



“I keep neighborhoods clean by picking up trash, managing green waste, and providing monthly grappler service. It’s very important for our community that solid waste and recycling is handled well.”

*Hector Lozoya  
Equipment Operator Senior  
Solid Waste Section*



“Our Emergency Response Team is proud to answer thousands of calls monthly – gas, water, sewer, airport, traffic, streets – 24-hours a day. We’re here all day, every day to help!”

*Jerry Hernandez  
Emergency Utility Operator  
Administrative Services Section*

# 2015-2016 LAS CRUCES UTILITIES ANNUAL REPORT

~ Benefiting the Community ~

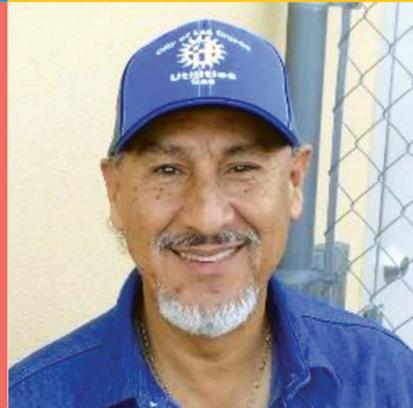
“I’m part of the “Call 811 Before You Dig” system. I help prevent damage to underground utilities including natural gas, water, and sewer. My job keeps people safe.”

*Angelica Villa  
Dispatcher  
Excavation Damage Prevention  
Gas Section*



“We’ve re-drilled three deep wells this year, providing additional sources of high quality water to our system. That ensures LCU will meet future water demands of our growing community.”

*Fernando Ortiz,  
Senior Engineering Technician  
RES/TS Section*



“We used to read meters and record numbers with pencil and paper; today Automated Meter Reading benefits our community providing much more accuracy.”

*Sammy Rodriguez  
Meter Mechanic  
Gas Section*

“We videotape sewer pipe interiors and can see damaged/broken lines, so repairs are made before they become really big, expensive reconstruction issues. That saves dollars!”

*Lonnie Orona  
Maintenance Mechanic  
Water Resources Section*



“If customers experience a financial hardship; we can refer them to assistance. It’s our job to ensure customers have utilities and avoid disconnection of services.”

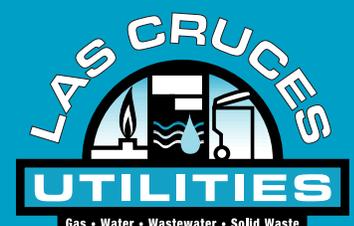
*Silvia Carrizal  
Collections Representative  
Administrative Services Section*



G A S • W A T E R • W A S T E W A T E R • S O L I D W A S T E

*Providing reliable, safe, and cost effective utility services to customers in the Las Cruces area.*

[www.las-cruces.org/Departments/Utilities.aspx](http://www.las-cruces.org/Departments/Utilities.aspx)



Gas • Water • Wastewater • Solid Waste

City of Las Cruces

# WELCOME



**Robert L. Garza, P.E.**  
City Manager  
(Retired May 2016)

## CITY MANAGER

As the City Manager, I have administrative oversight of all City Department including Las Cruces Utilities (LCU). I am proud to report that LCU is being run at the highest levels of professionalism, productivity, and quality service under the direction of Dr. Jorge Garcia and the LCU Board of Directors. LCU provides essential public utility services including natural gas, water, wastewater, and solid waste. They operate as an enterprise system, like a private business, with over 40,000 customers who rely on them daily. The enterprise system at LCU covers the costs for operations, employees, and all service related expenses with an annual budget of over \$60 million. The utilities are funded by rates that are paid for consumption of the various utility services we offer. Services provided by LCU are critical to the quality of life in Las Cruces. Their success helps ensure we reach out city mission to provide responsive, cost effective, and high quality services to the citizens of Las Cruces. We are fortunate to have a professionally managed utility and a very productive Board of Directors with a high level of technical knowledge and skills.

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## LCU BOARD OF COMMISSIONERS

On behalf of the Las Cruces Utilities Board of Commissioners we congratulate Dr. Jorge Garcia and the utilities staff for the outstanding service they give to the residents and customers of Las Cruces and surrounding area. We are all dedicated to providing the highest quality utility service as cost effectively as possible.



**Las Cruces Utilities Board (top left to right) Mr. Jim Ericson, Dr. Harry Johnson, Mr. Steven Baumgarn, Mr. Jim Carmichael, (bottom left to right) Mr. William Little (Vice-Chair), Councillor Olga Pedroza, and Councillor Gill Sorg (Chair).**



**Jorge A. Garcia, Ph.D., P.E.**  
Utilities Director

## LAS CRUCES UTILITIES DIRECTOR

I am proud to present the Las Cruces Utilities (LCU) FY16 Annual Report with highlights of projects completed over the past 12 months that keep our four utilities flowing smoothly and serving our population of more than 100,000 residents. This City Department provides safe gas, clean water, dependable wastewater, and reliable solid waste services to more than 40,000 residences, businesses, and industries in and around the city of Las Cruces. During the coming year, LCU will complete a reorganization in the Water Resources Section and undertake two major energy projects.

Since LCU began operating with its own Board of Directors in October 2007, the Water and Wastewater Sections have been combined as "Water Resources" under one Administrator. Adrienne L. Widmer, P.E., currently runs both Sections overseeing the pumping and processing of more than 6 billion gallons of drinking quality water to our community, as well as cleaning more than 3 billion gallons of wastewater annually.

The LCU reorganization is limited to the Section Administrator level. By adding an Administrator and an Administrative Assistant, Water and Wastewater can become two separate Sections of Las Cruces Utilities. All other personnel, financial functions, and assets are already separate.

The reorganization will also involve the eventual relocation of all Wastewater Utility operations to the Jacob A. Hands Wastewater Treatment Facility (JHWWTF). Office space for Wastewater Administration will be available upon completion of the new Water Quality Laboratory.

The two energy projects planned for FY17 are the Solar Photovoltaic at the East Mesa Water Reclamation Facility and the JHWWTF Co-Generation. The Solar Photovoltaic is a 300kw (kilowatt) system that will off-set a portion of the power required to operate this facility. The Co-Generation project will utilize the produced methane gas from the JHWWTF and natural gas to produce energy required for the operation of the facility.

Thank you for taking a few minutes to look over the accomplishments of LCU during the past year.



**Alma Ruiz**  
Office Manager Senior

## OFFICE MANAGER SENIOR

Training was a big focus during FY16. As the Office Manager Senior (OMS) one of my responsibilities is to identify relevant trainings for the Utilities Director's direct staff, to participate in as a group. My membership in the International City/County Management Association (ICMA) provides a wealth of resources, as such I organized five ICMA webinars for the Utilities Director and his direct staff. As the City continues with our enterprise system reimplementation project, attending the Tyler User Conference this year was beneficial in increasing my knowledge and expectations. My staff became members in the Fred Pryor Seminars CareerTrack program, which will enhance their job expertise, as they continue to provide high-level administrative support not only to the Utilities Department but also to the LCU Board and Capital Improvement Advisory Committee members. Next year, I will continue organizing trainings for the Director and his staff as well as identify trainings for the Utilities Administrative Assistants and other staff members.

**Utility staff is available to provide additional information to our customers regarding this annual report, either by calling (575) 528-3500 or via e-mail at [UtilitiesCustomerCom@las-cruces.org](mailto:UtilitiesCustomerCom@las-cruces.org).**

# Las Cruces Utilities Organizational Chart



JORGE A. GARCIA, Ph.D., P.E.  
 Director  
 Las Cruces Utilities  
 (575) 528-3512

680 N. MOTEL BOULEVARD  
 Voice: (575) 528-3500 Fax: (575) 528-3513 TTY: (575) 528-3690

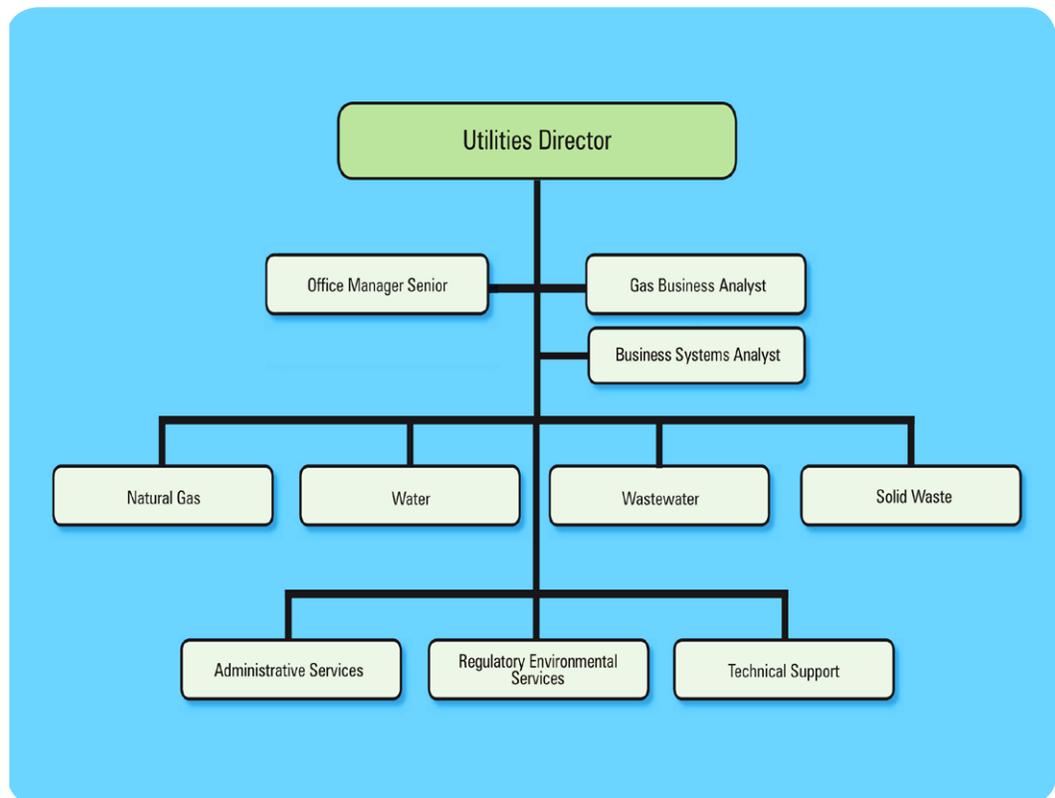
LUCIO M. GARCIA, P.E., CEM  
 Administrator  
 Natural Gas  
 (575) 528-3505

ADRIENNE L. WIDMER, P.E.  
 Administrator  
 Water and Wastewater  
 (575) 528-3515

KLAUS KEMMER  
 Administrator  
 Solid Waste  
 (575) 528-3700

JOSE F. PROVENCIO  
 Administrator  
 Business Services  
 (575) 528-3502

CARL N. CLARK, P.E.  
 Administrator  
 Regulatory Environmental  
 Services/Technical Support  
 (575) 528-3689





**Lucio M. Garcia, P.E., CEM**  
Administrator  
Natural Gas

# GAS

*The Gas Section of LCU provides a safe, reliable supply of natural gas to the citizens and businesses of Las Cruces, while operating and managing a gas system consisting of more than 1,000 miles of underground gas mains and service lines. The Gas Section provides service to approximately 39,846 combined residential, commercial, and industrial meter connections.*

## GAS OPERATIONS AND COMPLIANCE

One of the major tasks of the Gas Operations & Compliance (O&C) subsection is ensuring the Gas Section complies with all federal and state regulatory requirements by providing training and certification for Gas Section employees. O&C recently completed a comprehensive system review of steel welding procedures, resulting in 11 new procedures to ensure compliance with American Petroleum Institute (API) API 1104 and Code of Federal Regulations (CFR) CFR 192. The New Mexico Pipeline Safety Bureau (NMPSB) reviewed and approved all new procedures. The O&C subsection also trains and certifies all Gas Section welders as well as certifies all contract welders who work on the City's gas steel pipeline system.



## GAS LOCATING AND MAPPING

In addition to locating our underground gas infrastructure, this subsection deals with questions related to the “how and when” locate requests are submitted prior to excavating, and paint we leave on the ground in the course of locating our lines. This subsection was recently commended by the Public Regulation Commission in a letter to Mayor Ken Miyagishima, where the NMPSB Chief, Jason Montoya, said, “their continued support and public awareness efforts promoting the 811 Call Before You Dig message, as well as educating excavators on the New Mexico Excavation Law, and diligence in ensuring pipeline safety. This has been quite apparent over the last six years due to the downward trend in gas pipeline damages in Las Cruces.”

## GAS PRESSURE AND SERVICE

This subsection has been busy with an Automated Meter Reading (AMR) pilot project in the East Mesa area involving replacing or retrofitting more than 4,500 gas meters to enable remote radio reads. The new system greatly reduces the possibility of human error in meter reading and utilizes collectors and repeaters for better management and more accurate billing. This project is considered a major step forward in providing great service to our gas customers.

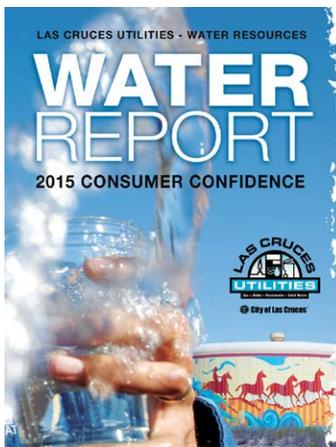




**Adrienne L. Widmer, P.E.**  
**Administrator**  
**Water Resources**

# WATER

*The Water Resources Section of LCU produces approximately 6.5 billion gallons of clean, safe drinking water annually. That water, serving the needs of more than 100,000 residents, is only 5.94% of the total water pumped out of local aquifers in 2015. The City's water system pumps from two deep aquifers, the Mesilla Bolson and the Jornada Bolson. To bring water to customers, LCU maintains more than 600 miles of underground water lines, 29 wells, 13 storage tanks, 10 booster stations, and 30 regulating valves. Water Resources has three subsections: Meters/Valves/Hydrants, Water Line Maintenance, and Water Production.*



## WATER QUALITY

Water Quality is a primary function for the Water Section. Our water is tested monthly in accordance with the Safe Drinking Water Act and the sampling is conducted by the LCU Laboratory subsection in Regulatory Environmental Services or the New Mexico Environment Department depending on the samples being taken. Removing the Water Section from the regulatory requirements of sampling and testing provides Quality Assurance/Quality Control for public assurance that any negative tests are dealt with appropriately. The lead ordeal for Michigan brought national attention and increased calls to the Water Section regarding water quality and specifically lead and discolored related calls. With an active flushing program, articles in the news media, a Fact Sheet regarding the Lead/Copper Rule, and the annual Consumer Confidence Report, we continue to educate the public on our water quality. For an electronic copy of the 2015 Consumer Confidence Report go to [las-cruces.org/departments/utilities](http://las-cruces.org/departments/utilities)

## NEW TOOLS ENSURE UNINTERRUPTED WATER FLOW

Water Control Technicians now have two thermal imaging cameras to improve preventative maintenance in Water Production electric panels. The cameras utilize improved technology and can detect areas that are operating at higher than optimal temperatures. By utilizing this technology, technicians are able to identify and replace electrical controls prior to failure, ensuring that wells, booster stations, and lift stations do not fail due to electrical breakdowns.



## METERS/VALVES/HYDRANTS SUBSECTION

The Water Distribution subsection was originally organized in two areas: Water Line Maintenance and Meters/Valves/Hydrants. For FY16 the subsection was reorganized and separated into two distinct subsections. This reorganization has allowed the maintenance of meters, valves, and hydrants to become a subsection priority while the water line maintenance continues to focus on their priorities. This reorganization has been positive for both productivity and employee morale. Specific work functions are now completed within their respective subsections allowing employees to become experts in their current job while providing high quality service.



**Adrienne L. Widmer, P.E.**  
**Administrator**  
**Water Resources**

# WASTEWATER

*The Wastewater Section of LCU maintains almost 550 miles of underground sewer lines and 18 lift stations. The Jacob A. Hands Wastewater Treatment Facility treats and disinfects approximately 3.3 billion gallons of sewage per year. The East Mesa Reclamation Plant is designed to provide up to 1 million gallons per day of reclaimed water; it currently treats approximately 700,000 gallons per day for irrigation of public green space including Centennial High School athletic fields, Old Foothills Landfill, Las Cruces Dam Environmental Restoration Project, Sagecrest Park, Sonoma Ranch Golf Course, and Veterans Park. As the East Mesa continues to develop, additional reclaimed water will be available for use.*



## WASTEWATER TREATMENT OPERATIONAL ASSESSMENT

With the retirement of numerous wastewater treatment operators over the last few years, it was time for an Operational Assessment of the LCU wastewater treatment facilities. Recommendations of the Assessment include cross training of all operators for each of the three LCU wastewater treatment plants; shift rotation; frequent updates of process control plans; additional staff training for; review and update of Operation & Maintenance manuals; review and update Standard Operating Procedures that supplement the manuals; and capital improvements as described in the recent Capital Improvements Prioritization Plan.



## WASTEWATER PERSONNEL FINANCIAL RETENTION

Due to the challenges of hiring and retaining appropriately trained and certified Wastewater personnel, a recommendation was presented to the City Manager to make adjustments to Wastewater personnel wages. The request was approved. Phase I resulted in Level IV Plant Operators obtaining a two pay grade position increase along with a 12% increase in wages. Phase II should be completed by Human Resources during the first part of FY17 that will include a review of the remaining wastewater positions for appropriate pay grades and wages.



## MEMORANDUM OF UNDERSTANDING (MOU) EXTENDS PARTNERSHIPS ON ALGAL-BASED PROJECT

LCU has partnered with New Mexico State University professors on a project funded by the National Science Foundation and the Department of Energy using algal and wastewater to produce biofuels. Thanks to a new MOU the project is extended for another year. Any publications produced from the research will acknowledge the cooperative support provided by LCU.



**Klaus Kemmer**  
Administrator  
Solid Waste

# SOLID WASTE

*The Solid Waste Section of LCU provides safe, economical, environmentally sound, and aesthetically pleasing solid waste management, while meeting regulatory requirements and current growth needs of our community. The Solid Waste Section supplies trash containers to approximately 31,628 residential customers and more than 2,687 commercial customers, disposing of almost 6,000 tons of trash every month.*



## RESIDENTIAL AND COMMERCIAL TRASH COLLECTION

The Solid Waste Section provided 31,628 residential customers and 2,687 businesses with reliable solid waste services including weekly curbside residential trash collection, as well as servicing metal dumpsters, open tops, or compactors on service days. LCU collected 6,000 tons of trash per month during FY16 in this time period, which was taken to the South Central Solid Waste Authority (SCSWA) Transfer Station, compacted, and hauled to Corralitos Regional Landfill for final disposal.

## GRAPPLER AND RECYCLING SERVICES

A new “green” grappler service has been added to the once-a-month grappler stops for residential customers! The bright Green Grappler only picks up green waste that customers leave curbside on their designated monthly grappler pickup day. This ensures that more green waste is hauled to the Old Foothills Landfill for chipping and composting; it is then available free to the community as composted mulch. Regular grappler trucks continue to collect large bulky items, too large to fit in the curbside bins. During FY16, the LCU Grappler Trucks collected 1725 tons of trash, old furniture, yard waste, and other accepted items; making 875 trips to the SCSWA Transfer Station. Recycling services provided by the SCSWA and Friedman Recycling collected 7814 tons of recyclable materials.



## OLD FOOTHILLS LANDFILL – MODEL AIRPLANE PARK AND ARCHERY RANGE

This year two new parks - a Model Airplane Park and an Archery Range - were developed and opened on the closed Old Foothills Landfill property at 555 S. Sonoma Ranch Blvd. The projects were possible due to a collaboration between LCU, City Parks and Recreation, and City Public Works (using recycled asphalt to build the runways and parking lots). The Mesilla Valley Model Airplane Club oversees daily use of the only remote-controlled airplane airport in our region; both parks are being enjoyed by many area residents.



**Carl N. Clark, P.E.**  
**Administrator**  
**RES/ITS**

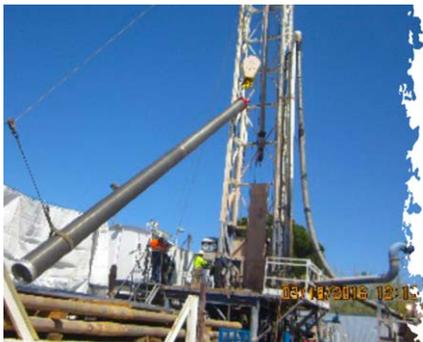
## REGULATORY ENVIRONMENTAL SERVICES / TECHNICAL SUPPORT

*The Regulatory Environmental Services (RES) Section provides regulatory and water conservation services to the LCU Department by advising and assisting administrators in environmental management and regulatory compliance. The Technical Support (TS) Section implements and coordinates the Water and Wastewater strategic plan, while providing overall utility management and technical support for plan and permit review, and the Supervisory Control and Data Acquisition (SCADA) system.*



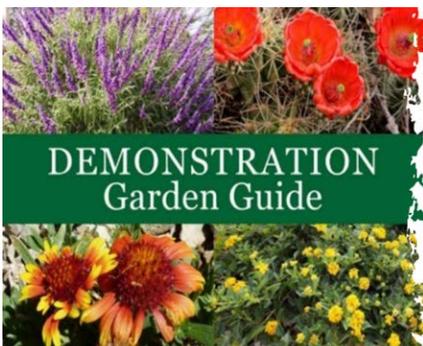
### DEVELOPMENT OF MONITORING WATER WELLS AT THE GRIGGS-WALNUT GROUNDWATER PLUME SUPERFUND SITE

The drilling and construction of two monitoring wells at the Griggs-Walnut Groundwater Plume Superfund site were completed in September 2015. The monitoring wells consist of one deep well and one shallow well, which assist in the ongoing comprehensive characterization of the water quality and aquifer properties of the site. Grant funding in the amount of \$2 million was awarded as part of the 2014 New Mexico State Legislative session; a portion of that funding helped to make this successful project possible.



### RE-DRILLING AND DEVELOPING REPLACEMENT WATER WELLS 29, 31, AND 32

LCU provides clean and safe drinking water to more than 100,000 residents of the city of Las Cruces via underground water wells. Wells 29, 31, and 32 are aged water wells that have reached the end of their life span and were in need of replacement to aid in providing quality drinking water to Las Cruces residents. Grant funding in the amount of \$2 million was awarded as part of the 2014 New Mexico State Legislative session, which was utilized to re-drill these valuable drinking water wells. This project is anticipated to be completed in Fall 2016.



### FIRST ANNUAL "SPRING STROLL" IN THE DEMONSTRATION GARDEN

During the May 25th event, more than 60 Las Cruces residents arrived at the first-ever Spring Stroll through the LCU Garden. They came to learn about water-saving irrigation and low water use plants that thrive in our arid environment. The hands-on materials and discussion of efficient automatic irrigation on the market today varied from sprinklers to rotors and drip irrigation, as well as "Smart Controllers" and new initiatives to conserve water. A demonstration using the free Class "A" Compost from the Jacob A. Hands Wastewater Treatment Facility was followed by a question and answer session. Free copies of the Demonstration Garden Guides were provided to attendees so they could stroll through the garden and reference the plant guide.



**Jose F. Provencio**  
**Administrator**  
**Business Services**

## ADMINISTRATIVE SERVICES

*The Section's support services consist of meter reading, field services, new connections, customer service, billing and collections, warehousing, and dispatch combined to integrate LCU's operational utilities to deliver safe, timely, reliable, and cost effective utility service to the City's customers. Additionally, the Section provides business system support for all Sections of the Department.*

The Administrative Services Section of the LCU Department provides the business support for each of the four operating utilities.

These services include:

- Financial evaluation
- Budget preparation and administration
- Evaluation and setting of rate charges

- Administration of terms and conditions for utility service, pursuant to Board-approved tariffs and billing, and service regulations



### WAREHOUSE

Utilities Warehousing subsection is responsible for ordering, receiving, issuing and maintaining sufficient stock levels of commodities, equipment, materials, supplies and tools required by gas, water, and wastewater operations to ensure a continuous and reliable delivery of utility services. The Warehouse is also responsible for conducting periodic cycle counts, reports and documentation to account for the receipt and issue of inventory items. Warehouse staff is active early in the work day issuing materials and supplies to gas, water and wastewater field crews for the daily work schedule and field delivery of material and parts; they are also on-call 24/7 when crews respond to emergency utility service calls.

### BILLING AND COLLECTIONS

The Billing and Collections subsection is the department's financial front line for invoicing customers for utility services in compliance with approved rate schedules, billing and service tariffs. The subsection's daily functions are tightly integrated with Customer Service, Meter Reading and Field Services which involves:

- 1) obtaining accurate meter readings to bill customer accounts,
- 2) processing billing adjustments as needed,
- 3) monitoring and follow-up of inactive accounts,
- 4) processing delinquent accounts and scheduling service shut offs for non-payment, and
- 5) assisting customers encountering financial difficulties with various alternatives to avoid service shut off.





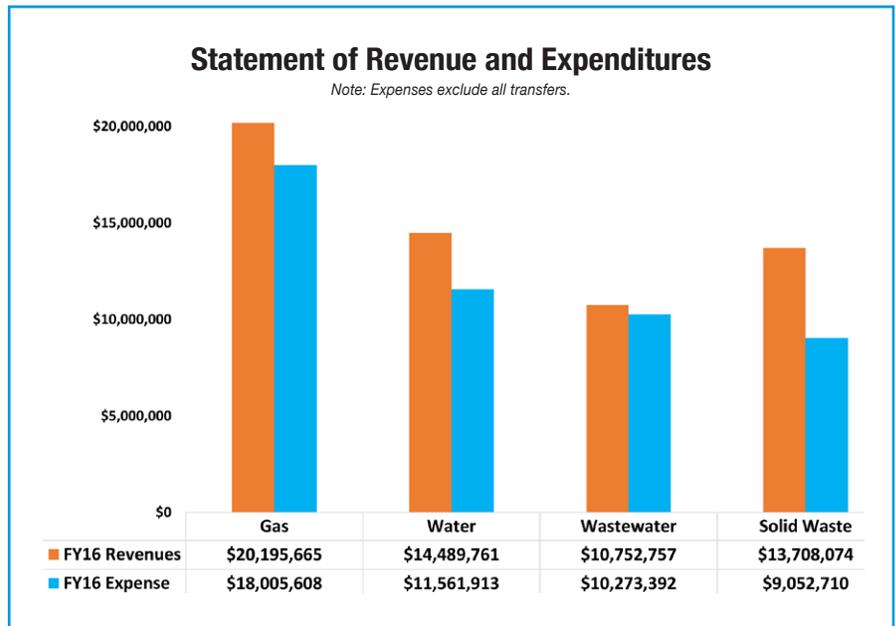
**Jose F. Provencio**  
 Administrator  
 Business Services

# FINANCIAL

*LCU financial and operational transactions are handled through enterprise funds. Enterprise funds separate accounting and financial reporting mechanisms for municipal services, where fees are charged for providing utility service. Under enterprise accounting, the revenue and expenditures for the delivery of services are separated into separate operating funds, rather than commingled with the revenues and expenses of all other City funds.*

## STATEMENT OF REVENUE AND EXPENSES FOR GAS, WATER, WASTEWATER, AND SOLID WASTE

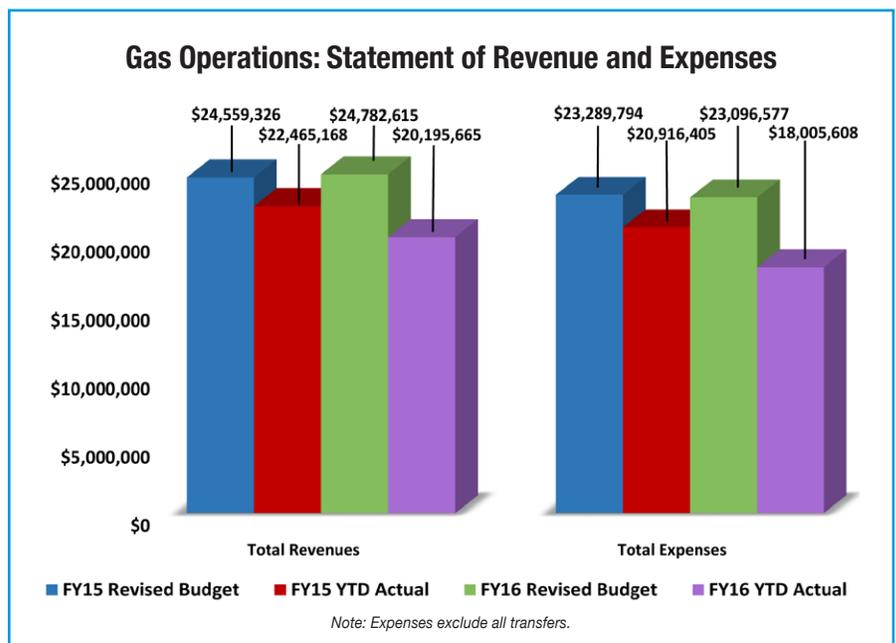
**LCU FY16 Revenue and Expenditures:** A mild winter and historically low price of natural gas, contributed to lower gas revenue for the Gas Utility. A hot summer and a slight increase for the year end in water production allowed for a slight increase in revenues for the Water Utility. Las Cruces Water Utility customers' pro-active water conservation and efficient use efforts have continued to help in the City's water conservation objectives.



## LCU GAS OPERATIONS

**Largest factor affecting Utilities' Natural Gas Section revenue for FY16 was lower commodity prices and normal winter weather:**

The low prices of natural gas seen during the past year by the utility and its customers have leveled off. The Gas Utility expects FY16/17 natural gas prices to be somewhat higher as a result of the market approaching a level supply-to-demand balance.

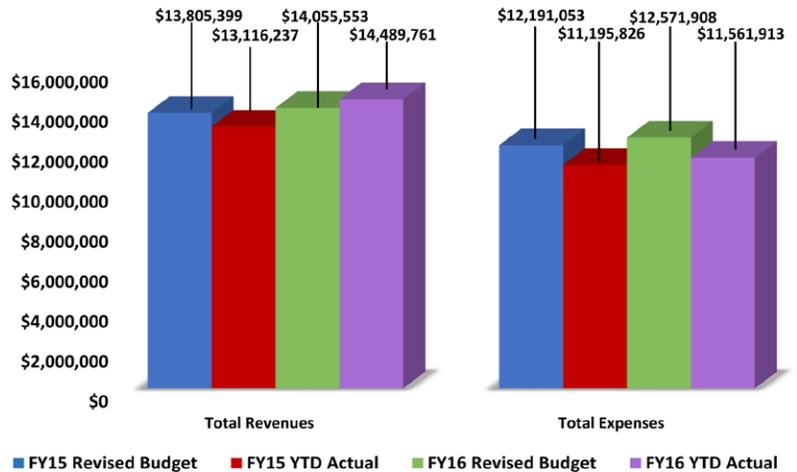


### LCU WATER OPERATIONS

#### Water conservation efforts continue:

During fiscal year 2016, Las Cruces Utilities' water production and water sales have increased by two percent. Effective management has held the level of expenditures within budget levels.

### Water Operations: Statement of Revenue and Expenses



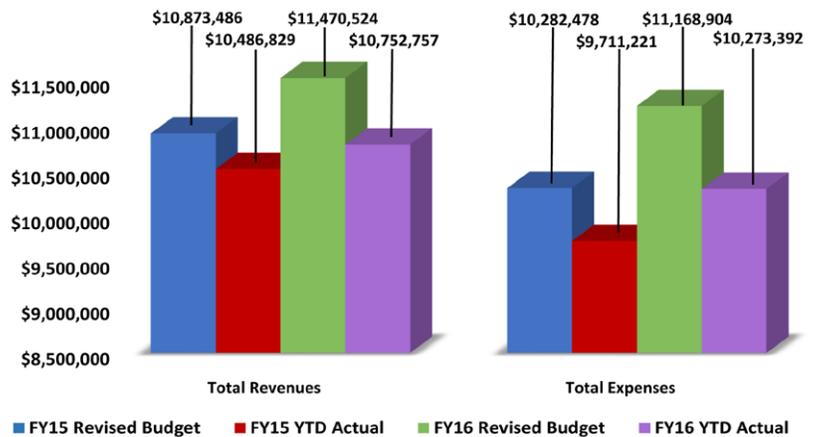
Note: Expenses exclude all transfers.

### LCU WASTEWATER OPERATIONS

#### Wastewater is closely linked to water sales:

As such during fiscal year 2016, wastewater sales increased by two percent. Effective management held the level of expenditures within budget levels.

### Wastewater Operations: Statement of Revenue and Expenses



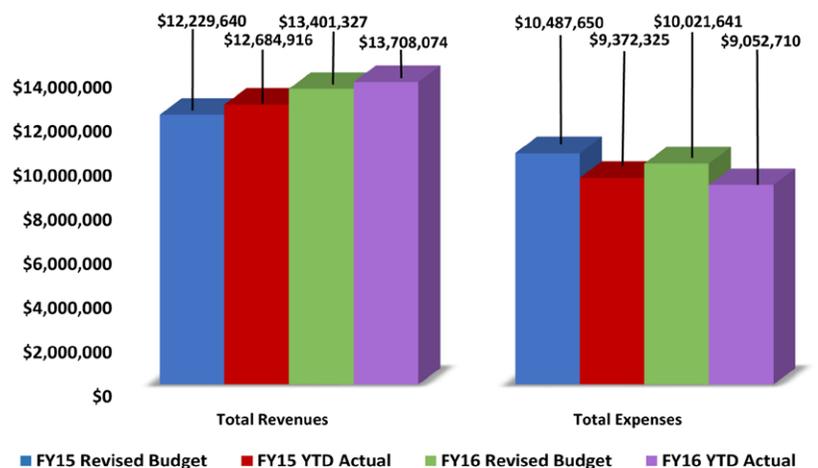
Note: Expenses exclude all transfers.

### LCU SOLID WASTE OPERATIONS

#### Solid Waste Management:

The Solid Waste new rate structure and rate charges went into effect on January 1, 2015. The "Pay As You Throw" concept offers customers a smaller solid waste container at a lower rate. That, as well as effective management, has allowed solid waste to stay within budget expectations.

### Solid Waste Operations: Statement of Revenue and Expenses



Note: Expenses exclude all transfers.



**Jose F. Provencio**  
**Administrator**  
**Business Services**

## UTILITIES EMERGENCY RESPONSE

*LCU Communication Center Emergency Response Team is always ready to assist customers with utilities related emergencies. The team responds to calls at any time of the day or night, including holidays. When other City departments are closed, the Emergency Response Team is onsite and available. During FY16, the Emergency Response Team managed almost 20,000 phone calls and just under 24,000 radio calls. In city-wide emergency situations the Response Team has dramatically increased efforts and manpower to answer 400-600 calls daily for several days.*

### The number to call is (575) 526-0500.

Dispatchers have resources available to solve everything from broken/leaking utilities pipes (gas-water-wastewater), to traffic light malfunctions or street sign problems. They are also able to respond to emergency calls about parks, the city airport, traffic and streets. They have a list of carpenters, plumbers, street crews, city electricians, and solid waste operators on call for after-hours emergencies.

When a water main breaks over a holiday weekend or you smell a gas leak in the middle of the night, don't panic – LCU employees are ready to assist 24 hours a day, 7 days a week. In an emergency situation, don't wait until morning to call; emergency dispatch operators are available at all times.

Emergency Dispatch also monitors all LCU facilities 24-hours a day using the Supervisory Control and Data Acquisition (SCADA) system. SCADA is used to monitor and control water wells, tank levels, booster stations, sewer lift stations, and gas regulation stations. If something is wrong at any of the eighty-seven remote sites (stations, regulators, wells, and other facilities) an alarm flashes red on the computer screen and sounds alarms. Every alarm gives detailed information as to the exact problem so dispatchers can respond immediately.

### LCU EMERGENCY DISPATCH – HELP IS ALWAYS AVAILABLE

Provides 24 hour, 7-day a week dispatching service and communication including:

- Respond and document customer calls; dispatch appropriate utility crews depending on nature of call,
- Respond to operational crew calls requesting information,
- Respond to and route calls to appropriate City Departments unrelated to utility issues,
- React to SCADA monitoring and documenting system operational status and events, and
- Monitor LCU Administration Building and yard security during non-business hours.



# UTILITIES RESOURCES

*The Utilities Department offers a wealth of resources to educate, promote, and provide great customer service to the citizens of Las Cruces. One of the features on our website are the Frequently Asked Questions (FAQs). Answers to these FAQs and many more are available using the URL addresses below:*

## ADMINISTRATIVE SERVICES

<http://www.las-cruces.org/departments/utilities/administrative-services/adminservicesfaqs>:

- What programs are available to assist me with a large or past due balance?
- I need new utility connections. Can you help me?
- What is the process for connecting Utilities for a new commercial property?

## NATURAL GAS

<http://www.las-cruces.org/departments/utilities/natural-gas/naturalgasfaqs>:

- Who do I contact in case of an emergency regarding my Utilities?
- What do I do if there is a gas smell in the house or at the meter?
- Who do I call before I dig in my yard?

## REGULATORY & ENVIRONMENTAL SERVICES

<http://www.las-cruces.org/departments/utilities/regulatory-environmental-services/regulatoryservicesfaqs>:

- Why does the Water Quality Laboratory sample drinking water?
- What analyses are done on our drinking water?
- Why is it important to keep fats, oils and grease out of the collection systems?

## SOLID WASTE

<http://www.las-cruces.org/departments/utilities/solid-waste/solidwastefaq>:

- What day and time is my trash/grappler picked up?
- Why was my trash container not emptied?
- What holidays do Solid Waste and Recycling not operate?

## TECHNICAL SUPPORT

<http://www.las-cruces.org/departments/utilities/technical-support/technicalservicesfaqs>:

- Where would I find the City of Las Cruces Utility Standards?
- What kind of work is done by the Technical Support Section?
- What is SCADA?

## WATER

<http://www.las-cruces.org/departments/utilities/water-resources/waterresourcesfaqs>:

- Why does discolored water occur?
- Why does my water have a rotten egg/sulfur smell?
- Is bottled water better than City water?

## WASTEWATER

<http://www.las-cruces.org/departments/utilities/wastewater-resources/wastewaterfaqs>:

- Who is responsible for clearing/repairing sewage line when they are blocked or damaged?
- There is a strong sewer smell in the air? Is there anything you can do?
- Where can we pick up compost?

## WATER CONSERVATION

<http://www.las-cruces.org/departments/utilities/water-conservation/waterconservationfaqs>:

- What are the city-mandated watering restrictions?
- How can I report water waste that I see in Las Cruces?
- Where does Las Cruces get its water?

## OTHER RESOURCES CAN BE FOUND USING THIS URL ADDRESS:

<http://www.las-cruces.org/departments/utilities/utilities-department-resources>

*Providing reliable, safe, and cost effective utility services to customers in the Las Cruces area.*





# Community Outreach

*LCU wants residents to know about the gas – water – wastewater – solid waste services provided to them. Community Outreach includes the publication of more than 50 articles every year in the Las Cruces Sun-News, My Las Cruces, The Bulletin, and the Tu Revista magazine; every article is also posted at [www.las-cruces.org](http://www.las-cruces.org). LCU hosts events throughout the year, such as the very popular Children’s Water Festival, free Lush and Lean Workshops throughout the spring months, Ribbon Cuttings, and Open House event. You’ll see the LCU messages on buses around town and hear them on the radio! You can reach this City Department by phone at (575) 528-3500 from 8 a.m. – 5 p.m. Monday through Friday.*

## CUSTOMER SERVICE SURVEY

The 2015 LCU Customer Service Survey was conducted face-to-face at five locations around town during the third weekend in October, with the assistance of NMSU Civil Engineering Honor Society Chi Epsilon students. The 5-minute survey was also available online during the entire month of October and helps LCU understand what our community does and does not know about Utilities services. The survey is also a good way for customers to alert LCU to positive and negative feedback about any Utilities issues.



## RECLAIMED WATER GREENS ATHLETIC FIELDS AT CENTENNIAL

This summer, for the first time ever, the athletic fields at Centennial High School are being irrigated with reclaimed wastewater. Newspaper articles were published locally telling the story that LCU saves millions of gallons of fresh drinking water for indoor use, by providing reclaimed water for green space. The cleaned and processed wastewater is piped from the nearby LCU East Mesa Water Reclamation Plant through purple pipes, indicating the water is to be used only for irrigation. Centennial is the first school in the city to use reclaimed wastewater to irrigate, and joins other locations – Old Foothills Landfill, Las Cruces Dam Environmental Restoration Project, Sagecrest Park, Sonoma Ranch Golf Course and Veterans Park – in using reclaimed water to irrigate green space.

## EXPLAINING HOW LCU PAYS FOR MAJOR PROJECTS

LCU wants residents to understand how the City Department pays for major gas, water and wastewater projects, which:

- 1) keep clean, safe water flowing to homes and businesses throughout our community;
- 2) ensure wastewater flows to our upgraded treatment plants for processing and cleaning; and
- 3) safely provides a flow of natural gas to homes and businesses.

This poster also explains how important “coordinated construction” is in saving dollars. Utilities coordinates with other city agencies to perform utility upgrades prior to paving projects. It saves substantial dollars!

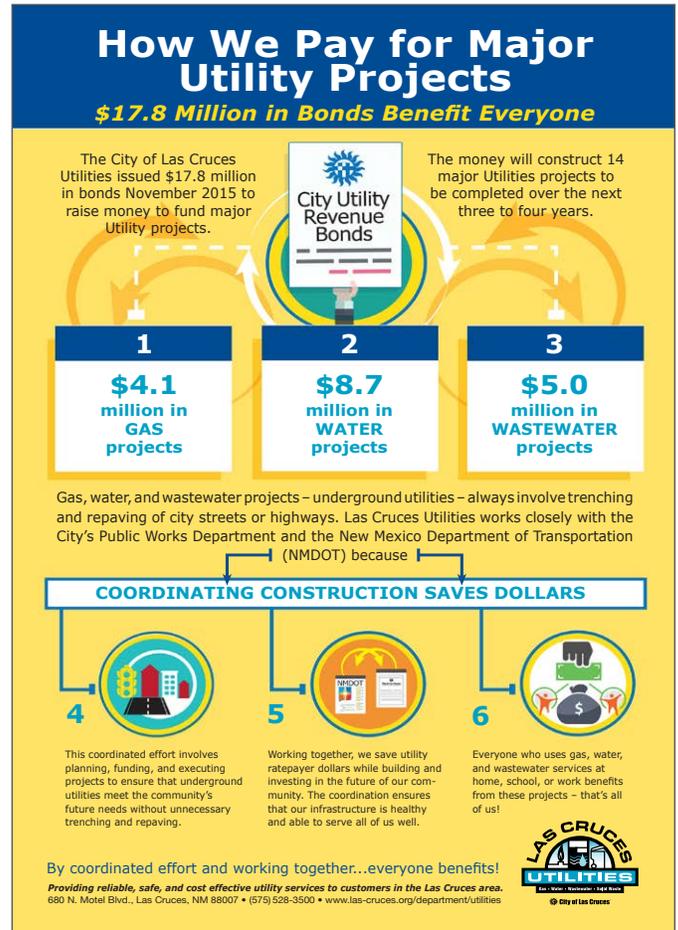
## LANDLORD AGREEMENT BENEFITS PROPERTY OWNERS



available to property owners and managers in between tenants who occupy rental property. Also, with a Landlord Agreement, Customer Service notifies the property owner or manager by mail when a tenant requests a service disconnection. If the property owner/manager does not have a Landlord Agreement in place, they are notified only when the tenant(s) accumulated utility bills top more than \$500. Owners and managers are also advised of any remaining balance on the tenant’s account to provide a communication link between the property owner and LCU as tenants move in and out.

## 3-YEAR ANNIVERSARY OPEN HOUSE OF GRIGGS-WALNUT GROUNDWATER PLUME SUPERFUND SITE

In September, the public was invited to join in the LCU celebration of three years of cleaning the water at the Griggs-Walnut Superfund facility. After going through the innovative “air-stripping” treatment process, water is clean and safe to drink. The technology removes trace amounts of perchloroethylene discovered in the water in the early 1990’s, thanks to regular water testing. The remediation process cleans between 8.5 and 9 million gallons of water every month. This is a joint city-county effort coordinated with the Environmental Protection Agency and the New Mexico Environment Department.



It’s important for residents to know that more than 1,500 property owners in Las Cruces have already signed up for Landlord Agreements with the City’s Customer Service. The agreement makes certain that utility services are

“Our big emphasis is on education. We help residents find smart ways to save water (and lower bills) by being water wise!”

*Rhonda Diaz  
Water Conservation  
Program Coordinator  
RES/TS Section*



“I help all of Las Cruces daily by keeping our commercial communities clean. This year I also helped build roads, runways and parking lots at the new Model Airplane Park.”

*Sonny Hernandez  
Equipment Operator Senior  
Solid Waste Section*



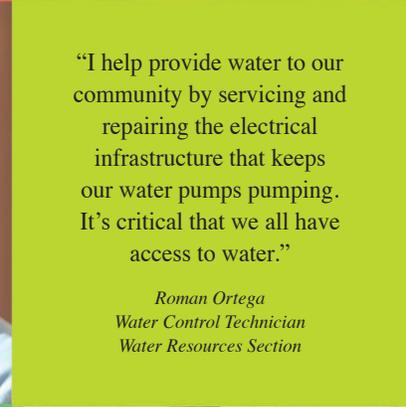
“We listen and help find reasonable solutions to delinquent utility accounts. Please don't wait, come and see us before an unpaid bill becomes a disconnect notice.”

*Steven Valdez  
Senior Collections Representative  
Administrative Services Section*



“I help provide water to our community by servicing and repairing the electrical infrastructure that keeps our water pumps pumping. It's critical that we all have access to water.”

*Roman Ortega  
Water Control Technician  
Water Resources Section*



“I keep our community clean by picking up solid waste from restaurants, apartments, and businesses. This year I helped construct runways, roads and parking lots at the new Model Airplane Park.”

*Mike Apodaca  
Equipment Operator Senior  
Solid Waste Section*



“As a Gas Systems Compliance inspector I re-certify welders every 6 months. This ensures compliance with all gas safety federal and state regulatory requirements. My job keeps us all safe.”

*Ruben Garcia  
Gas Systems Compliance Inspector  
Gas Section*



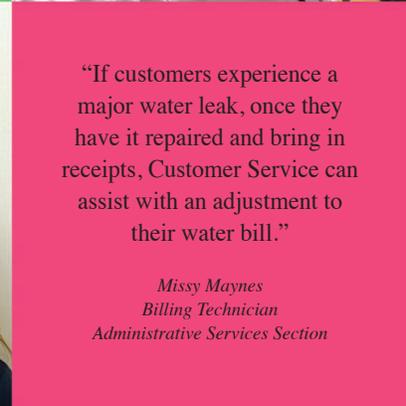
“We repair and maintain all the fire hydrants across the city. Las Cruces has one of the best fire ratings in the nation. It benefits the community by keeping fire insurance rates low.”

*Kevin Grassel  
Meters, Valves, Hydrants Supervisor  
Water Resources Section*



“If customers experience a major water leak, once they have it repaired and bring in receipts, Customer Service can assist with an adjustment to their water bill.”

*Missy Maynes  
Billing Technician  
Administrative Services Section*



**G A S • W A T E R • W A S T E W A T E R • S O L I D W A S T E**

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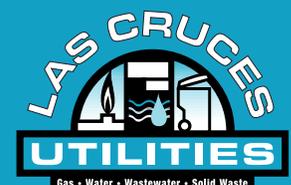
## LAS CRUCES UTILITIES 2015-2016 ANNUAL REPORT

Las Cruces Utilities, 680 N. Motel Blvd., Las Cruces, NM 88007  
Mailing Address: P.O. Box 20000, Las Cruces, NM 88004

Utility staff is available to provide additional information about this annual report, by calling (575) 528-3500 or via e-mail at [UtilitiesCustomerCom@las-cruces.org](mailto:UtilitiesCustomerCom@las-cruces.org).

[www.las-cruces.org/Departments/Utilities.aspx](http://www.las-cruces.org/Departments/Utilities.aspx)

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City of Las Cruces