



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

January 2025 Volume 20, Issue 1

EAWSD 2025-2029 Rate Schedule Goes Into Effect

At its June 19, 2024 Board meeting, the EAWSD Board of Directors approved RESOLUTION N°. 24-06-01 to adjust rates, tolls, fees or charges, as endorsed by NM PRC certified Hearing Officer, Peter Gould. Mr. Gould rendered his final decision on April 18th, following a thorough review of the court transcript and supporting documentation of presentations and testimonies given at a formal Public Hearing he conducted on March 27, 2024.

The new rates will go into effect with the February billing cycle reflecting January water usage. Below is the adopted **2025-2029 RATE SCHEDULE** showing the base rates per metered residential and commercial connections (*In-District and Out-of-District*), and volumetric rates for water usage per 1,000 gallons. To view the approved resolution in its entirety, click on the link to **RESOLUTION N°. 24-06-01**.



EAWSD has resumed meeting in person for the monthly Board meeting. The meetings are 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.

MONTHLY RATES	2024 Former Rates	2025 New Rates	2026	2027	2028	2029
Base Rates						
PER METER CONNECTION						
In-District	\$29.91	\$31.41	\$32.98	\$34.29	\$35.32	\$36.38
Out-of-District	\$60.56	\$75.78	\$78.23	\$80.46	\$82.41	\$84.41
Volumetric Rates						
WATER USAGE PER 1,000 GALLONS						
3,000 gallons or less	\$12.82	\$13.27	\$13.73	\$14.21	\$14.71	\$15.32
3,001 – 6,000 gallons	\$16.03	\$16.59	\$17.16	\$17.76	\$18.38	\$19.15
6,001 – 10,000 gallons	\$21.82	\$23.22	\$24.03	\$24.87	\$25.74	\$26.81
10,001 – 20,000 gallons	\$37.46	\$40.64	\$42.05	\$43.52	\$45.04	\$46.92
20,001 – 30,000 gallons	\$64.53	\$71.12	\$73.58	\$76.16	\$78.82	\$82.11
Over 30,000 gallons	\$96.81	\$106.68	\$110.38	\$114.24	\$118.23	\$123.16

For water emergencies during business hours, call 505-466-1085
For water emergencies after hours and on holidays, call 505-780-0090

Non-Emergency Special Services Requested by Customer

SERVICE TYPE	Regular Business Days/Hours		Request Made during Non-Business Hours including Weekends or Holidays
	With 24-hour Advance Notice	Same Day as Request Made Before 3:00 p.m.	
Meter re-read*	\$25.00	\$50.00	\$150.00
Flow test**	\$25.00	\$50.00	\$150.00
Water turn-on/off	No Charge	\$50.00	\$150.00
Meter lid removal and replacement	No Charge	\$50.00	\$150.00

Next Month in Water Notes

- Meet the new General Manager
- Recent Board Activities
- Sustainability Corner
- Dec. 2024 System Updates
- News Briefs

* \$25 will be credited if a Meter reading error is verified.

** One flow test in a 12-month period will be provided at no charge

ELDORADO AREA WATER & SANITATION DISTRICT

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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. Please see **EXHIBIT A** OF RESOLUTION N°. 24-06-01 to view charges for special service requests.

Bills are due and payable twenty-one (21) days after the billing date. Late fees may be imposed if payment is received more than 21 days after the billing date. *Please keep in mind that if you are paying through your bank, you must allow up to **10 business days** for EAWSD to receive your payment.

Payment dropped off at the Agora should be deposited in the drop box (no cash please) by 12:00 pm on bill due date. Payment made at the office is due by 5:00 pm on bill due date.

Adoption of the new rates will ensure that the District's future revenues are sufficient to meet its needs and to further ensure that the District continues to provide safe, efficient and reliable water service to its customers, as well as improve the District's ability to operate with a balanced budget, have some flexibility to schedule and scope critically needed capital projects, and help to manage existing debt service covenants and meet the criteria to obtain new loans, if needed.

All information concerning the process and adoption of the new rates can be viewed on the EAWSD website at **2024 COST OF SERVICE & RATE DESIGN STUDY PROCESS**.

Preventing Frozen Pipes — Take Action Now...

As we all know and see across both our state and the entire country, freezing temperatures are here. We'd like to remind our customers that water pipes can freeze and sometimes burst if proper safeguards are not taken. The best prevention against frozen pipes is to keep them warm enough to stay above the freezing point. EAWSD recommends the following tips to help prevent frozen pipes.



Tip #1: KEEP THE HEAT ON

Keeping the heat on can help prevent pipes from freezing and bursting and therefore causing undue water damage to your home and possessions. When going out of town, it is recommended you still keep your heat on, although at a lower temperature than if you were occupying the home. Keeping the temperature at 55°F should be adequate to keep pipes warm and prevent water inside the pipes from freezing.



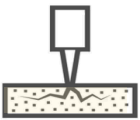
Tip #2: ALLOW THE FAUCET TO DRIP

While EAWSD does not promote wasting our precious water, we do suggest opening the faucet fed by the pipe of concern so the faucet drips slightly. This will help prevent potential catastrophic loss of water due to a burst pipe. **NOTE: EAWSD will not reimburse you for additional water usage should you elect this option.**



Tip #3: KEEP INTERIOR CABINET DOORS OPEN

It's a good idea to keep cabinet doors open so that the heat from the rest of the house can keep the pipes warm. You should also keep all other interior doors open so that heat can flow throughout the home.



Tip #4: SEAL UP CRACKS AND HOLES

Seal gaps around holes where pipes run through walls or floors, especially where the hole is letting in cold air. If possible, seal holes on both the interior and exterior side of the wall or floor by using caulk or spray foam insulation to fill the gaps.



Tip #5: APPLY HEATING TAPE

Heating tape can be used for short sections of pipe that are at high risk for freezing and easily accessible, so you can monitor them for problems. There are two types of heating tape. Please be sure to follow the product's direction and safety procedures exactly.



Tip #6: ADD EXTRA INSULATION

Pipes that are located in areas that do not have proper insulation, such as crawl spaces, may need extra insulation to keep from freezing. Many Eldorado homes have hot water heaters that are located in the garage. Remember to keep garage doors closed and to properly insulate water heaters and the pipes going in and out of them. Pipes can be fitted with foam rubber or fiberglass sleeves to help decrease the chances of freezing.

WHAT IF PIPES FREEZE DESPITE YOUR EFFORTS?

In this case, many sources suggest safely applying a heat source (electric hair dryer, heating pad, heat tape) once the determination has been made as to which pipes are frozen in the house. If you are uncertain how to proceed, it may be best to consult with a licensed plumber for professional assistance when you suspect your pipes have frozen.

Question of the Month



QUESTION: Does EAWSD offer payment assistance or payment plans for customers?

Answer: On the EAWSD homepage, under the **Customer Service Information Tab**, there are links to a variety of organizations that can assist customers with their monthly utility bills, (*bottom left hand corner*). We encourage those who feel they need extra financial assistance with utility or rent bills to apply. You can also speak to one of our Customer Service support agents and they can provide information on in-house payment options that will help you keep up with your monthly water bills and avoid costly penalties from accruing or shut-off of service.

News Briefs

- ◆ **EAWSD BUSINESS & ADMINISTRATIVE OFFICES WILL BE CLOSED** on Monday, 1/20/25 in observance of the Martin Luther King, Jr. 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.
- ◆ **IN CASE OF EMERGENCY...DOES EAWSD HAVE YOUR CONTACT INFORMATION?** Our staff has created a list of customers that we don't have phone numbers and/or email addresses for. In some cases, nothing at all! Please call to check if we have your most current contact information on file.

System Management Updates

November 2024 System Management Updates

11,073,000 gallons were pumped for the month of November from Wells 2A, 2B, 8, 14, 15, 17 & 18. Additionally, 5,188,000 gallons were delivered from SF County.

Work Order History for the Month of November 2024

- ◆ **363** total service orders were completed.
 - 112 customer service work orders.
 - 251 system maintenance work orders.
- ◆ There were two (2) customer shut-offs in November owing to payment delinquency.
- ◆ In the month of November approximately **84 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 466-2411 for additional information.

- ▶ Discussion of proposed AES Solar Facility and any potential impacts to the District, its water supply and/or operations (*Information Only*)