



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

September 2026, Volume 21, Issue 9



The EAWSD Board meets every 3rd Wednesday of each month. The meetings start at 5:30 P.M. and are held in the EAWSD Public Conference Rm. at 2 N. Chamisa Drive. If an attendee prefers to participate in a Board or Committee meeting via ZOOM.com, please email admin.manager@EAWSD.org or call (505) 466-2411 and an invitation and call-in number will be sent to you. Each meeting allows for public comment.

The Board meeting agenda is posted in advance on the District website calendar 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
- Sustainability Corner
- August 2026 System Updates
- News Briefs

ELDORADO AREA WATER & SANITATION DISTRICT

BOARD MEMBERS

John Calzada, PRESIDENT
David Burling, VICE PRESIDENT
David Yard, SECRETARY
Elizabeth Roghair, TREASURER
Gary Sanford, DIRECTOR

GENERAL MANAGER

Maya R. Clifford
2 N. Chamisa Drive | Suite A
Santa Fe NM 87508
505-466-2411

EMAIL: info@EAWSD.org

MANAGING EDITOR

Anna Mondragon-Metzger
admin.manager@EAWSD.org

ASSISTANT EDITOR

Justin Hamilton
j.hamilton@EAWSD.org

Highlighting EAWSD's WEBSITE | *Helpful navigating tips & features*

In September of last year, EAWSD introduced a new streamlined look for our website which in part was owing to a ruling issued by the U.S. Dept. of Justice (DOJ), stating that state and local government websites and mobile apps must be easily accessible for individuals with disabilities. Below is a refresher on navigating all the various menu tabs on the homepage that offer our customers quick and convenient access to valuable resources and tools. To further enhance your browsing experience the following features have been added. (NOTE: Displayed only when you click to view a document)

☒ Print-Friendly View



Accessible Transcript View



Translate

Select Language ▾



Disability Assistance

MENU BAR: Located at the top of the EAWSD homepage. You will note a small white down arrow just to the right of each topic on the menu bar, you can access subtopics by clicking on them. Customers can also use the SEARCH button with the magnifying glass icon just above the menu bar in the right hand corner.

Home

Customer Service



Rates, Billing & Payment ▾

About EAWSD ▾

Document Library

BELOW ARE A FEW HIGHLIGHTED SUBTOPIC LINKS AND INFORMATION YOU CAN GAIN BY CLICKING ON THEM.

► **CUSTOMER SERVICE & BILLING:** Bill Payment and account inquiry contact information.

► **START, STOP OR CLOSE SERVICE:** On this page you will find information about how to start, stop or close service, including customer forms; transferring a service account; landlord/tenant protocol; establishing new water service if the property is not served by EAWSD; and links to community resources for assistance with paying your bill, if needed.

► **EYEONWATER APP & WATER LEAKS:** These are two separate links within the Customer Service tab but related in that EYEONWATER is a free app you can sign-up for to help you self-monitor water usage and receive leak alert notifications if your meter is registering continuous flow over a 24-hour period.

► **WATER EMERGENCIES:** Who to contact at EAWSD during and after business hours or on holidays if you are experiencing a water emergency, such as low water pressure or no water, including emergency shutoffs.

There are other links of interest under this single tab, but you can peruse those topics at your convenience.

QUICK LINK ICONS: As you continue scrolling down the homepage, you will see icons that you can click on for easy access to view and/or **Pay Your Bill**; review the **Annual Water Quality Report**; a direct login to your **EyeOnWater** account; **FAQs** (Frequently Asked Questions) on various topics including District Finances, Infrastructure, Organizational Details, Rates/Billing, and Water Quality. The last link is information on how to **Contact Us**, our hours of operation, and directions to the EAWSD office.



Pay Bill



Water Quality



Eye On Water
Login



FAQs



Contact Us

TOPICS OF INTEREST: The last third of the homepage has button links that offer broader content on **Hot Topics**, **News and Notices**, and our monthly newsletter, **Water Notes**.

Hot Topics

Read more →

News & Notices

Read more →

Current Issue of Water Notes

Read more →

DISTRICT CALENDAR: is located at the bottom of the homepage and can be displayed by the week or on a monthly basis simply by clicking on the pull down menu in the upper right corner of the calendar. The calendar shows when bills are due, information on Board and committee meetings which are all open to the public, and Business office closures in observance of recognized holidays.

Today



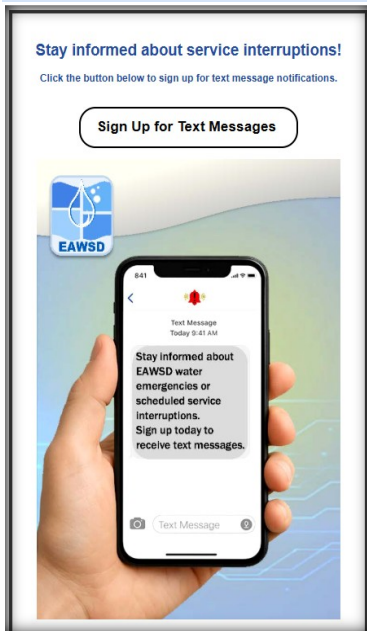
September 2026 ▾



Month ▾

We hope you will find your interface and browsing activity on our website to be a straightforward and user-friendly experience.

EAWSO Text Notification Opt-in Is Now Available — *Receive Emergency Notifications*



Introducing a Text Notification Opt-in as part of the EAWSO CONSTANT CONTACT platform. Similar to the EAWSO website mentioned earlier, last year we also introduced CONSTANT CONTACT, an online digital tool and email marketing platform designed for small businesses and nonprofits to reach large targeted groups of customers in a timely and efficient manner. EAWSO chose to use this user-friendly platform as its primary tool for communicating with customers when there are unexpected emergencies and/or scheduled service interruptions. To date, this method has proven to be the most effective way of keeping our customers informed however, it was recently brought to our attention that many customers do not check or read their emails regularly, don't have computers, or have simply chosen to opt-out of receiving emailed notifications from EAWSO. To mitigate this situation from happening in the future, we are now offering one more choice to opt-in to receive text messages. Please search your inbox for an email invite with the subject line **"Stay informed about service interruptions!"** (as shown to the left). Within the email, click the **Sign Up for Text Messages** link. This will direct you to a page where you can provide permission to receive text message notifications from EAWSO. If you are having difficulty signing up to receive text messages, please contact us at **(505) 466-2411** for assistance. Just a reminder, texts will only be sent when deemed necessary and/or if they are time sensitive. If you choose not to be contacted by email or text message, EAWSO has no other way of contacting you in an emergency situation. We do offer two other options to consider and that is to call our main customer service line **(505) 466-1085** and **press Opt. 3**. This line is a dedicated phone line with an outgoing recorded message informing you of any shutdowns. Additionally, a red banner is posted at the top of the EAWSO homepage during an emergency and updated as necessary.

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 j.hamilton@EAWSD.org or call 466-2411 for additional information.

- ▶ Approved sending a letter to the Buckman Direct Diversion Board (BDDDB) regarding a request to post meeting recordings, by Consent Agenda
- ▶ Heard a report given by GZA, GEOENVIRONMENTAL, INC. regarding Groundwater Level(s) Monitoring activities (*information only*)
- ▶ Discussed the District's proposed lobbying priorities and plans for the upcoming 2027 session and heard a debrief on the 2026 Legislative session (*information only*)

News Briefs

- ◆ **REMINDER: THE EAWSO PAYMENT DROP BOX AT THE AGORA HAS BEEN PERMANENTLY REMOVED.** You can continue to drop your payment in a regular U.S. Post Box, (don't forget the stamp) or drop it off at the front desk of our Administrative office and/or in the outside payment drop box as well. We also encourage you to explore the variety of new online payment options available through PAYMENTUS.
- ◆ **ANNUAL SUMMER WATERING RESTRICTIONS AND THE CONSERVATION SURCHARGE** ended on Monday, 8/31/26. Your September water bills will reflect usage through the end of August. Despite the lift on summer watering restrictions and the conservation surcharge, **EAWSO encourages customers to continue their water conservation efforts with special attention to reducing usage on weekends**, which are the highest usage periods. If you have an outdoor irrigation system, it is important to continue monitoring the timing of your watering until you shutdown your system for winter, preferably by mid-October or before the first freeze. In the meantime, be hyper-conscious of any maintenance or repair issues for the duration of the season to avoid unnecessary and costly leaks.

System Management Updates

July 2026 System Management Updates

3,247,000 gallons were pumped for the month of July from Wells 7, 8, 14, 15, 17, & 18. Additionally, **14,742,000** gallons were delivered from Santa Fe County.

Work Order History for the Month of July 2026

- ◆ **519** total service orders were completed.
 - 133 customer service work orders.
 - 386 system maintenance work orders.
- ◆ There were zero (0) customer shut-offs in July owing to payment delinquency.

In the month of July approximately **87 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."

Landlord/Tenant Accounts Update



There has been a recent update to EAWSO LANDLORD/TENANT accounts. Invoices will now be sent to both the landlord and tenant. **Each party may choose to receive their invoice either by email or surface mail; they will not receive both.** The preferred method of delivery will be determined between the landlord and tenant. If a property management company is attached to the account, a second bill will be sent to the property management company instead of the homeowner.

This change will help ensure that both the landlord and the tenant are aware of their account balances and that payments remain current.

If you have any questions or believe your email or mailing address needs to be updated, please contact us by email at customer.support@eawsd.org or call (505) 466-1085 Opt. 1.