

CRRUA Customer Message

Date: 08/13/2024

Discolored Water Calls Remain at Zero

For the second consecutive month, the Camino Real Regional Utility Authority (CRRUA) received no calls from customers for discolored water.

“We received zero customer calls for discolored water in July,” said CRRUA Executive Director Juan Crosby. “This is on top of zero calls in June,” he said. “These positive results demonstrate that we at CRRUA continue to be successful in providing clean, safe water and reliable service to our customers.” CRRUA provides water and wastewater service to Sunland Park and Santa Teresa, NM.

Crosby initiated the monthly recording of discolored water calls in February after taking over as interim executive director in January 2024. The number of discolored water calls went from 28 in February when tracking began to zero in June and again in July.

CRRUA Discolored Water Calls by Month

| Month/Year | Number of Calls |
|-------------------|------------------------|
| February 2024 | 28 |
| March 2024 | 20 |
| April 2024 | 07 |
| May 2024 | 01 |
| June 2024 | 0 |
| July 2024 | 0 |

Causes of water discoloration include water line breaks and hydrant flushes that disturb naturally occurring sediments that accumulate over time.