



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

July 2026, Volume 21, Issue 7

Board Meeting

7/29/26

EAWSD Conference Rm.
5:30 PM

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
- June 2026 System Updates
- News Briefs

ELDORADO AREA WATER & SANITATION DISTRICT

BOARD MEMBERS

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Gregory Hart, VICE PRESIDENT
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Elizabeth Roghair, TREASURER
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Monte Alto Pipeline Replacement Project — Phase I & II Update

This is a brief update on one of the District's single largest infrastructure improvement project(s) along Monte Alto Road and Avenida Torreon. Construction to tie in lateral connections has been completed along Monte Alto Road and the new pipe is holding strong! The subcontractor will continue connecting service lines throughout the month of July occurring from North to South along Monte Alto Road. Installation of the new transmission line along Avenida Vista Grande between the Eldorado Community School and the Fire Station #1 will be completed by the end of July. Phase II work will continue down Avenida Torreon during the month of August ending at the TORREON BOOSTER PUMP STATION (*the District's most important booster pump station*). Below are some answers to commonly asked questions that came up during the project:

? **When will the landscape be remediated including the trenches?**

Remediation of any disturbances to landscape, as a result of the pipe replacement work, will occur in July once Phase I of the project is substantially complete. To the extent possible, the contractor takes every precaution to ensure that these areas are well marked and/or barricaded during non-construction hours but is unable to completely cover up the trenches until work is complete.

? **Will I still have access to my driveway or street?**

Access to the green space, driveways, and surrounding streets is a priority throughout the duration of the project, and every effort is made to maintain normal access whenever it is safe and feasible to do so. However, due to the nature of excavation and underground utility work, there may be periods when temporary restrictions are necessary. These may include partial lane closures, detours, or brief limitations on driveway access while active work is occurring directly in front of a property. Emergency access for first responders is maintained at all times, and efforts are made to accommodate specific resident needs whenever possible.

? **Why is my pressure fluctuating?**

Fluctuations in water pressure are often a temporary and expected condition during construction activities within the water system. Changes in pressure can occur as crews adjust valves, isolate sections of the system, or restore service after work. These actions can briefly alter normal flow patterns and pressure levels.

? **Why does it sound like my pipes are knocking?**

'Knocking pipes' typically indicates that there is presence of trapped air within the plumbing system or sediment buildup inside the pipes. Given the age of the piping in the Monte Alto Road area, either condition may be contributing to the issue. To address this, it is recommended to release any trapped air before the water reaches the home's water heater, or to run water within the residence — preferably using a bathtub — for approximately 10 minutes to help flush out the system and release trapped air.

? **Why have I lost power, internet, or telephone service?**

Power interruptions can occasionally occur during water line replacement projects due to the proximity of underground utilities. In many areas here in Eldorado, water lines are installed alongside or near electrical infrastructure. For safety reasons, electrical service may be temporarily disconnected to allow crews to perform excavation and replacement work without risk to personnel. The EAWSD does underground locating prior to digging utilizing the NM 811 locating system but is unable to fix other utility's infrastructure. Services will be restored promptly once the work is completed and it is safe to do so. We understand construction work is not always convenient, but we are appreciative of your patience as essential infrastructure improvements were/and are being carried out.

Reintroducing EAWSD's Customer Service & Billing Staff



EAWSD is pleased to reintroduce our incredible Customer Service and Billing Staff members who have officially been hired as employees of the District (*they were formerly contract employees of Jacobs*). We are confident that you will continue to receive the exceptional customer service that you have become accustomed to since this extraordinary team came together over the past five (5) years.

The staff merger was a result of a long-time desire of the EAWSD Board to become less reliant on contracted services, especially when it comes to managing the in-house, day-to-day administrative operations of the District. The team joins Maya Clifford, EAWSD GENERAL MANAGER and Anna Mondragon-Metzger, LEAD EXECUTIVE ADMINISTRATOR. Stay tuned for more staffing announcements over the next couple of months as we continue to build our team of in-house talent.

PICTURED L TO R | MELINDA ORTIZ, Customer Service Specialist II | HEATHER ROYBAL, Customer Service Supervisor | YESI GONZALEZ, Customer Service Specialist I

Summer Watering Restrictions & Conservation Surcharge are in Effect

As mentioned in the last three issues of *Water Notes*, the District's ANNUAL SUMMER WATERING RESTRICTIONS AND CONSERVATION SURCHARGE have been in effect since May 1st and will continue through August 31st, 2026. Mandatory implementation of these two "water management" initiatives are more important than ever owing to persistent drought conditions in New Mexico and neighboring states with limited or no other resources to draw from.

GUIDELINES FOR EAWSD SUMMER WATERING RESTRICTIONS:

A. Outdoor watering of *non-food producing* landscapes is restricted to **one of the following two options** of the customer's choosing:

1. **Any three (3) Weekdays, (NO WEEKEND WATERING); OR**
2. **Two (2) days per week including ONE (1) weekend day as follows:**

- a) ODD-NUMBERED house addresses on Tuesday and Saturday.
- b) EVEN-NUMBERED house addresses on Thursday and Sunday.

B. Outdoor watering during the cooler part of the day — **BEFORE 9:00 am and AFTER 6:00 ONLY.**

C. *No* washing of outdoor hard surfaces (e.g., driveways, patios, sidewalks).

D. *No* washing of vehicles, including recreational vehicles or trailers.

E. Filling or adding water to a covered outdoor spa/hot tub is *allowed*. However, filling or adding water to pools or outdoor water features (e.g., fountains, ponds) is *NOT allowed*.

F. *No* water use or sales from District fire hydrants, except in accordance with contract requirements for EAWSD contractors.

* Note that all restrictions presented apply only to the use of EAWSD water and not to the use of recycled and/or catchment water.



THE WATER CONSERVATION SURCHARGE was initiated at the same time as the Summer Watering Restrictions. Customer water use for **May, (billed in June) through August, (billed in September)** will be subject to the District's annual Conservation Surcharge. The Conservation Surcharge applies only to residential customers who **use more than 10,000 gallons of water in any of those months**. If you exceed the 10,000 gallons per month, 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. Please do your part to conserve water during the critical summer months.

Sustainability Corner — EAWSD Charging Station

As part of the District's ongoing efforts to be an active participant in Santa Fe County's sustainability goals, EAWSD has installed a charging station located on the north end of the public parking lot nearest our administrative office. As long as there is parking space available it is available for public use during the day or after hours and accepts credit cards.



Question of the Month

Q: *Should I be concerned if the fire hydrant nearest my home was bagged during recent hydrant inspections?*

A: A 'bagged' hydrant is an indication that the hydrant has been identified for maintenance or has a temporary issue. Hydrants have to be inspected every year due to SF County's ISO certification. Repairs and replacements are budgeted for by the District and the District makes a priority list based on the cost of repair and the location of the hydrant. Repairs or replacements happen throughout the year which often results in temporary shut downs of the surrounding residences. If a hydrant is scheduled to be replaced in your neighborhood, a notice will be emailed out a week prior to the work being conducted.

System Management Updates

May 2026 System Management Updates

7,893,000 gallons were pumped for the month of May from Wells 7, 8, 9, 14, 15, 17, & 18. Additionally, **7,904,000** gallons were delivered from Santa Fe County.

Work Order History for the Month of May 2026

- ♦ **293** total service orders were completed.
 - 88 customer service work orders.
 - 205 system maintenance work orders.
- ♦ There were two (2) customer shut-offs in May owing to payment delinquency.
- ♦ In the month of May approximately **80 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 as shown below, the link is provided. You can also email admin.manager@EAWSD.org or call 466-2411 for additional information.

- ♦ Approved the Engagement of CORDOVA CPAs, LLC as the Independent Public Accountant for conducting the EAWSD's Financial and Compliance Audit for Fiscal Year (FY) 2026 by Resolution N°. 26-06-01
- ♦ Approval of the District's FY2028-FY2032 Infrastructure Capital Improvement Plan (ICIP) submittal to the Department of Finance and Administration (DFA) by Resolution N°. 26-06-02
- ♦ Heard a 2025 Annual Report presentation given by Jacobs-OMI, the District's contracted operators (*Information only*)