

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION December 2024



Board Meeting
December 19, 2024

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

Disconnection Date
December 26, 2024

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

Office Closure
December 24, 2024
December 25, 2024

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-

2025 CALENDARS

Our 2025 calendars are here! Stop by our office and pick one up today!

CUSTOMER UPDATE INFORMATION

In order for Doña Ana MDWCA to better assist you in 2025, please update all of your contact information, including your name, phone number, email address, etc. All our customer forms can be found on our website at dawater.org. You do have the option to email to customerservice.org or mail it to PO Box 866, Doña Ana, New Mexico 88032.

ATTENTION LANDLORDS

Filling out the Landlord Utility Agreement for rental properties, will allow Doña Ana MDWCA to transfer water and/or wastewater to the Landlord without interrupting service. This option will save the Landlord \$36.75 in connection fees. Visit our website at dawater.org to upload the Landlord Agreement Form and email to customerservice@dawater.org.

MERRY CHRISTMAS!

SIGN UP TO PAY BY TEXT

Visit our website at dawater.org> Pay Your Bill Now> Sign In> Pay By Text> Click Sign Up For Pay By Text> Enter Cell Number> Save My Changes> Check Your Mobile Phone To Complete The Process> Reply OK.

EMPLOYEE SPOTLIGHT

Great News! We would like to congratulate Xavier Padilla in our Operations Department for successfully passing his Wastewater Level II. Your hard work and dedication have paid off. You did it! Keep up the fantastic work!



TOYS FOR TOTS

HOLIDAY TOY DRIVE

NOVEMBER 1ST – DECEMBER 13TH

Please help us fill the box with a new, unwrapped toy for the less fortunate children in our community!

Ages 0 to 16 years old

Suggested toys:

Basketballs, soccer balls, footballs, bikes, dolls, baby toys, puzzles, action figures, board games, stuffed animals, and race cars

DROP OFF LOCATION: 5535 LEDESMA DR.

PROJECT UPDATE- DOÑA ANA VILLAGE LIFT STATION

This project is for the rehabilitation of the existing forcemain and related infrastructure. This wastewater system is the backbone of our wastewater infrastructure. The system was originally built in 1997 by Doña Ana County, then in July 2017 transferred to Doña Ana MDWCA. Wastewater from the Village of Doña Ana collection system reaches the Doña Ana Lift Station via a series of gravity sewer lines throughout the Doña Ana Village. Once the wet well fills to certain depths, the lift station activates and pumps the accumulated wastewater through the forcemain alignment approximately 3.3 miles southeast where it is transferred to the City of Las Cruces for proper treatment. Over the past 18 months we have had a contractor replace two-thirds of the existing forcemain line as well as rehab the existing lift station. Now that additional funding has been secured we will be starting the remaining portion of the forcemain. This part of the project will replace roughly 5,400 linear feet of 8" forcemain, starting on the southern end of Cristo Rey going north, crossing Thorpe and continuing on to the Lift Station on Pedro Madrid. Expect to see construction start in early 2025.



HOME FOR THE HOLIDAYS

DOÑA ANA COUNTY FESTIVAL OF TREES

Doña Ana MDWCA donated two Christmas Trees that were raffled off by the Doña Ana County 4-H at the 10th Annual Home-grown Market Event which was held on Sunday, November 24th at the New Mexico Farm & Ranch Heritage Museum.



ROPIN' IN THE HOLIDAYS

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.

LEAK ADJUSTMENT POLICY

The Association's leak adjustment program provides for payment of water bills up to \$1,000 during a covered period resulting from a leak. Each user will be automatically billed a monthly fee for each meter covered under this program policy, but each user has the option to opt out. The program will cover only the 'cost of water' associated with a leak, once a year, for up to \$1,000 (normal/average usage remains the obligation of the user). For leaks resulting in water bills over \$1,000, Doña Ana MDWCA will allow payment arrangements for the amount exceeding \$1,000. Those who choose to not participate in the program will be eligible for payment arrangements. Upon discovering and correcting a leak, a participating user must call the Doña Ana MDWCA ServLine phone number, report the leak, and tell them the amount of the bill. Doña Ana MDWCA will calculate the average/normal bill for the identified period of the leak – up to three months - and discount the water bill up to \$1,000 above the value of the average or normal monthly bill (for that user). Evidence of repair must be provided to Doña Ana MDWCA. This payment coverage is available on a rolling 12-month basis – for example, a leak is reported on June 2nd, an adjustment will be provided, and the user is not eligible for another leak adjustment until June 2nd of the following year.

For the full policy, please see pages 3 and 4 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**



**“The best of all gifts
around any
Christmas tree:
the presence of a
happy family
wrapped
up in each other.”
-Burton Hills-**