

# **DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION**

December 2023



## **Board Meeting**

No scheduled Board Meeting in December

## **Last Day To Pay**

December 20, 2023  
before 3:00. P.M

## **Disconnection Date**

December 21, 2023

## **Current Bills Due**

December 27, 2023  
before 3:00 P.M.

## **Office Closure**

Christmas  
December 25 ,2023  
December 26, 2023

## **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

***“Christmas is doing a little something extra for someone.”***

***-Charles M. Schulz-***



## **REMINDER**

Our 2024 calendars are here! Stop by our lobby to pick one up today!

## **NEW PAYMENT PORTAL**

On September 22nd, Dona Ana MDWCA implemented its new payment platform. Customers wanting to sign up or re-enroll for ACH will need to register their account(s) to gain access. To begin your registration, follow the steps listed below:

- ◆ Go online to [www.dawater.org](http://www.dawater.org).
- ◆ Select the “Pay Your Bill Now” Icon.
- ◆ Enter your account number WITH THE DASHES: (example account 00-00000-00).
- ◆ Search Accounts.
- ◆ Invoices will appear for the account, on the left side of the screen you will need to select your most CURRENT INVOICE.
- ◆ Select by checking the invoice box.
- ◆ Click the orange Create Online Account Icon at the bottom of the page.
- ◆ Continue with creating the account using the prompts to register and set up AutoPay.

## **CUSTOMER UPDATE INFORMATION**

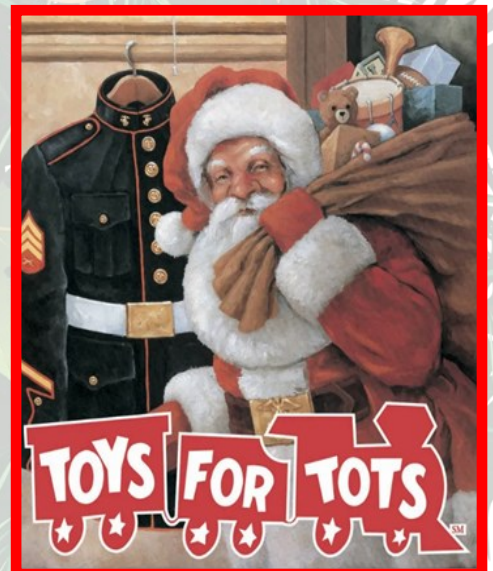
With the New Year fast approaching and for Dona Ana MDWCA to better serve you, kindly update all your contact information including name change, phone number, e-mail, etc. All customer forms are available on our website at [dawater.org](http://dawater.org). You may email the completed form to [customerservice@dawater.org](mailto:customerservice@dawater.org), mail it into the office at PO Box 866 Dona Ana, NM 88032, or drop it off.

# MERRY CHRISTMAS FROM DONA ANA MDWCA!

## **TOYS FOR TOTS**

Dona Ana MDWCA is partnering up with the Marine Corp Reserve in collecting new and unwrapped toys until December 15, 2023 for Toys For Tots. The toys will be distributed to the less fortunate children for Christmas in our area. Donations will be accepted Monday thru Thursday from 7:30 AM—5:30 PM and on Friday from 8:00 AM—5:00 PM, closed for lunch from 11:00 Am—12:00 PM. We appreciate your generosity.

HELP US FILL OUR  
TOY BOX!





## **ANNUAL MEMBERSHIP MEETING**

The Board of Directors would like to inform our members about the upcoming Annual Membership Meeting scheduled at Dona Ana Elementary School on Wednesday, January 31, 2024 at 7:00 p.m. The meeting will include current events, new and upcoming projects, and financial reports will be discussed during the meeting. We will post the agenda on our website [www.dawater.org](http://www.dawater.org) in January 2024. We encourage every member to attend the Annual Membership Meeting.

## **PROJECT UPDATES**

### **Dona Ana Village Lift Station and Forcemain**

Spartan Construction will continue installing the 12" forcemain on El Camino Real. The 12" forcemain will tie into the 18" main line south of Los Venados Subdivision. They will be installing over 10,000 feet of pipe as part of this project. They are expected to complete this project middle of January.

### **Southeast Wastewater Collection System**

Morrow Enterprise Inc. will start construction on November 27, 2023. They will be working in various areas during this project. As a reminder all members who are currently on our list will receive notification via email when construction is expected to start in your area. Morrow Enterprise Inc. will be surveying all septic tanks for those who are signed up for wastewater connection. If you have not already filled out an application for the Southeast Wastewater Collection System 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](mailto:customerservice@dawater.org). For additional information and a project map, please visit our website <https://www.dawater.org/current-projects>.

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 control, orange barrels, and flaggers directing traffic. Please be cautious, drive slowly and be respectful to the workers and their safety.

# **FELIZ NAVIDAD!**

## **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.

## **WASTEWATER ADJUSTMENTS**

Wastewater discharge billing volume for residential service is updated yearly using the Winter Quarter Average (WQA) calculation based on potable water consumption measured in the billing months of December, January, and February, and becomes effective on the April 1st bill. In the event a potable water leak affects the WQA calculation, the user must notify Customer Service within (3) months of the affected wastewater billing. A request for a billing adjustment beyond the notification deadline will not be processed. The adjustment will be applied to the applicable billing months that were initially billed based on the affected WQA calculation.

For the full policy, please see page 2 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](http://www.dawater.org)

**Servline**  
**By HomeServe**  
575-449-8055

***"The best of all gifts  
around any Christ-  
mas tree: the pres-  
ence of a happy fam-  
ily all wrapped up in  
each other."  
-Burton Hills-***

