



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

November 2024, Volume 19, Issue 11

Capital Outlay Grants Serve Critical Need for EAWSD

In the last five years, due in no small part to annual Capital Outlay grant support sponsored by Senator Peter Wirth and Representative Matthew McQueen, the ELDORADO AREA WATER AND SANITATION DISTRICT (EAWSD) has implemented several critically important projects needed to ensure our ability to continue to provide safe and reliable water delivery to the over 6,500 customers we serve. Principal among these are the following:

- ✓ Implementation of the SANTA FE COUNTY JOINT WATER DELIVERY PROJECT to bring a much-needed new supplemental long-term source of water supply to EAWSD and the community of Cañoncito.
 - * **Completed, \$812,000 — (FUNDED BY TWO GRANTS)**
- ✓ Water pipeline and service lateral replacements in the oldest section of Eldorado which was experiencing the highest number of water line breaks resulting in disruption of service and significant water loss.
 - * **Completed, \$500,000 — (FUNDED BY A GRANT)**
- ✓ Construction of a new Field Workshop/Garage which serves as both a workshop to perform routine equipment and facility maintenance and for parking and storage of large equipment, materials and supplies as required to maintain the water system.
 - * **Completed, \$500,000 — (FUNDED BY A GRANT)**
- ✓ Design and construction of two new parking lot solar canopies to reduce costs and to achieve renewable energy goals.
 - * **Underway, \$450,000 — (FUNDED BY A GRANT)**

With these important projects completed or well underway, in 2024 EAWSD applied for and received a \$425,000 Grant to fund critical investments in heavy equipment essential for our operations staff to properly maintain and repair our aging water infrastructure. This funding is being used to purchase the following equipment:



1. **New Backhoe:** EAWSD's existing backhoe is over 25 years old, is unreliable and costs several thousand dollars each year to maintain. The new backhoe was delivered in October 2024.



2. **New Dump Truck:** EAWSD's existing Dump Truck is over 30 years old, and like the backhoe, is unreliable and costly to maintain. Delivery is scheduled in December 2024.

3. **New Fleet Truck:** Due to the increase in the number of customers we serve and the expansion of facilities that we operate and maintain, EAWSD has added additional operating staff and is therefore in need of a new maintenance truck. Delivery is scheduled in December 2024.



4. **Second New Fleet Truck:** Due to very favorable pricing that EAWSD was able to secure through New Mexico Cooperative Educational Services (CES), sufficient funds will be available to purchase a second new truck to replace the oldest vehicle in our fleet which is over 12 years old. Purchase of the second truck will require a reauthorization of remaining funds which will delay the purchase. Delivery is expected in mid-2025.

Special thanks to both Senator Wirth and Representative McQueen for their past and ongoing support of EAWSD and the greater Eldorado community.

Status of Monte Alto Pipeline Replacement Project

As we shared with you in the July edition of *Water Notes*, several sections of the District's aging water distribution system are over 40 years old, and in certain areas of concern, are experiencing frequent line breaks resulting in service outages and significant water loss. Principal among these is the Monte Alto Pipeline Replacement Project. A summary of the scope and status of this important project is as follows: A major line break occurred on Monte Alto in June 2022. The event confirms the recommendation in the District's October 2022 Water Utility Master Plan of the need to address the high number of line breaks on these two water lines. The two lines run parallel to each other along MONTE ALTO & BOSQUE LOOP from AVENIDA VISTA GRANDE SOUTH to AVENIDA ELDORADO for approximately 9,500 ft. In a Technical Memorandum prepared by the District's Engineer in July 2023, it was concluded that because of other improvements to the water distribution system as part of the SF County Water delivery project, the 2 lines along MONTE ALTO and BOSQUE LOOP can be replaced by a single line which reduces the estimated cost of the project by approximately \$1.5M. Funding for design and construction of the project has been secured and design of the project began July 2024. Project design is scheduled to be completed in January 2025 with construction expected to begin in mid-2025. Project construction is projected to take eight to ten months to complete. The current estimated cost of the project of \$3.5M is being funded by a combination of a DWSRLF loan (DRINKING WATER STATE REVOLVING LOAN FUND) and a WTB (WATER TRUST BOARD) grant. Photos to the right are from the June 2022 water main break where operations technicians worked through the night to restore water service to the area.



PHOTO CREDITS: S. KING & J. LOEWY



EAWSD has resumed meeting in person for the monthly Board meeting. The meeting is held in the EAWSD Public Conference Room at 2 N. Chamisa Dr. If an attendee prefers to participate in a Board or Committee meeting via ZOOM.com, please call (505) 466-2411 or email: 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 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*

- 2024 Year in Review
- Recent Board Activities
- Sustainability Corner
- Oct. 2024 System Updates
- News Briefs

ELDORADO AREA WATER & SANITATION DISTRICT

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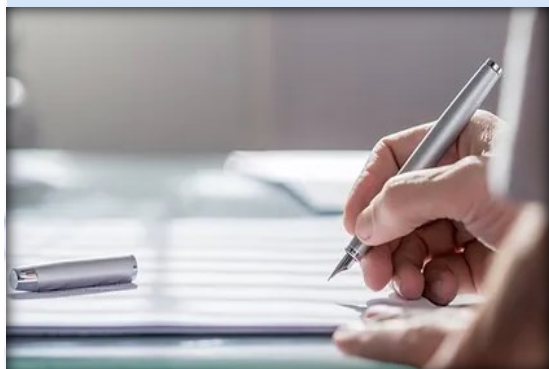
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EAWSO Online Customer Service Forms — *Where to find them on the website*




Whether you are a newcomer or long-time resident of Eldorado, there will inevitably be a point where you will need to access EAWSO customer service forms regarding your account. That's why we are taking this opportunity to highlight the navigation of the newly formatted section of our website where you can conveniently retrieve the necessary forms to *set up, close or transfer an account, request a final read, report a name change, or update a tenant's account on a rental property you own or manage*. You will start by going to the EAWSO homepage at www.eawso.org. Once you're on the page, the forms are easily accessible from the menu bar (as shown below). If you click on the Customer Service tab, the menu drops down to a number of topics. The customer forms can be found under the *Start, Stop or Close Service Account* tab, as highlighted in the example to the left under the menu bar. Also shown below on the left is the section of the customer webpage where there are links to any of the forms you might need. To view them, simply click on the link and it will take you directly to the form as it appears on our website. To the right of the links is an excerpted example of our most frequently requested form, the [REQUEST FOR FINAL READING/TRANSFER OF ACCOUNT FORM](#) which all customers are required to fill out upon selling their home or property—(including metered vacant lots), but it is also the step in the moving process that is often overlooked and assumed that the realtor or title company will manage, but that is not the case. It is solely the Seller's responsibility to close their EAWSO account and pay their final bill.

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| CUSTOMER SERVICE | ABOUT YOUR WATER | RATES, BILLING & PAYMENT | ABOUT EAWSO | EAWSO DOCUMENT LIBRARY |
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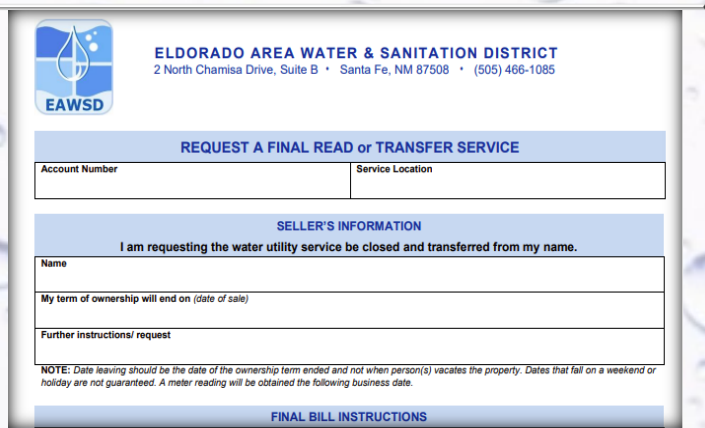
| |
|--------------------------------------|
| Customer service and billing |
| Start, stop or close service account |

HOW TO START, TRANSFER, OR CLOSE A SERVICE ACCOUNT



CUSTOMER FORMS & INFORMATION
 Looking for customer forms or more information?
 Click on any of the links below to view, download or print the form you're looking for.

- ❑ [NEW PROPERTY OWNER SERVICE APPLICATION FORM](#)
- ❑ [NEW COMMERCIAL ACCOUNT SERVICE APPLICATION FORM](#)
- ❑ [RELEASE FOR RECONNECTION OF WATER SERVICE FORM](#)
- ❑ [SETTLEMENT AGREEMENT FORM](#) - Reference Copy Only
- ❑ [REQUEST FOR FINAL READING/TRANSFER OF ACCOUNT FORM](#)
- ❑ [IMPORTANT CHECKLIST FOR CLOSING YOUR SERVICE ACCOUNT](#)
- ❑ [ACCOUNT MAINTENANCE FORM](#)



System Management Updates

September 2024 System Management Updates

13,308,000 gallons were pumped for the month of September from Wells 2A, 2B, 8, 14, 15, 17 & 18. Additionally, 3,289,000 gallons were delivered from SF County.

Work Order History for the Month of September 2024

- ◆ **404** total service orders were completed.
 - 79 customer service work orders.
 - 325 system maintenance work orders.
- ◆ There were two (2) customers shut-off in September owing to payment delinquency.

In the month of September approximately **95 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.assistant@EAWSD.org or call 505-466-2411 for additional information.

- ▶ Heard an Emergency Response Training Presentation given by JACOBS (*Information only*)
- ▶ Approved revisions to the FY25 Approved Budget

News Briefs

◆ **EAWSO BUSINESS AND ADMINISTRATIVE OFFICES WILL BE CLOSED** on Thursday, 11/28/24, and Friday, 11/29/24, in observance of the Thanksgiving holiday.

◆ **EAWSO ALERT NOTIFICATION SIGN-UP.** Many customers are not aware that they can sign up to receive alert notifications from EAWSO during an emergency situation that can impact water service to their home or when there is an unexpected service outage in a neighborhood or in the community. If you haven't already enrolled, EAWSO strongly urges all customers to do so. A sign-up link is provided on the homepage at www.eawso.org. Under the NEWS & NOTICES heading, just click on the **EAWSO ALERT** logo (as shown above) and it will navigate to the sign-up page. If you need help, contact (505) 466-2411 for assistance. **Note:** Alerts will only be sent when deemed absolutely necessary and/or if they are time sensitive.



◆ **EAWSO LEAD & COPPER TESTING RESULTS.** Recently, a few customers kindly volunteered to participate in LEAD & COPPER TESTING which is conducted every 3 years and required by the Environmental Protection Agency (EPA) under the authority of the Safe Drinking Water Act. The findings concluded that EAWSO **does meet** the SAFE DRINKING WATER ACT STANDARD established by the EPA, meaning at least 90% of the sites sampled have only a miniscule detection of metal (*under the 15 ug/L standard*). Rest assured that the District pays close attention to these standards because it is our mission to continue providing our customers with safe and reliable drinking water.