

# DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

December 2019

## NEW BUSINESS HOURS

*To our valued members of DAMDWCA our new business hours will take effect December 9, 2019.*

*Monday through Thursday 7:30am-5:30pm*

*Friday 8:00am-5:00pm*

*We will be closed for lunch from 11:00-12:00*



### Inside this issue

- ◆ Delinquent Account
- ◆ Water Tips
- ◆ Subscribe to News and Alerts
- ◆ Payment Options

### Board Meetings:

- ◆ December 5
- ◆ December 19

### Association Closures:

- ◆ December 24
- ◆ December 25
- ◆ January 1

### Past Due Bills Due:

- ◆ December 20  
Before 3:00 p.m.

### Disconnect Day:

- ◆ December 26

### Current Bills Due:

- ◆ December 26  
Before 3:00 p.m.

## DELINQUENT ACCOUNT COLLECTION AND PROCESSING

When a user fails to pay their delinquent account balance, the user will be mailed a notice 30 days after the meter is locked notifying them of the potential removal of their services should the account not be brought current. The second notice will be mailed 45 days after the meter has been locked. Even if a Third-Party contractor or bill paying agent fails to pay a delinquent utility account balance on behalf of a user, the user will be charged a nonpayment fee fifty (50) days after the initial bill. The total amount shown as "Past Due" on the bill must be paid before 3:00 PM on the 20th of the month. Actual shutoff of utility services will be subject to availability of field service technicians to be performed the next business day following the 20th. If ownership or stewardship of a property with an unpaid account transfers either to a realty company (temporary), or to a financial institution (as in repossession or foreclosure), services will not be restored in the name of a final purchaser of the property until all fees, penalties and assessments owed are paid in full. If the service has been locked for non-payment and remains off, or the meter has been removed, services will be restored to allow for preparation and sale of the property at the request of the realtor on behalf of the financial institution. Such service requires a \$250.00 deposit and a signed agreement by the realtor or financial institution that all fees, penalties and assessments owed shall be paid at closing or at the time of property transfer, in order for service to commence or continue in the name of the final purchaser of the property.

## WATER CONSERVATION TIPS:

- ◆ Turn off the water when you brush your teeth and shave.
- ◆ Install low-flow toilets, shower heads and faucet aerators and you'll save thousands of gallons of water a year.
- ◆ Check out leaks and get them fixed! A dripping faucet can waste up to 2000 gallons of water a year.
- ◆ Insulate your water heater and all hot water pipes. Less water will be wasted before hot water flows.





**Know what's below.  
Call before you dig.**

**SUBSCRIBE TO OUR NEWS AND ALERTS**

- ◆ Go to [www.dawater.org](http://www.dawater.org)
- ◆ Subscribe button
- ◆ Enter your name
- ◆ Enter your email address to receive our News and Alerts **via email**
- ◆ Enter your cell phone if you wish to receive Alerts only **via text message**
- ◆ Subscribe

E-mail correspondence is maintained in accordance with applicable provisions of State law and may be considered public records. Public disclosure of your communication may be required. Message and Data Rates May Apply.



From our family to yours....

We wish you a very Merry Christmas.

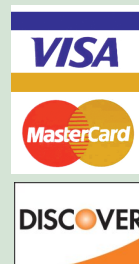
Our Office will be closed in observance of the Christmas Holiday on

Tuesday, December 24, 2019 and again on Wednesday, December 25, 2019.

Our office will resume our regularly scheduled hours of operation on Thursday  
December 26, 2019.

**PAYMENT OPTIONS**

- ◆ Our office-5535 Ledesma, Las Cruces, NM 88007
- ◆ By Mail- P.O. Box 866 Dona Ana, NM 88032
- ◆ Automatic Draft (please provide a voided check)
- ◆ Over the phone 575-526-3491
- ◆ Online-[www.dawater.org](http://www.dawater.org) (\$1.25 service charge)
- ◆ Drop Box-5535 Ledesma, Las Cruces, NM 88007



**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

**ServLine:**

575-449-8055

