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Questions about Stage
3 Water Rationing
comments and other
concerns

Rumors: **NOT TRUE**

that's what they want you to think, the main well is down and has been for awhile, they are unwilling or incapable of repairing it, and this comes from a very reliable source that has firsthand knowledge.

I have been told that the pump is broken on the main well, and someone is refusing to get it fixed. Like I said, we need honest and open communication and not just rumors.

Portales has no answer the wells are dry they are waiting on the Ute Lake Pipe Line. Their hands are tied. No pipeline no water very simple

I Not sure if it true, but was told the water issue is because of rusted/broken pipes at the water tanks. Was told there's a lake behind the blue storage tanks with cattails growing in it. Anyone else heard this?

The City of Portales has 42 active wells running at 100% - 24 hours a day to keep up with the water demand of the City of Portales. There are no pumps down, no leaks or ponds of water at the Tanks or at the Well Field.

Like other cities in New Mexico, we have been in a drought and are currently trying to keep enough water on hand to fight fires and supply the hospital during this time, while maintaining enough for our residents.

The City has been in a Stage 2 water condition for several years.



What are the Tank Levels at



The Red Dot shows the level the tanks are at. The main problem is more water is being used than the well fields can produce.



Rumors: **NOT TRUE**

I heard they closed the convenience center where people could dump their trash.... does anyone know anything about that?



HOURS OF OPERATION

Monday - Friday
8:00 am - 12:00 pm
Closed for Lunch
12:00 - 1:00 pm
1:00 pm - 4:30 pm

Saturday and Sunday
1:00 pm - 4:30 pm

The First and Third
Tuesday of every month
is **FREE** for everyone to
dump trash.

Staffing shortages do happen due to illness, vacations and priority of trash routes

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Rumor **Not True**

The wells are not dry! They have not been maintained! There is a lake at the well field due to all of the leaks and one of the main pumps has been down for months and they refuse to fix it! I have a friend who recently had a well drilled down the street from my house in town. Well is 133 ft and has 30 ft of water in the well. The information on the well field came from very reliable sources! The city council needs to be open and honest and clean house, before everyone that can, sells out!



In the past 10 years, the city has completely rehabilitated the well field and added 13 new wells, completed the Johnson Hill tanks rehabilitation project and the Lime Street tank project is currently underway.

94% of the meters in the City of Portales is electronic. The meters transmit daily the water usage for that meter.

Due to federal and state regulations, it takes 2 plus years to drill and finish a well. The last project cost 3.5 million for 6 wells were drilled with only 4 wells being useable, which was completed in early 2023.

Concern

I've heard that many people have emailed and called and no one from the city is calling or emailing back.

All City Council Meetings are live and can be found on Youtube the next day. The City Manager and the Public Utilities Director have on several occasions briefed on the Water situation and talked with several citizens after the meeting to make sure all their questions were answered.

There are many ways to get a hold of someone at the City of Portales.

Our Webpage allows you to submit a request, which is logged and alerts if something is not answered with it being escalated to the City Manager.

You can give us a call, use textmygov, or email. All are monitored and logged, with escalation to the City Manager. All phone calls are recorded and can be forwarded to the City Manager.

If you would like to be put on the agenda for a council meeting, you must contact the City Manager by the Tuesday before the Meeting. (One Week before). You can request by emailing citymanager@portalesnm.gov

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STAY CONNECTED WITH US!

Want to know what is going on in the City of Portales?

www.portalesnm.gov [TextMyGov](#) 575-570-5570

[Facebook](#) @cityofportales [Instagram](#) @cityofportales

[YouTube](#) City Channel Portales [TikTok](#) @cityofportales

[WhatsApp](#) 575-356-6662 [Email](mailto:CityManager@portalesnm.gov) CityManager@portalesnm.gov

Hyper-Reach Text / Phone Call / Email Notifications

Attend a Council Meeting 2nd and 4th Tuesday of each month

Chat with the Manager

August 17th,
2023

5:30 pm at
the Memorial
Building

Rumor:

**Not
True**

Live on Facebook? They don't want to meet face to face??



The Chat with the Manager is an in-person meeting and will be streamed on Facebook live. All are welcome.

If you are unable to make the meeting you can submit your comments, questions or concerns via email at citymanager@portalesnm.gov by the end of business day August 16th, 2023.



The Parks and Streets department is under Director Steven Chavez. He can be reached by email schavez@portalesnm.gov

If you send him your concerns, he will get back to you. Please make sure you include your name and number so that he is able to reach you.

Concern:

that's nothing the other day I saw four city workers standing on the corner, pulling weeds in 4 x 4 area, talk about lazy waste and miss management by John Deshay, he's the one that needs to be fired he needs to get the city workers under control



Concern:



Why do comments not show up on this site?

The City Facebook page is for informational only. Since we must take the approach show all or none of the comments, the page was changed to none. These are actual comments taken from our page:

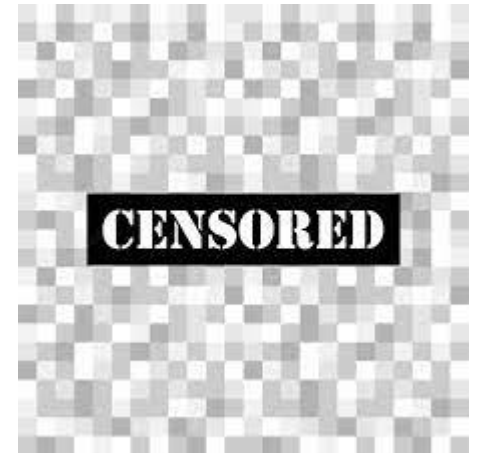


needs to be strung up on the flag pole.

Of course, we have a water break, we should set fire to city hall with them all in it and start over

is in charge of her address is go to her house and straighten her out, she is helping with this stupidity.

Your spokesperson is a joke, next time I see her I am pushing her in front of a car



We have moved and have a new to us City Hall



Why the move though? Was the building right in midtown not a perfect location?

American Recovery Funds were given to State, Territorial, local and Tribal governments across the country to support their response and to help recovery from the COVID-19 public health emergency.

With the many rules and regulations on how to use the money, it was voted to use a portion of the money to secure a safe, healthier and bigger City Hall.

The money received did not allow nor was enough to renovate and fix the old City Hall, a complete road project or enough to do a complete water project. The Funds had to be spent on a complete project that could be completed in that time frame given or the money would have to be returned.

With all but PD, Fire, Airport and Dispatch under one roof, citizens will no longer have to drive to several different buildings to accomplish one task.