

# DONA ANA MUTUAL DOMESTIC WATER

## CONSUMERS ASSOCIATION

February 2021



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### Board Meetings:

- ◆ February 4, 2021
- ◆ February 18, 2021

### Last Day to Pay:

- ◆ February 20, 2021

### Current Bills Due

- ◆ February 25, 2021

### Office Hours:

- ◆ Monday thru Friday  
7:30 a.m. –11:00 a.m.  
12:00 p.m.—5:30 p.m.

### Office Closure

- ◆ February 15, 2020

*“One person can make a difference, and everyone should try”.*

*-John F. Kennedy-*

**Happy Presidents Day!**

**ATTENTION   ATTENTION   ATTENTION   ATTENTION   ATTENTION**

March 25, 2021, is the last time Dona Ana MDWCA will be drafting credit card payments. We are sorry for any inconvenience this may cause you. You can go to our website and draft your payment from there, each transaction will cost the customer \$1.25. If you have any questions please contact our customer service department at 575-526-3491.

### Calendars

DAMDWCA would like to inform our customers that our calendars for 2021 will be located outside the front door by the drop box for pick up only.

### Stay Connected

In order for DAMDWCA to better serve you, please update your contact information with us when you have a change of name, phone number, e-mail, removal of a name, and add a name to an account. You MUST complete an update form requesting the change. It is important to note that if your mailing address changes and you do not receive a bill it does not exempt you from paying your account each month. If you are unsure if your account is current, please contact our office at 575-526-3491.

### Bank Returned Items Fee

Any payment returned for insufficient or uncollectible funds will be subject to a Bank Returned Items Fee of \$35.00. Payment of the insufficient or uncollectible funds and the Bank Returned Items Fee may be made with cash, cashier's check(s), credit/debit card(s), or money order(s). Upon the occurrence of two bank returned items within one twelve (12) month period, payment will be required in the form of cash, cashier's check(s), or money order(s) only.

### District 3 Board Member

DAMDWCA is seeking a Board Member who resides in District 3. A Board Member is expected to maintain their leadership role through the use of reasonable care and good judgment for making decisions on behalf of the interest of the Association while complying with governing documents. Please contact our office at 575-526-3491 for more details.

### COVID-19 Assistance Relief Programs (If Available)

- ◆ Mesilla Valley Community of Hope-www.mvcommunitoffhope.org, click Covid-19 Housing Relief and fill out the application (if funds are available)
- ◆ Salvation Army-(575)524-4713-need ID, proof of income, and utility bill
- ◆ Immaculate Heart of Mary-(575)524-8563-need ID, proof of income, and utility bill
- ◆ St. Genevieve's Church (575)523-0974-need ID, proof of income, and utility bill
- ◆ Holy Cross Church (575)526-1726-need ID, proof of income, and utility bill
- ◆ Las Cruces Church of Christ- First Wednesday of the month, need ID, proof of income, and utility bill
- ◆ Tierra Del Sol-(575)541-0477-Assistance for Seasonal Farmworkers and Migrant Farmworkers ONLY. Need ID, passport, birth certificates, social security cards for all members of the household, pay stubs, employment verification, all household income, 2018 and 2019 taxes with W-2, and registration with the selective service

### Closures

In observance of Presidents Day, our office will be closed February 15, 2021. We will resume normal business hours on February 16, 2021. Stay safe!

### Water Conservation Outdoors

- ◆ Water dry spots by hand instead of running the whole sprinkler system.
- ◆ Check your irrigation system to make sure it is running efficiently.
- ◆ Wash your pets outdoors in areas that your lawn needs water.
- ◆ Use a pool cover to prevent water loss.
- ◆ Turn off your sprinkler system during the winter months.
- ◆ Choose low-water plants outside to save water.



**Patriotism**

**Leadership**

**Strength**

**Liberty**



**Respect**

**Constitution**

**Honor**

**Wisdom**

### New Notification of Billing

Dona Ana Water's billing notification system launched a new update feature via email. This notification is simply a friendly reminder that you have an upcoming utility bill. If you have any questions or concerns please contact our office at 575-526-3491.

### 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.

### Billing for Utility Service

Doña Ana MDWCA will bill on a cyclical billing basis based on a billing period of approximately thirty (30) days "or a standard billing month". The Association will administer all applicable fees, penalty fees, nonpayment fees and procedures in compliance with Doña Ana MDWCA Billing and Service Policies. Meters will be read as nearly as possible at regular intervals on a monthly basis. In the event that meters cannot be read due to inaccessibility, register failures, damage, tampering, bypassing, or other causes, the metered values will be estimated based on the following:

Previous consumption by metered service to the premises;

- ◆ Average consumption for the corresponding billing periods during which the meter(s) are known to have registered correctly;
- ◆ Consumption as registered by a secondary meter if installed, or
- ◆ Estimation based on the nature of use, volume or business, seasonal consumption, and/or any other factors that may assist in determining consumption.

See page 13 of our Policies and Procedures Handbook for the full Policy.



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

575-449-8055

***"There are no easy answers, but there are simple answers. We must have the courage to do what we know is morally right".***

***-Ronald Reagan-***

