

Welcome to the Las Campanas Water & Sewer Cooperative



Las Campanas Water Cooperative
SANTA FE, NEW MEXICO

Section 1: What is the Las Campanas Water Cooperative and Who Do We Serve?

Welcome to the Las Campanas community and your Las Campanas Water Cooperative (LCWC).

The Las Campanas Water Cooperative (“Co-op”) is a non-profit entity with the mission to deliver quality drinking water and wastewater treatment services to our more than 1,200 members. The Co-op stores and delivers drinking water, installs, maintains, and reads water meters, invoices monthly, provides fire protection, regularly tests water quality, and maintains the lines needed for transmission of water to our customers in the community of Las Campanas.

The Co-op is responsible for supplying potable water and processing wastewater for all residents of Las Campanas *except* Estates I and II; the County of Santa Fe services them for water and the LCWC processes wastewater.

We are a legally and financially separate entity from the Las Campanas Master Association and The Club at Las Campanas. As a cooperative, we operate as a member-owned entity, where residents within the Las Campanas area collectively manage and maintain their water supply and waste water system. The LCWC ensures the delivery of clean, reliable, and safe water to its members, maintains infrastructure, manages water resources, and addresses any water and wastewater-related issues or concerns within the community.

The LCWC is governed by a dedicated Board of knowledgeable, elected volunteers who set the direction and oversee the financial viability of the LCWC. The Board’s policies are, in turn, carried out on a day-to-day basis by administrative and operational professionals who provide efficient, helpful, and friendly customer service and are managed by the General Manger of LCWC who reports to the Board of Directors.

It is important to understand that we are a *community* of water users. A strong common interest unites us in making the wisest possible use of a scarce resource, and we have an affirmative responsibility to each other. If we do not cooperate in our vigilance about water use and our dedication to sustainability, we could ultimately face restrictions that would change the nature of this very special place where we have chosen to live.

Section 2: General Information

The office of the Las Campanas Water Cooperative (LCWC) is in the Aldea Plaza at:
13 Plaza Nueva, Unit B, Santa Fe, NM 87507

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This is the physical address where members of the cooperative can visit or contact the office for any inquiries or assistance or to address water-related matters. The office hours are Monday through Friday from 8:00 a.m. to 4:00 p.m.

The main office phone number is (505) 930-7155

For inquiries, assistance with billing, Eye on Water, or general information during regular business hours, we kindly request that you contact the main office number. Our dedicated team is readily available to provide prompt and professional assistance. For inquiries over e-mail, please direct your correspondence to our Customer Service e-mail (cs@lcwatercoop.com) or the General Manager (gm@lcwatercoop.com).

The LCWC is responsible for everything up to and including the water meter. You are responsible for everything on the house side of the meter.

Only authorized LCWC employees can access the LCWC meter. Any other access is considered tampering with LCWC equipment. The LCWC rules and regulations require that both your irrigation and domestic water systems have isolation (shut-off) valves other than the valves in the LCWC meter so that you can shut off the water flow in case of a major or sustained leak.

In the event of a genuine water or sewer emergency characterized by situations such as major water main breaks, water contamination incidents, widespread loss of water pressure, or sewage line break, immediate action is crucial. To report emergencies or outages, please contact the following numbers:

During business hours - **(505) 930-7155** After business hours and on weekends - **(505) 395-9270**

These contact numbers ensure timely response and assistance to address water emergencies and sewer effectively and minimize potential disruptions or risks.

The LCWC is supported by a dedicated professional team overseeing its operations consisting of a General Manager, Customer Services, Engineering Consultants and Jacobs Engineering staff who maintain our water distribution infrastructure and the wastewater processing plant. Together, our team is committed to delivering high-quality water services to the Las Campanas community.

The LCWC’s Board of Directors

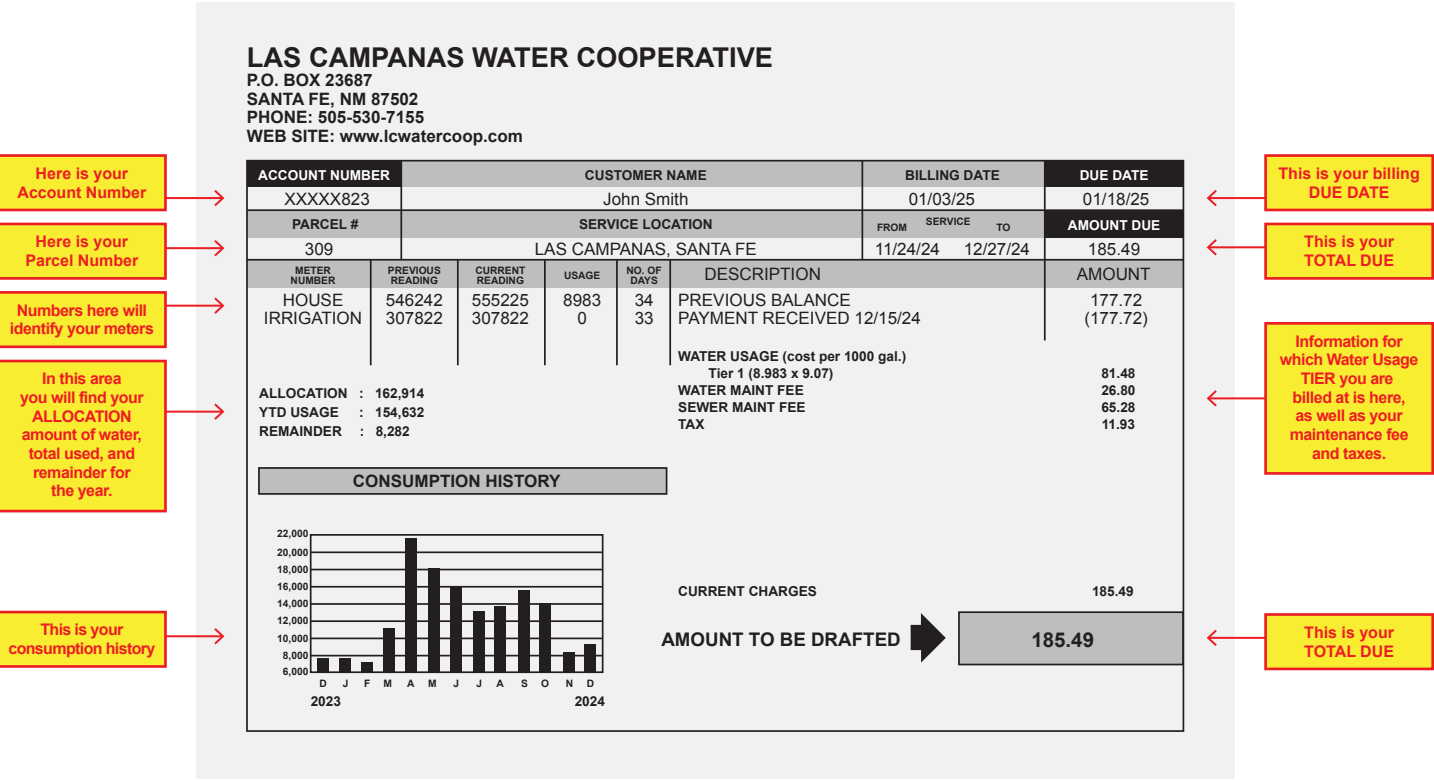
The LCWC's Board of Directors is comprised of up to 9 residents from the Las Campanas community and is elected by residents (a Director for the Board of Directors is a non-compensation position). The elected term for a board member is three years. A member can be re-elected for four consecutive terms. These individuals are our neighbors and colleagues

from the community who bring diverse perspectives and expertise to guide the cooperative's decision-making processes. The Board is responsible for setting overall policy and procedure, deciding on capital investments, and maintaining the financial well-being of the LCWC. To reach out to the Board as a whole, you can contact them at board@lcwatercoop.com.

The LCWC is mandated to convene an annual board meeting to comprehensively review business operations and establish plans for the upcoming year. Additionally, as part of its commitment to fostering member engagement, the Board holds quarterly meetings open to all residents, which will be communicated to the LCWC membership through an e-mail blast. These meetings serve as opportunities for the membership to actively participate and contribute to the LCWC decision-making processes. For a complete listing of Board and Staff please refer to Appendix A.

LCWC Water, Sewer, and Surcharge Rates

You will be billed monthly by the LCWC for water and sewer use. Automatic payment via ACH or credit / debit card (with no fee charged) assures you of always being current on your financial obligation to the LCWC. Lastly, we also accept checks.



LCWC Water, Sewer and Surcharge Rates and Fees – Please refer to Appendix B. or visit the LCWC website for current rates. www.lcwatercoop.com. *Please note that water and sewer rates and fees are reviewed annually and subject to change.*

Surcharge Rates apply in 4 tiers with increasing rate per 1000 gallons within a range of water usage. The tier structure is dependent on the Acre Foot (AF) allocated to each lot.

Section 3: Water & Sewer in Las Campanas

Every lot in Las Campanas is assigned an annual water allocation, expressed in acre-feet. You can find this allocation amount on your bill or by calling the LCWC office. An acre-foot is 325,851 gallons, and the LCWC has sufficient water rights to supply the allocated amount to every lot, assuming that drought or other circumstances do not make water unavailable despite the existence of ownership.

The current structure of water rights for the Las Campanas Community:

TYPE OF USAGE	ACRE FOOR PER YEAR
Total Residential Allocation	568
Total Commercial Allocation	84
Line Loss (estimated at 8% by LCLP)	57
Total Residential Allocation	709

Water for the community is provided by Santa Fe County which receives its water from surface water, from the Rio Grande and well water. The breakout of the water sources is constantly updated based on the level of the Rio Grande, but it’s roughly a 75/25 split.

The portion of water received from wells makes our water “hard.” The water is drawn from the Rio Grande at the Buckman Direct Diversion Project (BDD), treated, and sent via a County pipeline to Las Campanas Water Cooperative. The need for this pipeline to cross the original Weil property resulted in the acquisition of the water rights that enabled Las Campanas to exist. The portion of water received from wells makes our water “hard.” Hard water is a term that denotes water having a very high mineral content.

Once used, water is returned to the LCWC wastewater treatment plant via the sewer system for comprehensive processing. The treated effluent is then used to irrigate Las Campanas' two golf courses. Using water wisely is in our best interests as a community. If you are coming to the Southwest from other parts of the country, you may need to think differently regarding landscaping and all other aspects of water use.

Santa Fe is a high desert environment. There is beauty in the adaptation that native plants have made to survive under low-water conditions.

Knowing which plants do best in our environment while requiring minimal water and are aesthetically pleasing is a job usually best left to a landscape professional. You can find extensive information about plants that work and plants that are prohibited on our website, as well as information about strategies for conserving water and a list of approved plants: www.lcwatercoop.com.

When building a new home or modifying existing landscaping, we encourage you to contact the Las Campanas Master Association's Design Review Committee who will guide you in understanding the possibilities as well as the limitations that might apply to your project, and will work with you to create a sustainable future for Las Campanas.

Irrigation is almost always via a drip system, which is the best way to provide adequate water for specific plantings while not wasting water through evaporation or wind. Automated timers generally control drip systems.

Most homes in Las Campanas served by the LCWC have two meters. One measures water used for irrigation; the other keeps track of water used for domestic purposes. Both utilize an innovative and informative technology called Eye on Water that enables you to see your daily water use while providing a warning of leaks – more on Eye on Water in Section 5.

Section 4: Las Campanas Sustainability Committee

The LCWC Sustainability Committee has a clear mission: to ensure that LCWC provides water and wastewater services to customers in an environmentally and financially responsible manner. They go beyond just delivering water, aiming to educate and assist customers in optimizing their water usage to reduce overall demand from LCWC over time. The Sustainability Committee goals are reviewed and updated on an annual basis.

Collaborating with the Sustainability Committees of the Las Campanas Master Association and The Club at Las Campanas, the committee prepares the Las Campanas community for long-term water resource and environmental challenges. By working together, we create a strong network of sustainable practices and foster a community ready to address future water needs.

The Committee’s expertise and dedication drive positive change and shape a community that values responsible water usage, environmental stewardship, and resilience in the face of future challenges. Through their mission-driven approach, the LCWC Sustainability Committee ensures a sustainable and prosperous future for the Las Campanas community, where customers receive water services in an environmentally friendly and financially responsible manner.

Section 5: Water Conservation Resources

Eye on Water is an electronic, automated meter reading system facilitated by an endpoint placed on your home's water meters. There is no additional cost for having and using Eye on Water, and there is enormous potential to avoid catastrophic leaks while gaining critical insight into your water use.

While Eye on Water can report leaks, homeowners should not rely on it as the ONLY means of leak detection. Eye on Water communications are affected by communications, geography, as well as technology. Every resident should have a way to detect or inspect their water system to ensure leaks are not prevalent. Reach out to the Co-op for suggestions in full house monitoring systems.

Eye on Water data is transmitted once a day. Endpoints can store up to 42 days of data, so if there is a lack of communications no data is lost, and any missing data will be uploaded at the next opportunity. While the endpoints do have the ability to transmit 4 time a day, the Co-op chose once a day to preserve endpoint battery life. You can access the information via the Eye on Water website or app. This information is then accessible via an app on your mobile phone, tablet, or computer. Eye on Water will provide e-mail or text notifications when a suspected leak occurs.

The Eye on Water system will report a leak, as *connectivity is available* when there has been continuous water flow through the meter for 24 hours. It is recommended that your leak alert be set at "one gallon" per hour. Continued flow for 24 hours above one gallon per hour would trigger a leak alert via text or e-mail. Eye on Water awareness has saved many Las Campanas owners from the enormous expense caused by unseen leak damage (such as a leak in the piping within walls) and the wasted water's cost. Because Eye on Water is internet-based, residents can monitor usage daily, regardless of location, and over 80% of the community utilizes Eye on Water.

There are four major reasons that Eye on Water is important to you:

1. Because you are part of a community - Having sufficient water to sustain Las Campanas well into the future

is a common goal that asks everyone to act for the greater good and our community interests. Eye on Water is one of the most effective tools for understanding and controlling your water use.

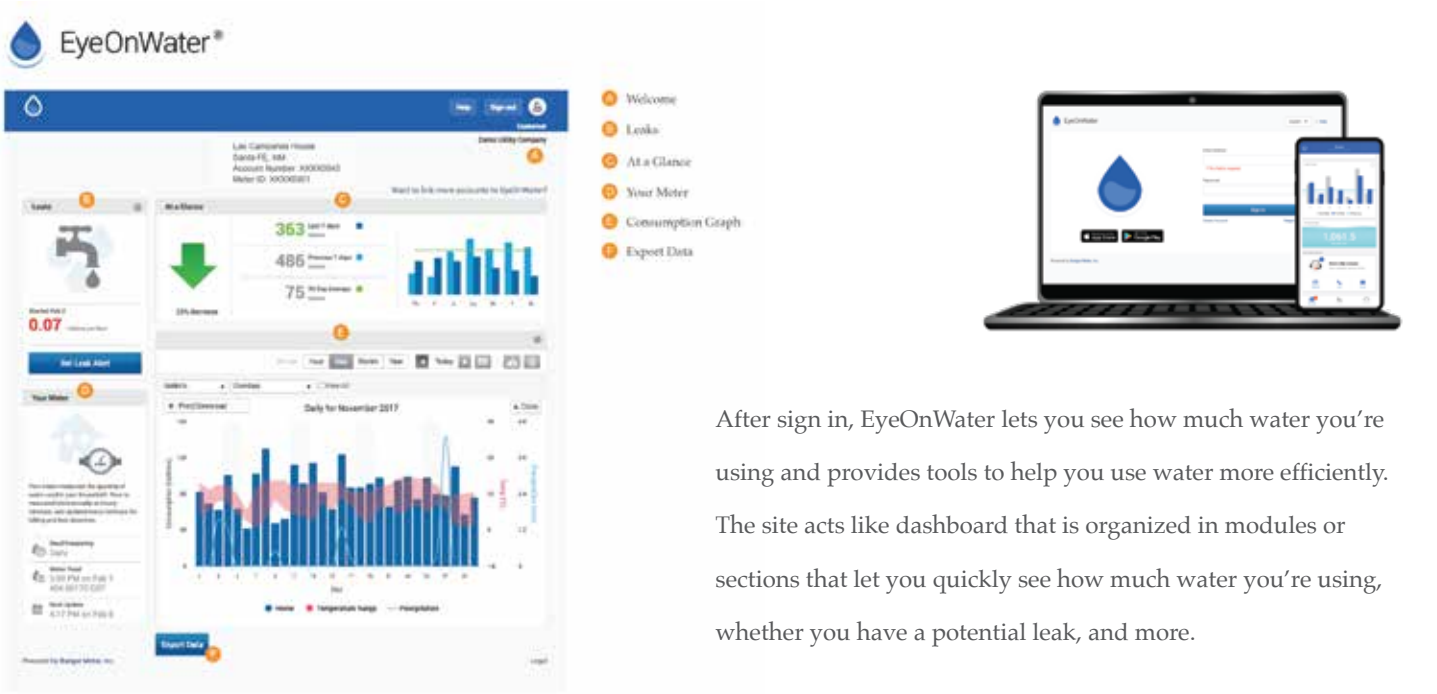
2. Because it’s **already installed** and allows detection of leaks that can damage your home - An undetected leak can cause tens or hundreds of thousands of dollars of damage, and the inconvenience of needing to replace walls, flooring, or structural components or undertake mold eradication. The impact of a leak on your home's value can be permanent. With Eye on Water, you have a way to literally see within hours when water usage is higher than expected.

3. Because you can keep an Eye on Water from anywhere - Whether you're a part- time Las Campanas resident, away for the weekend, or traveling the world for a year, information about your home's water consumption is always available wherever you are, enabling you to act promptly if there is unexpected consumption.

4. Because you can avoid penalties for overuse - Properly managed, the allocation for each household allows for normal use, including reasonable irrigation. Water gets very expensive above your allocation. Know your flow! With Eye on Water, you will always know your water usage.

The endpoint is already installed on your meters. Just go to the Eye on Water website, sign in, and you’re ready to go. <https://www.eyeonwater.com/login>

This is how the Eye on Water Online Dashboard will look:



After sign in, EyeOnWater lets you see how much water you’re using and provides tools to help you use water more efficiently. The site acts like dashboard that is organized in modules or sections that let you quickly see how much water you’re using, whether you have a potential leak, and more.

You can also access Eye on Water via a cell phone app through the App Store.

All you need to get started is your LCWC account number. If you don't know where to find your account number, or need help getting started with Eye on Water, please come by the LCWC office or call (505) 930-7155 for assistance.

Let's work together to make the best possible use of this limited resource.

Sustainable Landscapes and Water Use

Las Campanas has a long history of being an environmentally responsible community with a strong focus on minimizing water usage.

Our goal is to develop and implement strategies for promoting effective and efficient water use in the high desert community served by the LCWC, while increasing awareness and engagement among its members through education and access to available resources.

A key objective toward this goal is to offer the community a series of learning opportunities focused on optimizing water usage and addressing the seasonal challenges of maintaining our landscaping in the high desert.

A community online survey was conducted in the Spring of 2023 to ascertain the community's interest in obtaining information about water conservation and preferences for learning. Most respondents expressed interest in the sustainability program with written articles and on-demand videos on sustainability topics available on an e-library being the preferred delivery option. In-person or live virtual classes were the least preferred option.

The following sustainability articles are available on the LCWC's website (www.lcwatercoop.com) under the Sustainability section.

Drip Irrigation System

- 1. Drip Irrigation System Guidelines
- 2. Expanding Your Irrigation System as Plants Grow
- 3. Monthly Inspection and Testing of Your Irrigation System

- 4. Plants That Don't Require Irrigation Once Established
- 5. Fall and Winter Watering Tips
- 6. Monsoon Season Watering Tips

Getting the Most Out of a Limited Resource

- 1. Passive Water Harvesting Techniques and Erosion Control
- 2. Benefits of Soil Improvement
- 3. Benefits of Using Mulch in the Home Garden
- 4. Which Type of Mulch is Best for Landscaped and Open Areas

Plant Selection

- 1. Low Water Use Plants for Las Campanas
- 2. Trees to Avoid or Use with Caution in Las Campanas
- 3. Steps to Successful Revegetation
- 4. Las Campanas Natural Area and Transition Zone Definitions and Pre-Approved Plants List

Water Conservation Technology

- 1. Irrigation System Rain Sensors and Automatic Shutoffs
- 2. Whole House Leak Detection Systems
- 3. How to Sign Up for and Install Eye on Water on Your Smart Phone

Section 6: Las Campanas Water Cooperative Website

We are pleased to inform you that we are diligently working to provide you with enhanced online experience for the LCWC. To stay updated, we encourage you to visit our website at www.lcwatercoop.com. There, you will have access to important information such as our contact details, governance documents, water quality reports, and educational resources, as well as convenient links to Eye on Water for monitoring water usage and easily paying your bill. The Co-op website has a comprehensive Sustainability E-library which can also be accessed through the HOA and Club’s websites. We appreciate your patience and look forward to offering you an improved online platform.



Appendix A: Current List of LCWC Board of Directors and Staff

LAS CAMPANAS WATER COOP BOARD OF DIRECTORS		
Steven Miller, President Chair: Legal and Governancce <i>Term Expires: 7/2027</i> smiller@lcwatercoop.com	Stephen W. Raab, Vice President Chair: Sustainability <i>Term Expires: 7/2026</i> sraab@lcwatercoop.com	Grant Davis Chair: Finance Committee <i>Term Expires: 7/2028</i> gdavis@lcwatercoop.com
Ben Lee, Director <i>Term Expires: 7/2027</i> blee@lcwatercoop.com	James Dark, Secretary <i>Term Expires: 7/2028</i> jdark@lcwatercoop.com	Rick Weyen, Director Chair: Operations <i>Term Expires: 7/2028</i> rweyen@lcwatercoop.com
J. Regan Thomas, Director <i>Term Expires: 7/2028</i> rthomas@lcwatercoop.com		

LAS CAMPANAS WATER COOP STAFF		
John Anderson General Manager janderson@lcwatercoop.com	Juliet Tello Customer Service Manager jtello@lcwatercoop.com	Robert Jorgensen Consulting Engineer rjorgensen@lcwatercoop.com
	Jesus Gonzalez Jacobs Project Manager jesus.gonzalez17@jacobs.com	Bryan Romero Consulting Engineer bromero@lcwatercoop.com



Appendix B: LCWC Water, Sewer and Surcharge Rates and Fees

Effective October 1, 2024

RESIDENTIAL RATES	
Monthly Residential Water Rates	
Water Usage ≤10,000 gallons/month (Tier 1) per 1000 gallons	\$9.28
Water Usage >10,000 gallons/month (Tier 2) per 1000 gallons	\$19.32
Monthly Water Maintenance Fee 3/4" meter	\$28.51
Monthly Water Maintenance Fee 1" meter	\$75.79
Monthly Water Maintenance Fee 1-1/2" meter	\$75.79
Monthly Water Maintenance Fee 2" meter	\$119.64
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Monthly Residential Sewer Rates	
Monthly Sewer Maintenance Fee	\$67.10
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Annual Fees for Vacant Lots	
Annual Water Maintenance Fee	\$280.00
Annual Sewer Maintenance Fee	\$197.50
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Connection Fees	
Water Connection Fee	\$3,500.00
Sewer Connection Fee	\$3,500.00



Appendix B: LCWC Water, Sewer and Surcharge Rates and Fees

Effective October 1, 2024

Please note that water and sewer rates and fees are reviewed annually and subject to change.

SURCHARGE RATES			
Residential Surcharge Rates – per 1000 gallons			
0.25 AF = 81,457 gal			
81,458 - 162,914 gal	Tier 1		\$18.75
162,915 - 179,205 gal	Tier 2		\$37.08
179,206 -325,828 gal	Tier 3		\$73.94
Over 325,828 gal	Tier 4		\$73.94
0.4 AF = 130,331 gal			
130,332 - 162,914 gal	Tier 1		\$18.75
162,915 - 179,205 gal	Tier 2		\$37.08
179,206 -325,828 gal	Tier 3		\$73.94
Over 325,828 gal	Tier 4		\$73.73
0.5 AF = 162,914 gal			
162,915 - 179,205 gal	Tier 1		\$18.75
179,206 -200,000 gal	Tier 2		\$37.08
200,001 -325,828 gal	Tier 3		\$73.94
Over 325,828 gal	Tier 4		\$73.94
0.75 AF = 244,371 gal			
244,373 - 268,809 gal	Tier 1		\$18.75
268,810 - 300,000 gal	Tier 2		\$37.08
300,001 - 488,743 gal	Tier 3		\$73.94
Over 488,743 gal	Tier 4		\$73.94
1.0 AF = 325,828 gal			
325,829 - 358,406 gal	Tier 1		\$18.75
358,407 - 399,095 gal	Tier 2		\$37.08
399,096 - 651,649 gal	Tier 3		\$73.94
Over 651,649 gal	Tier 4		\$73.94



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SANTA FE, NEW MEXICO