

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION August 2024



Board Meeting
August 15, 2024

Last Day To Pay
August 20, 2024
before 3:00 P.M.

Disconnection Date
August 21, 2024

Current Bills Due
August 26, 2024
before 3:00 P.M.

Office Hours
Monday-Thursday
7:30 A.M.-5:30 P.M.
Friday
8:00 A.M.-5:00 P.M.
Closed 11-12 for lunch

“Our greatest weakness lies in giving up. The most certain way to Succeed is always To try just one more time.”
-Thomas Edison-

WHAT SHOULD I DO IF I HAVE BROWN WATER?

- ◆ Contact Doña Ana MDWCA immediately at 575-526-3491, so our operators can flush the lines in the affected area.
- ◆ Once the line is flushed, run your outdoor faucet 5-10 minutes until clear.
- ◆ AVOID doing your laundry until the water clears.
- ◆ If residue remains in your toilets, sinks, tubs, dishwasher and water softener, stop by our office and pick up some RED-B-GONE. Limit 2 per house hold.

HAVE A LEAKY FAUCET?

Can a leaky faucet increase your water bill? In fact, a leaking faucet can add 10% to your monthly water bill. A slow drip could waste 7 to 10 gallons everyday, or 3,600 gallons annually. By repairing the leak yourself, it can save you hundreds of dollars on a plumber.

ATTENTION

Payments can not be collected by staff. You are welcome to utilize any one of our self-serve kiosks any time of day or night. If you require assistance with processing your payment, our staff is here to help. Payments left on the counter will be returned back to the customer.

EMPLOYEE SPOTLIGHT

Doña Ana MDWCA would like to introduce our newest team member Tyerin Halbert, who joined our Operations Department in July. Your unique perspective will surely bring new energy to the team.



WELCOME!

**CHERISHED K-9 ALL BREED RESCUE
PET FOOD DRIVE**

July 1st thru August 31st

ITEMS NEEDED FOR DOGS:

Whole Hearted Salmon & Pea dog food, puppy pads, small and medium pet beds, dog treats, blankets, toys, towels, dental chews

Additionally the rescue is looking for unique items to donate for their up-coming Online Auction November 6th-13th.

- Jewelry
- Gift Cards
- Gift Baskets
- Furniture
- Art Work
- House Hold Items

DROP OFF LOCATION: 5535 LEDESMA DR.

COATS FOR KIDS

Doña Ana MDWCA will be collecting new and gently used coats for the months of September and October for Coats for Kids. We are accepting sizes infant through adult XL. Please help us keep the children of Dona Ana County warm this winter. More details to come in the next newsletter.

RECOMMENDED WATER SCHEDULE

Doña Ana MDWCA's water schedule allows home owners with even address to water on Sunday, Wednesday, and Friday. Home owners with odd numbers water on Tuesday, Thursday, and Saturday. No residential watering on Monday. This recommended schedule is in effect until September 30th.



SOUTHEAST WASTEWATER COLLECTION SYSTEM

Doña Ana MDWCA has currently been awarded additional funding for the Southeast Wastewater Collection System. The additional funding is intended to cover some streets in the area of Keelo Road, Loomis Road, Kelli Circle, and Kristin Dr. If you are a homeowner in this area and you have not already filled out an application but are interested in doing so or would like more information on this project, please reach out to our customer service department via email at customerservice@dawater.org. You can also find a map of the areas that this project is designed to cover on our website at dawater.org in the projects section under the project tab.

As with any construction, we ask the public to be mindful of the construction workers and our staff. There is heavy equipment involved in these projects with traffic controls, orange barrels, and flaggers directing traffic. Please be cautious, drive slowly and be respectful to the workers and their safety.



POLICY FEATURE

Having our POLICY FEATURE in our Newsletter helps build relations with our customers through regular communication and better understanding about our policies at DAMDWCA.

APPLICATION FOR UTILITY SERVICE

A user shall be required to complete and sign a Utility Service Application in person, by mail or by acceptable electronic means of transaction (e-mail) with government issued photo identification (or photocopy), and provide a Social Security Number or another unique identifying number acceptable to staff in order for Doña Ana MDWCA to activate utility service. The user is required to prove ownership of the service address property such as a deed or authorization for use of the service address property such as a lease. All individuals listed on the ownership or lease documents shall be accountable for the payment of the utility service(s) and for fees and charges provided for service whether or not they are the user of record .

For the full policy, please see pages 11-13 in our Policy Handbook



**COMMITTED TO
PROVIDE QUALITY
WATER AND
SANITATION
SERVICES FOR
MEMBERS OF OUR
COMMUNITY.**

Physical

5535 Ledesma Dr.
Las Cruces, NM
88007

Mailing

P.O. Box 866
Dona Ana, NM
88032

Office

575-526-3491

Emergency

575-644-4027

Website

www.dawater.org

Servline

By HomeServe

575-449-8055

**"Success is not
final,
failure is not fatal;
it is the courage
to continue
that counts."
-Winston Churchill-**