John Calzada, *President*
David Burling, *Vice-President*
David Yard, *Secretary*
Elizabeth Roghair, *Treasurer*
Gary Sanford, *Director*

GENERAL MANAGER

Maya R. Clifford

MANAGING EDITOR

Anna Mondragon-Metzger
admin.manager@EAWSD.org

FEATURE STORY *continued* – OTHER CONVENIENT FEATURES OF USING PAYMENTUS

- ✓ Pay-by-phone by calling: **1-833-615-3419**
- ✓ Pay-by-phone for Spanish-speaking customers: **1-866-332-7426**

One of the advantages of using any of the above payment methods is that your payments will reach EAWSD in a timely manner and you can avoid late charge fees and penalties.

If you need additional assistance creating your PAYMENTUS account or are simply curious to know more about it, do not hesitate to call the EAWSD Billing & Customer Service Office at (505) 466-1085 (Opt. 1) or email customer.support@EAWSD.org.

DISTRICT ACTIVITIES

RECENT BOARD ACTIVITIES

If there is any supporting documentation regarding any recent Board activities below, a link is provided. You can also email admin.manager@EAWSD.org or call (505) 466-2411 for additional information.

- **Approved by Consent Agenda:**
  - A Formal NOTICE AND REQUEST for the 2027 Operating Plan Letter to Santa Fe County
  - An Emergency Water Service Shutdown Notification and Communication Protocol Letter to Santa Fe Public Schools
  - Approval to enter the Aqueous Film-Forming Foam (AFFF) Products Liability Litigation (MDL6321) Program C.A.A.N.
  - A "Ready, Willing and Able" Policy Letter to Santa Fe County
- Approved the CIELO COLORADO ESTATES Development Agreement Nº. 3
- Approved Resolution Nº. 27-10-01 authorizing and approving submission of applications for financial assistance and project approval to the New Mexico Finance Authority (NMFA)

NEWS BRIEFS

- The EAWSD Administrative Office will be **closed on Thursday, 11/26/26 and Friday, 11/27/26** in observance of the Thanksgiving Holiday.
- Please join the EAWSD Board and staff on **Wednesday, 12/16/26 at 5:30 PM** during our regularly scheduled Board meeting as we recognize departing Board Member, DAVID BURLING, for his accomplishments while serving on the EAWSD Board and as Chair of the Finance & Audit Advisory Committee over the past ~11 years.
- **A friendly reminder** to sign up to receive notifications via text (SMS) or email to help stay informed about important scheduled service interruptions and/or emergencies via **CONSTANT CONTACT.** Customer email addresses and phone numbers are updated from our billing system to generate these emergency notifications, and we can assure you that we do not share your information with other entities. EAWSD is committed to sending emergency notifications only when deemed necessary and/or the notification is time sensitive. If you have not done so already, please update your contact information with your preferred method of contact by calling or emailing the Billing and Customer Service Office at (505) 466-1085 (Opt. 1) or customer.support@EAWSD.org.
- **Don't forget** to drain your rain barrels or other water collection vessels before the next freeze.
- The **2027 Rate Schedule** for base and volumetric fees will go into effect with the February billing cycle reflecting January 2027 water usage. There will be more information forthcoming in the next couple of months.
- If you haven't already noticed, our former newsletter, *Water Notes*, has undergone a makeover including a name change to ***"Flow & Tell."*** It is still a work in progress but hope you are enjoying the new format thus far.