



ELDORADO AREA WATER & SANITATION DISTRICT WATER NOTES

<http://www.EAWSD.org>

August 2026, Volume 21, Issue 8

Board Meeting
8/19/26
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
- July 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

PAYMENTUS Online Billing Update | All features are now accessible

In October of last year, EAWSD migrated to PAYMENTUS, a new online billing platform. As of last month, all features of the platform have now been integrated. The final component of the online billing platform is available; customers can now view their entire bill. (See example below)

IMPORTANT: Starting with the August bill and going forward, only those customers that have signed up on the PAYMENTUS platform and opted in to paperless billing will receive an e-bill. Customers who have not signed up for the PAYMENTUS platform will continue to receive paper bills. If you want to receive an email or text notification when your bill is ready, please see the instructions in ITEM #4 below. For questions or assistance concerning your PAYMENTUS account setup, call the billing and customer service office at (505) 466-1085 Opt. 1 and one of our customer support agents can help you.

FRONT of Bill

HOW TO ACCESS YOUR PAYMENTUS ACCOUNT:



PAY BILL ICON: Click on the "Pay Bill" icon on the bottom left of the EAWSD website homepage at <https://www.eawsd.org/>.

PAYMENTUS LOGIN: The next window that you will encounter is the PAYMENTUS login platform as shown to the right. If you already have your account set up in PAYMENTUS you will just need to login. If you are not registered with PAYMENTUS, click on the "REGISTER NOW" link below the login. Regardless of how you receive your bills (mailed or electronically), your account must be registered on the PAYMENTUS platform to receive electronic notifications and/or to view your bill.

ACCOUNT DETAILS: Once you are logged in or registered you will need to click on the **Accounts** link (as shown to the left) and that will drop down to the **Account Details** tab where you will select **EDIT**. Once that window opens you will see two options to receive electronic notifications when your bill is ready.

HOW TO SIGN UP TO RECEIVE EMAIL OR TEXT NOTIFICATIONS: This is the newest step in the PAYMENTUS one-time set up that was introduced with the last billing cycle. To ensure that you receive e-bill notifications you must select one of the methods as shown to the right and most importantly, **SAVE** your selection once you make your choice.

TO VIEW YOUR BILL: If you have completed all the steps above, you can now access your bill by selecting **Bill History** from the menu as shown above to the left. Once this window opens you will click on the **View Bill** button under action. The last click will display a full copy of your monthly bill as shown at the top of this page. We are confident that you will find the new streamlined format more aesthetically pleasing and informative.

A reminder that there are many ways to make a payment including: Online payments using Visa, MasterCard, American Express and Discover credit and debit cards (fees may apply), as well as PayPal, PayPal Credit (subject to customer credit approval), Venmo, Apple Pay, Google Pay, ACH, or if you prefer, check payments are accepted at the EAWSD Administrative office front desk, outdoor drop box or mailed via U.S. Postal Service. Do not deposit cash in the outside drop box and always include a payment voucher or reference your account number.

Sustainability Corner — *New EAWSD EV Trucks*



Last month we reported on the installation of a public EV charging station located in the parking lot of the EAWSD Administrative building. Continuing on our quest to be active participants in meeting SF County's 2030 sustainability goals, EAWSD has purchased two (2) 2025 FORD F150 LIGHTNING LARIAT electric fleet vehicles using a \$250,000 capital outlay grant secured by General Manager, Maya Clifford, in the last legislative session. The plan is for staff to use the electric vehicles to conduct their daily operation rounds and for driving to the various project construction sites and/or to business meetings in town. We estimate that this effort will greatly reduce the need to rely completely on gas vehicles and the cost benefit savings is already evident.

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 the updated 2026 Work Plan for the FINANCE & AUDIT ADVISORY COMMITTEE (FAAC) by Consent Agenda
- ▶ Approved submittal of the FY2027 FINAL BUDGET to the New Mexico Department of Finance and Administration/Local Government Division (NMFA/LGD), by Resolution N°. 27-07-01
- ▶ Approved the FY2026, 4th Quarter Cash Report by Resolution N°. 27-07-02
- ▶ Approved the appointment of an Ad Hoc RATE STUDY ADVISORY COMMITTEE and authorized the negotiation and execution of a contract for a Cost of Service and Rate Design Study.

System Management Updates

June 2026 System Management Updates

5,267,000 gallons were pumped for the month of June from Wells 7, 8, 14, 15, 17, & 18. Additionally, **11,567,000** gallons were delivered from Santa Fe County.

Work Order History for the Month of June 2026

- ♦ **455** total service orders were completed.
 - 117 customer service work orders.
 - 338 system maintenance work orders.
- ♦ There were five (5) customer shut-offs in June owing to payment delinquency.
- ♦ In the month of June approximately **85 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."

Need Help or Looking for Information?

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



News Briefs

- ♦ **EAWSD BUSINESS OFFICE WILL BE CLOSED** on Monday, 9/7/26, in observance of the Labor Day Holiday. If you experience a water emergency during this time, call the emergency number (505) 780-0090 and you will be directed to an on-call field technician. This number is not for billing inquiries.
- ♦ **REMINDER: THE EAWSD PAYMENT DROP BOX AT THE AGORA HAS BEEN PERMANENTLY REMOVED.** Due to the unfortunate vandalism event that took place over the 4th of July weekend, where our payment drop box at the Agora was broken into and payments were stolen, District management has decided to remove the payment box completely. There is no way to guarantee that it will not happen again nor is there a secure way to monitor this location. You can drop your payment in a regular U.S. Post Box, but don't forget the stamp. Payments can be dropped off at the front desk of our Administrative office or in the outside payment drop box as well. We encourage you to explore the variety of new online payment options available through PAYMENTUS as mentioned in the first article.
- ♦ **ANNUAL SUMMER WATERING RESTRICTIONS** will end on Monday, 8/31/26. Until that time, please continue to observe the Summer Watering Restrictions for the remainder of the month.
- ♦ **THE WATER CONSERVATION SURCHARGE IS IN EFFECT until 8/31/26.** Customer water use for May, (billed in June) through August, (billed in September) is subject to the annual Conservation Surcharge. The Conservation Surcharge applies only to residential customers whose usage exceeds 10,000 gallons in a month. If exceeded, 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.



Despite the forthcoming end of the SUMMER WATERING RESTRICTIONS and the WATER CONSERVATION SURCHARGE on August 31st, EAWSD customers are asked 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 and be hyper-conscious of any maintenance or repair issues for the duration of the summer to avoid unnecessary and costly leaks. When traveling out of town, even if it is for one day, *do not* leave your irrigation system timer unsupervised. If you have a friend or neighbor overseeing your irrigation system while you are away make sure they have a reliable way to contact you in the event of an emergency. It is also highly recommended that the EAWSD billing and customer service office has the same contact information to reach you if unusually high water usage is detected.

Question of the Month



Question: *What is the green foam that is being sprayed to reseed areas that have been disturbed during construction and does the product contain pesticide or any type of chemical?*

Answer: The 'green foam' is the protective layer around the hydroseed. To our understanding, there are no 'chemicals' in the hydroseed mulch. The coating is a protective non-toxic green-colored gelatinous film that is designed to keep the seeds from blowing away. Once there is enough water in the seeds surrounding vicinity, the coating disintegrates and eventually germinates. Establishment of the seed and subsequent growth is not instantaneous. Please *do not* water. Long-term seed establishment has the best results when watered through 'natural means'.

Want to know what's going on at EAWSD?

Visit us on the web @ www.EAWSD.org

or check our outdoor bulletin boards located at the Agora Shopping Center, ECIA office and the entry area to our CUSTOMER SERVICE & BILLING OFFICE