



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

February 2026 Volume 21, Issue 2

EAWSD 2026 Rate Schedule is now in Effect

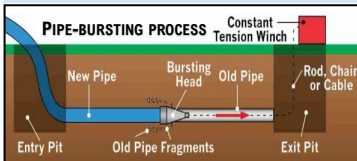
As mentioned in last month's issue of *Water Notes*, the new 2026 rates are now in effect as will be reflected in your February bill for January water usage.

Base and volumetric rates for last year and current 2026 rates are shown in the table to the right. EAWSD established a four-year rate schedule for 2025-2029 with Resolution N^o. 24-06-01 to adjust rates, tolls, fees or charges, which was approved by the EAWSD Board on 06/19/2024. Fees for other services remain unchanged as shown in EXHIBIT A, which can be accessed via this resolution link below: **Resolution N^o. 24-06-01**. Other special service requests will be charged on time and materials basis; estimates available from EAWSD. Neither EAWSD nor its contractors will conduct any work on the customer's side of the water meter.

MONTHLY RATES	2025	2026 Rates
Base Rates		
PER METER CONNECTION		
In-District	\$ 31.41	\$ 32.98
Out-of-District	\$ 75.78	\$ 78.23
Volumetric Rates		
WATER USAGE PER 1,000 GALLONS		
3,000 gallons or less	\$ 13.27	\$ 13.73
3,001 – 6,000 gallons	\$ 16.59	\$ 17.16
6,001 – 10,000 gallons	\$ 23.22	\$ 24.03
10,001 – 20,000 gallons	\$ 40.64	\$ 42.05
20,001 – 30,000 gallons	\$ 71.12	\$ 73.58
Over 30,000 gallons	\$106.68	\$110.38

***IMPORTANT: HAVE YOU SIGNED UP FOR PAYMENTUS? EAWSD introduced a new online bill payment platform, PAYMENTUS, which has replaced the former system, Invoice Cloud. If you haven't done so already, please take a moment to register and create a new profile in order to set up autopayments and other payment methods. Additional instructions can be found at www.EAWSD.org ASAP to avoid penalties and potential disconnection for non-payment. Call (505) 466-1085, OPT. 1, for assistance.**

Monte Alto Pipeline Replacement — Project Update



Many customers living along Monte Alto Rd., and surrounding cul-de-sacs and streets affected by the ongoing construction have been asking for a project progress update. Here is what has happened so far: The contractor, SKE CONSTRUCTION, has pipe burst 1,100-feet of pipe along Bosque Loop and has abandoned the southern half of the Monte Alto transmission waterline below Mariano Road. The northern half of Monte Alto Rd. will be abandoned at the end of February. Construction activities are occurring from south to north along Monte Alto Rd. Exposed areas and trenching along Monte Alto Rd. will continue to be visible until the end of the project as necessitated for housing the equipment being used to burst and pull new pipe (shown below). 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 completed. Remediation of any disturbances to landscaping as a result of the pipe replacement work will occur in May of 2026, when the weather is more suitable and after the project is completed. Currently, the project completion date is anticipated to be April 2026, for Phase 1. Phase 2 will commence after 90% design is complete along Avenida Torreon by the same contractor, SKE CONSTRUCTION. Phase 2 will add an additional 6,500-feet of transmission line. The estimated cost of the project is \$5MM and is being funded by a combination of a DRINKING WATER STATE REVOLVING LOAN FUND (DWSRLF) loan, WATER TRUST BOARD (WTB) grant, and a CAPITAL DEVELOPMENT PROGRAM FUND (CDPF) grant and will help to remediate the repetitive line breaks and water loss that has occurred in this area over the last several years and to replace the original substandard material, installed over four decades ago, with more resilient pipe material.



Brittle pipe that is being replaced

PHOTO CREDITS: G. Sanford

Board Meeting
2/18/26
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 Administrative 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
- Jan. 2026 System Updates
- News Briefs

ELDORADO AREA WATER & SANITATION DISTRICT

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Elizabeth Roghair, TREASURER
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Elected Board Members Sworn-in

EAWSO Board Members elected during the REGULAR LOCAL ELECTION held on Nov. 4, 2025, were officially sworn into their respective positions on 1/21/26, during a regularly scheduled Board Meeting. Re-elected **ELIZABETH B. ROGHAIR** (POSITION #3) and newly elected **GARY SANFORD** (POSITION #5), shown below, commenced their 4-year terms as of January 2026. Administering the OATH OF OFFICE was registered NM Notary Public, Julie Ann Grimm. Following the meeting, the notarized documents were sent to the New Mexico Secretary State for proper recording. Congratulations to Elizabeth and Gary!



As part of the swearing in ceremony, outgoing Board Member, **GREGORY HART** was presented with an honorary PROCLAMATION OF RECOGNITION for his outstanding service as an EAWSO Board member for ~8 years and for his continued dedication serving on various EAWSO committees as a volunteer member.

MAYA R. CLIFFORD was presented a CERTIFICATE OF RECOGNITION for completing one year of exceptional service in her role as EAWSO General Manager.

We sincerely thank all of these talented individuals for their proactive support and influence, as well as their continued involvement in EAWSO.

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

- ▶ Appointed District Committee Members and Chairs for 2026 by Consent Agenda
- ▶ Appointed District Treasurer for 2026 by Consent Agenda
- ▶ Honored Board Member Gregory Hart by PROCLAMATION OF RECOGNITION
- ▶ Certified 2025 Election Results to Board and Declaration of Results by Board Motion
- ▶ Swore In Elected Individuals to the EAWSO Board and signed and notarized the OATHS OF OFFICE
- ▶ Nominated and Elected Officers of the EAWSO Board
- ▶ Approved the Open Meetings Act (OMA) by [Resolution N^o. 26-01-01](#)
- ▶ Approved [Resolution N^o. 26-01-02](#) granting Signatory Authority and Inquiry Authority over EAWSO Account(s) held at Capra Bank
- ▶ Approved [Resolution N^o. 26-01-03](#) granting Signatory Authority and Inquiry Authority over EAWSO Account(s) held at Sunflower First National Bank
- ▶ Approved [Resolution N^o. 26-01-04](#) to update District Local Government Investment Pool Signature Authority Documents
- ▶ Approved [Resolution N^o. 26-01-05](#) to appoint a Procurement Officer for EAWSO
- ▶ Approved an Agreement for Engineering Services with Molzen Corbin to initiate design for the Well 9 site supplemental well and other improvements

PAYMENTUS — When Can I View Online Billing?



EAWSO customers have been inquiring when they will be able to view their current and past bills online and/or when they can return to receiving an e-bill rather than a paper bill?

LATEST UPDATE: Our team has been diligently working with 3RD party vendors to introduce a newly formatted online bill since late summer of 2025, however, there have been some 'unexpected' technological programming glitches that are taking more time to resolve than was originally anticipated. The **good news** is that we are now in the final stages of resolving these complex programming issues, but it could still take another 2-3 months in the testing phase to ensure this is all going to work.

Once we are sure that the new programming is fully functional and capturing all the nuances of the newly formatted EAWSO bill in test mode, we're confident that customers will be pleased to see a simplified complete version of their online bill and history.

Staff and management extends our sincere thanks to all of our customers for their continued patience and understanding and can almost guarantee that the new bill format will be worth the wait. In the meantime, if you still have questions or concerns, please call (505) 466-1085, Opt. 1, and one of our customer support agents can assist you with registering your account or addressing other pertinent billing inquiries.

NOTE: Posting your grievances on NEXTDOOR will not bring you any relief or resolution. We highly recommend that you contact EAWSO directly.

System Management Updates

December 2025 System Management Updates

6,003,000 gallons were pumped for the month of December from Wells 2A, 2B, 7, 14, 15, 17 & 18. Additionally, 4,077,000 gallons were delivered from SF County.

Work Order History for the Month of December 2025

- ◆ **356** total service orders were completed.
 - 100 customer service work orders.
 - 256 system maintenance work orders.
- ◆ There were two (2) customer shut-offs in December owing to payment delinquency.
- ◆ In the month of December 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."

News Briefs

- ◆ **EAWSO BUSINESS & ADMINISTRATIVE OFFICES WILL BE CLOSED on Monday, 2/16/26**, in observance of the PRESIDENT'S DAY HOLIDAY. If you experience a water emergency during this time, contact the emergency number at (505) 780-0090 and your call will be directed to an on-call field technician.
- ◆ **DID YOU CHANGE YOUR MAILING ADDRESS or EMAIL ADDRESS?** If so, please notify the Billing and Customer Service Office at (505) 466-1085 Opt. 1, or email customer.support@eawso.org with any updates. Without the most up-to-date information, you may not receive bills or emergency notifications of water outages. Thank you for your attention to this important matter.

Need Help or Looking for Information?

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

