



Las Cruces Utilities



Annual Report 2013-2014



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

www.las-cruces.org/Departments/Utilities.aspx



Gas • Water • Wastewater • Solid Waste

WELCOME

Messages from the City Manager, Utilities Director, the Las Cruces Board of Commissioners, and Office Manager Senior

LAS CRUCES UTILITIES BOARD OF COMMISSIONERS

This dedicated, diverse Board is made up of volunteer members who live and work in Las Cruces and care deeply about the future and sustainability of our city. Two are City Councillors and five are citizens appointed by the Mayor. Each Board member contributes individual technical expertise as well as civic engagement. All work together to provide oversight and policy guidance to the Department.



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

OFFICE MANAGER SENIOR



*Alma Ruiz
Office Manager Senior*

Las Cruces Utilities is divided into eight (8) Sections. The Office Manager Senior (OMS) position is new under the Administration Section and was created in 2014. The OMS facilitates the standardization of LCU policies and procedures; is the liaison to the Board of Commissioners, City Manager's Office, and

other City Departments; and focuses on special projects including: the annual report, strategic plan, and events management. The OMS, also participates in the annual budget process, along with: the Utilities Director, Section Administrators, and staff from the Accounting sub-section. Safety, operations, and the management of the administrative support functions are critical purviews under the OMS, which contributes to the overall success of the LCU Department.



*Robert L. Garza, P.E.
City Manager*

CITY MANAGER

Las Cruces Utilities (LCU) is a unique division of our local government. They provide essential public utility services including water, wastewater, natural gas, and solid waste. Costs to run these utilities represent over 28 percent of the City's total budget.

Unlike other components of the city that are operated with the use of tax dollars, the employees and operations within LCU are paid through an enterprise system

funded by rates paid for consumption based services. They function much like any business that provides services and commodities but have metered, billed, and managed services that are part of city government.

Services provided by LCU are integral to the overall mission of the city; which is to provide responsive, cost effective, and high quality services to the citizens of Las Cruces. They are professionally managed and have a Board of Directors with very high technical skills.

LAS CRUCES UTILITIES DIRECTOR



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

Las Cruces Utilities is pleased to present the first annual report for Fiscal Year 2013/2014 (FY13/14). The report provides an opportunity to showcase a few of the various projects and activities that our staff has diligently worked on during the year. We are very proud to have the very best and well-trained staff that delivers excellent service to our customers.

For FY13/14, LCU served on average 39,008 Gas customers, 32,209 Water customers, 32,767 Wastewater customers,

and 33,478 Solid Waste customers, within the Las Cruces City limits and in certain areas in Doña Ana County. The revenues derived from the delivery of service provide the necessary income to fund the operations, capital, and equipment expenditures of each utility. The Utility operating budget for FY13/14 was \$64,018,314 and the capital budget for FY13/14 was \$22,415,315.

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

Las Cruces Utilities Organizational Chart



LAS CRUCES UTILITIES

Director
 Jorge A. Garcia, Ph.D., P.E.
 (575) 528-3512

680 N. MOTEL BOULEVARD

Voice: (575) 528-3500 Fax: (575) 528-3513 TTY: (575) 528-3690

NATURAL GAS

Administrator
 Vincent Sanchez, P.E.
 Interim Administrator*
 Robin Lawrence
 (*effective May 18, 2014)
 (575) 528-3505

WATER AND WASTEWATER

Administrator*
 Adrienne L. Widmer, P.E.
 (*promoted effective Sept. 21, 2014)
 (575) 528-3515

SOLID WASTE

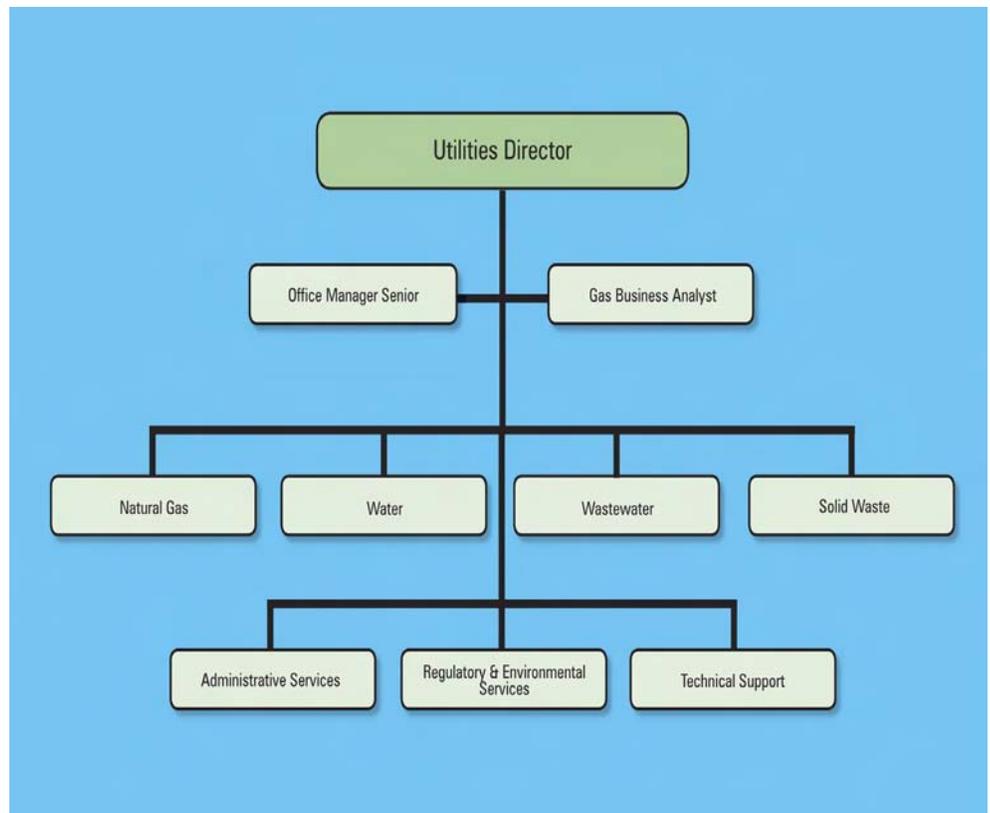
Administrator
 Klaus Kemmer
 (575) 528-3700

ADMINISTRATIVE SERVICES

Administrator
 Jose F. Provencio
 (575) 528-3502

REGULATORY & ENVIRONMENTAL SERVICES/TECHNICAL SUPPORT

Interim Administrator
 Carl N. Clark, P.E.
 (575) 528-3689





Vincent Sanchez, P.E.
Gas Section Administrator

*Robin Lawrence, Interim Gas Section Administrator, effective May 18, 2014

GAS

The Gas Section of Las Cruces Utilities 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. As of June 30, 2014, the Gas Section provided service to 39,328 combined residential, commercial, and industrial meter connections.



NATURAL GAS

Las Cruces residents and businesses consume an average of 3.3 million dekatherms or about 3.3 billion cubic feet of natural gas annually. Where does this gas come from? Natural gas is delivered to Las Cruces 24 hours a day, 365 days a year by El Paso Natural Gas Co. (EPNG). The City's contract with EPNG reserves firm deliverability capacity on its pipeline to accommodate the seasonal demand of the city's customers; mainly for cooking and heating water during the summer and for keeping homes warm during the winter.

Las Cruces Utilities purchases natural gas from various suppliers in the San Juan and Permian basins and strives to develop a mix of natural gas contracts, each with its own set of advantages. This goal has become harder to achieve since the economic slide of 2008 due to the disruption of historical interest rate relationships between taxable and non-taxable entities.

Overall, the key objective of LCU is to align a reliable natural gas supply and that the supply is competitively priced. It takes a huge network of excellent teams across the energy chain to get gas from the production fields to the customer's burner tip in a safe and reliable manner.

GAS LOCATING & MAPPING

Having instant access to the location of "key" gas valves within LCU gas system is essential for emergency response situations. These critical valves shut down the gas system, or portions of our system, in case of an emergency. In FY13/14, a very important project was undertaken cooperatively between Gas Pressure & Service and Gas Locating & Mapping (L&M). These two sub-sections worked together to identify which valves were critical. The Gas L&M sub-section mapped the exact physical location of these valves through GPS; that information was processed and

uploaded to the City's GIS mapping system. Then Gas L&M generated the "Gas Critical Valve Book" now utilized by gas personnel as a means of knowing the exact physical location of our critical valves and how they interact with our gas system.



GAS CORROSION

The Gas Corrosion sub-section has a maintenance program that protects approximately 300 miles of buried steel pipelines and fittings through different suitable methods. Protective coatings are one such method that not only provide a barrier of protection from rocks and sharp objects underground, but also provide corrosion protection. Each year sections of steel pipelines and valves are identified for new coatings. Coatings used in combination with cathodic protection provide all the protection necessary for most pipeline surfaces.





Adrienne L. Widmer, P.E.
Water Resources
Section Administrator*
*promoted effective Sept. 21, 2014

WATER

The Water Resources Section of Las Cruces Utilities produces more than 6.4 billion gallons of clean and safe drinking water annually. As of June 30, 2014, that water, serving the needs of 32,298 customers, is only 5.94% of the total water pumped out of local aquifers in 2013. The City's water system pumps from two deep aquifers, the Mesilla Bolson and the Jornada Bolson. To bring water to customers, Las Cruces Utilities maintains more than 600 miles of underground water lines, 30 wells, 13 storage tanks, 10 booster stations, and 30 regulating valves.



GRIGGS AND WALNUT GROUNDWATER PLUME SUPERFUND SITE

In 1993, trace amounts of the chemical perchloroethylene (PCE) was first detected in two city water wells near the intersection of Griggs and Walnut streets. The wells were taken offline and out of the water distribution system. By 2001, the Griggs and Walnut Superfund site was listed with the Environmental Protection Agency (EPA), which coordinated with the City and County in modeling the PCE plume and assessing how to best treat the water to bring the affected portion of the aquifer back into a clean state. In August 2012, the "air stripper" treatment plant was completed and went into full production; by 2013 the plant had processed approximately 234 million gallons of water and removed nearly 14 pounds of PCE from the aquifer. The total cleanup effort is projected to take 15-20 years, at a total cost of more than \$11 million.



RED WATER CALLS REDUCED

Iron and manganese are naturally occurring elements in our water supply that can build up in our water lines, break loose, and color the water red. Calls regarding "red water" are commonplace and Water Resources sets out to lower the number of calls received. Two methods used are: 1) utilization of a fire hydrant standard operating procedure (SOP) to minimize the amount of time a hydrant is flushed due to red water and 2) optimize the phosphate added to water to keep the minerals in solution. In 2013, red water calls dropped nearly 40% overall. The Utilities Department has also saved more than 3.1 million gallons of water during the last year and saved nearly \$86,000 due to these minor changes.



AUTOMATED METER READING ARRIVES

As of June 30, 2014, LCU has installed 1,358 "smart water meters" for commercial and industrial water customers. The conversion allows Automatic Meter Reading (AMR), a technology used in most major cities today, to almost eliminate meter reading errors, data transfer errors, missed meter readings, and estimated bills. Additionally, AMR provides increased security of our data, cuts route times by 50%, and increases safety for Utilities meter readers. Upgrading residential meters is anticipated once all commercial and industrial meters have been completed. Water Resources is in charge of water meters for 32,298 homes and businesses all across the city.



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

*promoted effective Sept. 21, 2014

WASTEWATER

The Wastewater Section of Las Cruces Utilities maintains approximately 533 miles of underground sewer lines and 16 lift stations. The Jacob A. Hands Wastewater Treatment Facility (JHWWTF) treats and disinfects approximately 3.3 billion gallons of sewage per year, while the East Mesa Reclamation Facility provides more than 700,000 gallons of reclaimed water per day for irrigation of green space on the City's eastside; with an anticipated increase to 1 million gallons per day during the summer of 2014.

JACOB A. HANDS WASTEWATER TREATMENT FACILITY

Wastewater treatment is a process developed to remove contaminants from sewage water using physical, chemical, and biological processes. The wastewater treatment facility produces safe and clean effluent through advanced technology. Lab technicians monitor wastewater daily to meet strict EPA and New Mexico Environment Department (NMED) standards. The clean effluent is discharged into the Rio Grande, where fish and water fowl thrive, and the water is then used downstream by other users.



EAST MESA WATER RECLAMATION FACILITY

Reclaimed water from the East Mesa Water Reclamation Facility is a critical aspect of keeping green space thriving in our desert community - without using fresh drinking water. Today the Reclamation Facility processes more than 700,000 gallons daily, using the AeroMod Process, which produces recycled wastewater that exceeds state standards for reclaimed water and meets the most stringent national standards. Reclaimed water has been cleaned, disinfected, and is "purple piped" to irrigate several east side spaces including:

Sonoma Ranch Golf Course, Sage Crest Park, Veterans Park, the Restoration Project behind the Las Cruces Dam, and soon the athletic fields at Centennial High School.

CLASS "A" COMPOST AVAILABLE TO COMMUNITY

LCU's Biosolid compost is high-quality beneficial Class "A" compost made from the City's wastewater. It is used to fertilize and promote plant growth in lawns, trees, gardens, and farm fields; it is available free from the Wastewater Treatment Facility. The compost is produced by a stringent process separating solids from water, drying the solids at high temperatures for 20 days at the West Mesa Composting Facility, while undergoing testing and monitoring until meeting EPA requirements. The compost is available without charge in 5-gallon buckets from the JHWWTF or by the truckload from the West Mesa Composting Facility. As of June 30, 2014, a total of 1,487 metric tons of compost was processed and disposed.





Klaus Kemmer
Solid Waste Section
Administrator



SOLID WASTE

The Solid Waste Section of Las Cruces Utilities provides safe, economical, environmentally sound, and aesthetically pleasing solid waste management, while meeting regulatory requirements and current growth needs of our community. As of June 30, 2014, the Solid Waste Section supplied trash containers to 30,997 residential customers and to 2,519 commercial customers.



RESIDENTIAL TRASH PICK-UP AND GRAPPLER

The Solid Waste Section provided 30,997 customers with residential trash service during FY13/14. This service includes the weekly curbside collection of 96-gallon brown plastic garbage containers, as well as every other week grapppler service, which allows residents to dispose of large bulky items, too large to fit in the curbside trash bins. Including the grapppler service, as of June 30, 2014, the Solid Waste Section collected 31,300 tons of residential trash 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.

RESIDENTIAL CURBSIDE RECYCLING

The Solid Waste Section works in partnership with the SCSWA and Friedman Recycling to provide residential curbside recycling services. Friedman Recycling picks up recyclables every other week on the same day that trash is picked up from residences. Recyclables are hauled to the SCSWA Transfer Station, where they are repacked in trailers and transported to the Friedman Recycling Plant in Northeast El Paso for processing, bailing, and shipping worldwide. Las Cruces boasts a very good 67% recycling participation rate. This year the SCSWA also launched glass recycling

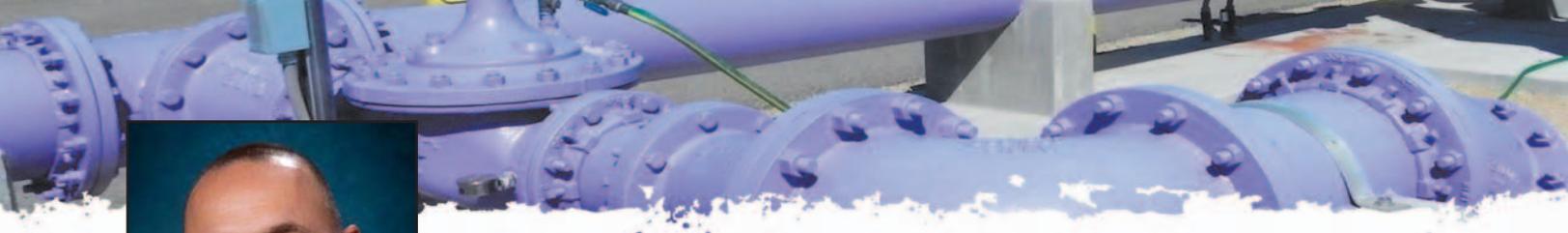
and is currently accepting glass at two drop-off locations; it will begin crushing the glass by the end of summer 2014.



COMMERCIAL TRASH SERVICE

The Solid Waste Section provides commercial trash service to 2,519 businesses in the Las Cruces area. This service includes supplying and emptying metal dumpsters, with Front Load or Side Load trucks, as well as servicing compactors and open top containers by the Roll-off Truck. The Solid Waste Section collected almost 38,400 tons of commercial trash, as of June 30, 2014.





Carl N. Clark, P.E.
Interim RES/TS
Administrator

REGULATORY & ENVIRONMENTAL SERVICES / TECHNICAL SUPPORT

The Regulatory Environmental Services (RES) Section provides regulatory and water conservation services to the Utilities Department by advising and assisting Utilities 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.



WEST MESA WATER PROJECT PHASE IV PROJECT 2

The most recent \$1.34 Million infrastructure upgrade on the West Mesa extends a major 36-inch waterline another 4,230 lineal feet closer to the West Mesa Well Fields. This will eventually make it possible to increase the volume of water from the West Mesa Well Field east across the Rio Grande River into the City of Las Cruces. The long term goal is for LCU to have a system in place that can convey enough water from our West Mesa wells to supplement the needs of our customers all around the City.



EAST MESA WATER RECLAMATION FACILITY BOOSTER STATION AND PIPE PROJECT

With the installation of the new Booster Pump Skid and Building, Water Resources will soon be able to send reclaimed water to two additional facilities: Centennial High School for the irrigation of several athletic fields and the Old Foothills Landfill to use for dust control and in the production of composted mulch. The mulch is then given back to residents and businesses free of charge. The East Mesa Water Reclamation Facility is capable of producing up to 1 million gallons of cleaned and disinfected reclaimed wastewater daily for approved uses such as dust control and irrigating green space on the east side of Las Cruces. This saves fresh water to be used as drinking water.



JORNADA WATER TANK REHABILITATION AND MURAL

This 24-year-old, 2-million gallon water tank at the top of Sedona Hills Parkway on the city's east side was completely inspected and repaired this year, with interior abrasive-blasting, interior repainting, and the installation of a new steel floor. Then, local artist Anthony Pennock designed and painted a spectacular mural on the exterior of the tank, incorporating the images of historical local petroglyphs and rainwater ponding in an early canyon to "call the rain." The new "Indian Canyon" water tank mural, with the iconic Organ Mountains as a backdrop, is 32 feet tall and 300 feet around. It is the 6th in a series of water tanks known as The Water Tanks of Las Cruces.



Jose F. Provencio
*Administrator
Administrative Services*

ADMINISTRATIVE SERVICES

The Administrative Services Section of the Las Cruces Utilities Department provides support services for each of the four operating utilities. These services include:

- customer service
- financial evaluation
- billing and collection
- 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.

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

FIELD SERVICES

Field Services is the physical extension of Customer Service activating/deactivating water and gas service, conducting field investigations, obtaining meter readings for final billing, relighting gas pilot lights, and performing carbon monoxide tests. Additionally, Field Services works in tandem with Billing and Collection sub-section to deactivate and lock customer utility services for non-payment, and restore service when delinquent balances have been settled.



deactivate and lock customer utility services for non-payment, and restore service when delinquent balances have been settled.

METER READING

The Meter Reading sub-section is responsible for reading each customer's gas and water meters monthly, timely billing of customers as close as possible to a 30-day cycle, and reporting any problems with water or gas meters. Meter Reading is also responsible for programming and remotely obtaining data from electronic meter transponders (ERTs) installed on commercial and industrial gas and water connections, greatly enhancing meter reading data acquisition and billing capabilities.

UTILITY BUSINESS SYSTEMS SUPPORT



This sub-section provides technical support and assistance in the use, management, analysis, integration, and documentation of the utility business system, and serves as liaison for the City's enterprise resource planning system

(MUNIS) for all Utilities Department Sections and sub-sections. Business Systems Support also coordinates with the IT Department and/or Tyler Development on projects involving testing, upgrades, enhancements, and interfacing of external systems with MUNIS modules.





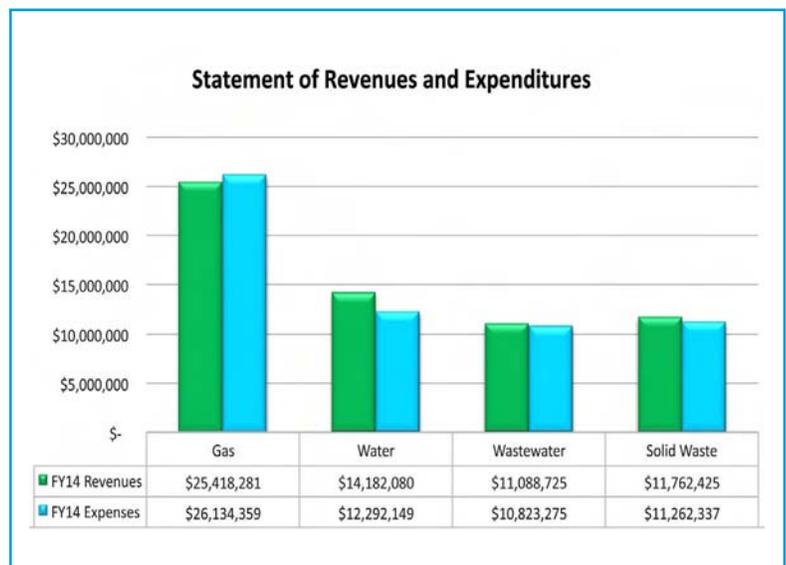
Jose F. Provencio
Administrator
Administrative Services

FINANCIAL

Las Cruces Utilities financial and operations transactions are enterprise funds. Enterprise funds segregate accounting and financial reporting mechanism for municipal services, for which a fee is charged in exchange for goods or services. Under enterprise accounting, the revenue and expenditures for the delivery of services are separated into unique operating funds, rather than commingled with the revenues and expenses of all other City funds. The financial information in this annual report contains unaudited numbers.

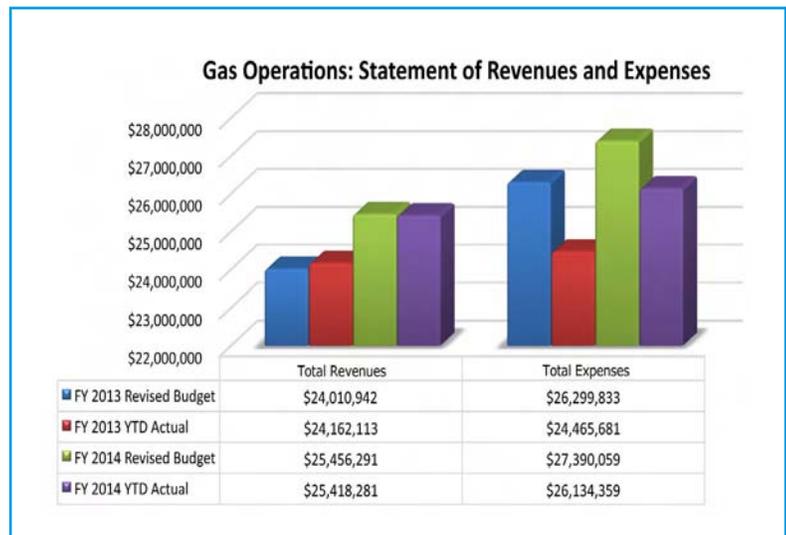
STATEMENT OF REVENUE AND EXPENSES FOR GAS, WATER, WASTEWATER, AND SOLID WASTE

The City's service area in Southern New Mexico drives Utilities Revenue and Expenditures: With a milder than normal winter, Natural Gas sales for FY14 were lower than FY13, however the cost of natural gas was higher than expected, which yielded a higher revenue. While drought conditions continue, citizens of Las Cruces are proactive in water conservation efforts. Water Production is slightly lower than last fiscal year due to positive sustainable water use efforts.



LAS CRUCES UTILITIES GAS OPERATIONS

LCU provides safe Natural Gas delivery year-round: While consumption of natural gas decreased by 6.3 percent for FY14. The commodity price of natural gas has increased slightly over the past several years. LCU competitively manages natural gas contracts to get the best possible natural gas price for its customers. With slower overall growth in the area, new gas connections for residential customers fell 17 percent from the previous fiscal year.



LAS CRUCES UTILITIES WATER OPERATIONS

Sustainable Water Efforts: For the past two years LCU has focused and increased educational and outreach opportunities regarding outdoor water use. Over the same period, water production and water sales have decreased by 3.5 percent and effective management has held the level of expenditures constant. There have been some additions of new customers in FY14, however compared to FY13 new residential customers rate of growth has decreased by 24 percent.

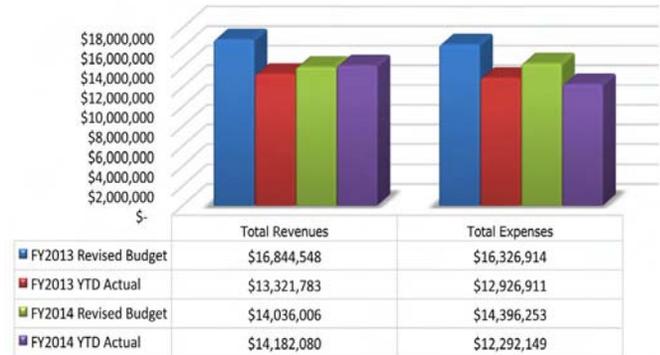
LAS CRUCES UTILITIES WASTEWATER OPERATIONS

Wastewater treatment and processing: LCU meets the needs of the community in a cost-effective manner: Revenue from Wastewater operations is linked to indoor water use. Water that is either flushed or flows down a drain will flow to one of three LCU treatment facilities. The Wastewater budget for FY14 generates about \$11 million in revenue from the monthly sewer rates for residential, commercial, and industrial customers. This year the East Mesa Water Reclamation Facility was in full operation. For FY14, the reclamation facility processed 181 million gallons of effluent to reclaimed water. Reclaimed water in Las Cruces is used for landscape irrigation on the City’s parks and golf course in the East Mesa area. Reclaimed water production increased 278 percent from FY13.

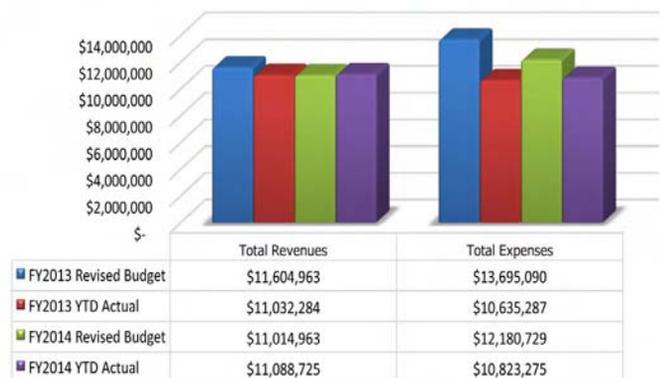
LAS CRUCES UTILITIES SOLID WASTE OPERATIONS

Solid Waste Management: Solid Waste operations provides reliable residential and commercial solid waste pick-up and disposal service year-round. Solid Waste operation’s budget for FY14 included approximately \$11.6 million in revenue from the monthly Solid Waste rates for residential and commercial customers and actual revenue came in at 100.9% of budget. Additionally for FY14, LCU billed and transferred \$1.8 million of curbside recycling revenue to SCSWA to fund the City’s curbside recycling program.

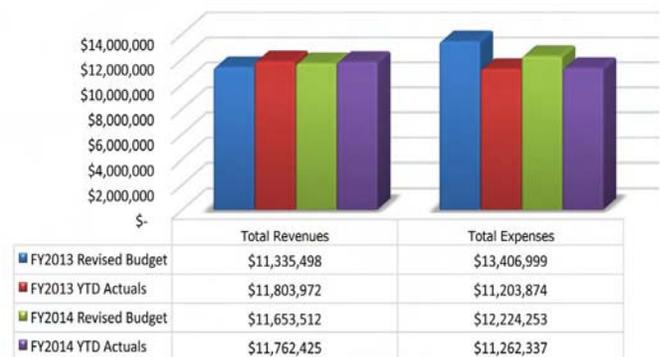
Water Operations: Statement of Revenues and Expenses



Wastewater Operations: Statement of Revenues and Expenses



Solid Waste Operations: Statement of Revenues and Expenses





Jose F. Provencio
Administrator
Administrative Services

UTILITIES EMERGENCY RESPONSE

The Utilities Communication Center's Emergency Response Team (ERT) of Las Cruces Utilities Department answers approximately 60 phone calls and 60 radio calls during every 24-hour period. However, in city-wide emergency situations, the ERT has been able to dramatically increase efforts and manpower to answer 400-600 calls daily for several days. ERT members are always ready to assist customers with emergencies at any time of the day or night, including all holidays.

Help is always available at (575) 526-0500 or online through www.askthecity.org

When a water main breaks over the holiday weekend or you smell a gas leak in the middle of the night, don't panic – Las Cruces Utilities employees are working 24/7 and are ready to assist you at any time of the day or night, including holidays. In an emergency situation, don't wait until morning or until it's a working day to call the Utilities Communications Center at (575) 526-0500.

Dispatchers have resources available to solve anything from broken/leaking utilities pipes (gas-water-wastewater), to traffic lights, or street sign problems. They have a list of carpenters, plumbers, street crews, city electricians, and solid waste operators on call for after-hours emergencies.

Emergency Dispatch also monitors all Las Cruces Utility facilities using a SCADA-system. SCADA is used to monitor and control infrastructure facilities. If something is wrong at any of the 87 remote sites (stations, regulators, wells, and other facilities) an alarm flashes red on the computer screen and beeps. Every alarm gives detailed information as to the exact problem so dispatchers can respond immediately.

EMERGENCY UTILITY DISPATCH – HELP AVAILABLE ANYTIME

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

- Respond to and document customer calls and dispatch utility crews depending on nature of call
- Respond to operational crew calls requesting information
- Respond to and route calls to appropriate City Departments not related to utility issues
- React to Utility SCADA monitoring and documenting system operational status and events
- Monitor Utilities building and yard security during non-business hours



The Emergency Dispatch Team: Supervisor Bob Murillo with Utilities Communications Operators: Eric Weise, Jerry Hernandez, Alan Amador, and Jeff Madrid. (Rita Kondy is not shown here.) There is never a dull day at work for this team that solves crises around the clock.

UTILITIES RESOURCES

The Utilities Department offers a wealth of resources to educate, promote, and provide great customer service to the citizens of Las Cruces. Below is a list of some of the types of resources available; for a complete list, please visit our web page at www.las-cruces.org/Departments/Utilities/Resources.

BOARD OF COMMISSIONERS

- Rules Governing Rate Proceedings
- Utilities Board By-Laws
- Rate Making Procedures for LCU Board of Commissioners

ADMINISTRATIVE SERVICES

- Utility Rates; includes current and past Rate Cases (Filing Documents, Proceedings, and Resolutions)
- Water & Wastewater Impact Fee – Land Use Assumptions & Capital Improvement Plan
- Ordinance 2680 – Granting a franchise to the City of Las Cruces on behalf of the Las Cruces Utilities

GAS

- Digging: Your Rights and Responsibilities
- What to Do if You Smell Natural Gas
- Unsafe Condition with Your Gas System

REGULATORY & ENVIRONMENTAL SERVICES

- Ordinance 2488 – Liquid Waste Disposal
- Kitchen Best Management Practices
- Grease Interceptor Ordinance

SOLID WASTE

- Residential Collection Service
- Residential Grapppler Service Routes 1-8
- Compactors

TECHNICAL SUPPORT

- Conveyance of Water Rights: Ordinance 1834
- Utility Standards
- Project Summary ICIP-14

UTILITIES ADMINISTRATION

- Utilities Department Overview
- FY13/14 Annual Report

WATER

- Do You Know Where Our Water Comes From? Video
- 2013 Consumer Confidence Report (Municipal Water Supply)
- Drug-Free Drains

WATER CONSERVATION

- City of Las Cruces Water Conservation Documents
- City of Las Cruces Water Conservation Plan
- Utility Board Resolution 11-12-030 accepting updated Water Conservation Plan

LUSH & LEAN PRESENTATIONS AND INFORMATION

- Landscaping to Your Max: Lush but Lean
- Compost 101

INTEGRATED PEST MANAGEMENT RESOURCES

- Pesticide Equipment Calibration
- Weed Management and Control

OFFICE OF THE STATE ENGINEER RESOURCES FOR INDOOR WATER USE

- Don't Waste a Drop: Finding, Fixing and Preventing Indoor Water Leaks
- A Waterwise Guide to Clothes Washers

OFFICE OF THE STATE ENGINEER RESOURCES FOR OUTDOOR WATER USE

- New Mexico Plant List
- Irrigation Basics



Community Outreach

Community Outreach is a critical component of connecting with customers. Las Cruces Utilities Department uses multiple outreach pathways to get good information to customers by hosting Lush and Lean workshops, public meetings, informational meetings, festivals, ribbon cuttings, and open houses at facilities operated by Utilities. This City Department also regularly publishes newspaper articles in the Las Cruces Sun-News and My Las Cruces, posts information at www.las-cruces.org, provides timely messages through KRWG Radio underwriting, and even uses advertisement wraps on city buses to reach Utilities customers with important information.

NEIGHBORHOOD EXPO

On Saturday, March 15, 2014, hundreds of residents toured the Neighborhood Expo exhibits set up inside and outside City Hall, just a few steps from the Farmer's Market. Las Cruces Utilities was there with Solid Waste Section Administrator, Klaus Kemmer, and Water Conservation Program Coordinator, Leslie Kryder, giving out water awareness goodies, informational pamphlets, answering questions, and connecting with the community members of all ages.



WATER 101

On October 30, 2013, Las Cruces Utilities hosted Water 101, an environmental community seminar designed to help inform the public about our dynamic local surface and groundwater supplies. Sixty (60) people attended and heard from area experts about water level projections for our local aquifers (the Mesilla and Jornada Bolsons), the drought history of our region, how much ground water is currently being used, and who is using it.

The Utilities Department encourages everyone to always be water-wise. During 2013, our city of more than 100,000 residents pulled less than 6% of the total amount of water being drained by multiple entities from the aquifers. Utilities credits water reclamation, water conservation, public awareness, and other efforts for that low number. Residents of Las Cruces use approximately 20,000 acre feet of water per year, in spite of a 30% population increase from 2000-2010.

CHILDREN'S WATER FESTIVAL

On Thursday, April 17, 2014, Las Cruces Utilities hosted the 3rd annual Children's Water Festival. A total of 1,500 3rd and 4th graders were welcomed to Young Park to learn about water and water conservation. This year the students had 26 booths and other exhibits to visit; making learning about water and water conservation fun! This effort was only possible with the assistance of 300 adult volunteers, agency presenters, and teachers from Las Cruces Public Schools.



SEPTIC MEETING AT POWERS DRIVE AND WALL AVENUE

On April 23, 2014, Las Cruces Utilities hosted a Neighborhood Information Meeting to share good news with property owners in the Powers Drive and Wall Avenue areas. State funding has been allocated to help the City pay costs associated with the installation of sanitary sewer mains, manholes, and associated services. With the new sewer system available, property owners can replace their existing septic tanks by plumbing into the new City sewer system. This was a preliminary meeting to discuss project design, cost estimates, and tentative schedules for the sewage management upgrade.



LUSH AND LEAN 2014

Lush and Lean is a series of free workshops sponsored by Las Cruces Utilities to help those seeking tips to design and plant beautiful, water-conserving landscapes. The Lush and Lean speakers range from NMSU soil, weather, and plant disease professors to experts in drip irrigation and local nursery owners who can guide residents to the most locally successful, water-wise plantings. This year, the 15 workshops offered from spring to fall, provided a wide variety of topics to help residents minimize outdoor water use while maximizing the beauty of lawns and gardens.



NEWSPAPER ARTICLES

During FY13/14, Las Cruces Utilities published 52 articles in local newspapers; 26 articles in the Las Cruces Sun-News and 26 articles in My Las Cruces (a Sun-News weekly publication). Topics ranged from Don't Pull the Plug on Your Swimming Pool (without first coordinating with Water Resources) – to Soil Secrets, which promoted a Lush and Lean workshop presentation – to TV-ing the City Sewers, an article telling about the tiny camera on wheels that zips through city sewers to “see” any issues requiring maintenance or repair. Operation Gas Leak explained how Utilities Gas Section staff goes through training with the Las Cruces Fire Department to develop a response in case of a gas emergency. Look for the every-other-week Utilities Connection articles in print or online; for copies of past articles send your request to UtilitiesCustomerCom@las-cruces.org.



Annual Report 2013-2014

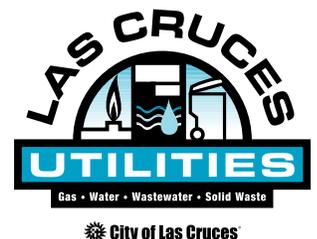
Las Cruces Utilities

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

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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.



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