

APRIL 2018



DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

MEET YOUR NEW DISTRICT 3 REPRESENTATIVE

Mr. Daniel Hortert brings over 22 years of experience in planning and community development and is a great addition to your Board of Directors. Throughout his career, Mr. Hortert has been involved in development around the desert southwest and has gained a relatively strong command of water issues as they relate to the development and sustainability in this region. He has worked for Doña Ana County since 2011 and has observed a great deal of interaction and progress between the DAC and the Association. We look forward to strengthening this relationship and know that Mr. Hortert brings a balanced perspective and will strive to ensure that decisions are based on fact and in the best interest of the constituency and the Association.

The Board of Directors would like to remind our membership that all Regular Board Meetings are held on the first and third Thursday of the month. We encourage attendance to hear about upcoming activities and the overall current events of the Association. You can also visit our website at www.dawater.org to access meeting minutes and see updated information about Dona Ana Water.



POLICY FEATURE OF THE MONTH: FINAL BILLING

When a new customer is ready to begin services, they will need to complete an application for utility service. Our Customer Service Representatives will then verify the application to ensure that the prospective user does not have an unpaid utility account balance from another address or addressees within the Doña Ana MDWCA service area. An application for utility service will not be processed for activation until all unpaid account balance (s) are paid in full. Furthermore, if an unpaid utility account balance(s) is discovered in the name of the applicant after utility service has been activated, the unpaid balance(s) will be transferred to the active service account and will be due and payable upon notice. In the event of an unpaid balance associated to the home from the prior owner or tenant, fees must be collected prior to initiating service. We understand this can be frustrating if the balance is from a previous individual however the account follows the property, not the owner. Our Customer Service Representatives make every effort to final out billing with the previous account holder prior to beginning new services. Our goal is to provide excellent service and a good experience for all our users. If you have any questions or concerns about any of our policies, we have many ways that you can speak with a representative. Please visit our website at www.dawater.org or please contact Customer Service at 575-526-3491.

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BOARD MEETINGS:

- April 5
- May 3
- May 17
- June 7
- June 21
- July 5
- July 19



Committed to provide
quality water and sanitation
services for members
of our community.

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New Mexico 88032

Office:

575-526-3491

Emergency:

575-644-4027

www.dawater.org



STAFF RECOGNITION

Dona Ana MDWCA has begun a new internal program to assist our Operations Department with their Utility Operator Certifications and continued education. This program facilitates study guides and pretest exams to expose operators to the types of questions they would experience during their actual exam administered by the New Mexico Environment Department (NMED). Margo Lopez, our Administrative Specialist, and our operations staff have been working very hard as we continue to see progress.

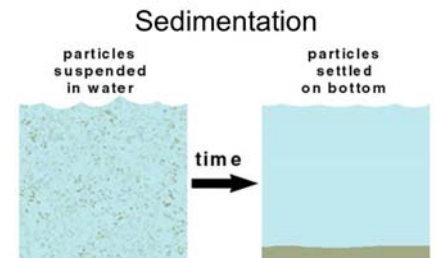
Operators Chris Morales and Joe Martinez have recently passed their Level II Water Certification after completing their study guide requirements and pretests. Our



Projects Manager Abenicio Fernandez passed his Level IV Water Certification as well. The next exam hosted by NMED is scheduled in April during the New Mexico Rural Water Conference in Albuquerque where we have four staff members testing, and then again in May with three staff members testing.

DIRTY WATER CALLS

We realize customers may occasionally experience dirty water (red, brown, black) after our system has a line break or large water usage occurs, such as fire hydrant flushing. The discolored water results after the minerals that normally settle at the bottom of the pipes are stirred up. The discolored water is not harmful, with the most common minerals in our water being iron and manganese. If you are experiencing this you may flush from any faucet at your home, however if the water does not clear up quickly please contact our office during business hours or the emergency on call phone during after-hours or on a weekend so that we can send an operator to flush at your meter. You will not be charged for water that is flushed directly at your meter by an operator. While we understand the appearance may not be pleasant to look at it is important to note that this is naturally occurring minerals that are in the water. If you happen to be doing laundry when the discolored water unexpectedly occurs, please do not move your clothes to the dryer; leave them wet. Our office can provide you a product to put in with your white clothes, bathtub, toilet or any item in your home that has been stained by the water. It is very important that you follow the proper steps for using the additive prior to drying your clothes in order to remove the staining. If you have any questions or need to request the additive, please contact our Customer Service Representatives at 575-526-3491.



UPCOMING PROJECTS

We have two exciting projects that will soon proceed to bid. We will be starting the process of upgrading our wastewater treatment plant (WWTP) located in District 5 in Picacho Hills. We are also moving closer to starting the system rehab in District 1 in Radium Springs. Each project will bring much needed system upgrades to these districts and our Association. We will continue to publish project updates as each one moves forward. You can also visit our website at www.dawater.org under the Projects tab for current projects.