

# DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

February 2022



## Inside This Issue

- ◆ Membership Meeting
- ◆ Lobby Closure
- ◆ Payment Options
- ◆ Calendars
- ◆ Notice of Lost Payments
- ◆ Letters of Interest
- ◆ Election Results
- ◆ Chocolate Strawberries
- ◆ Financial/Audit Reports
- ◆ Drop Box
- ◆ Upcoming Projects
- ◆ Office Closure
- ◆ Policy Feature

## Board Meetings

- ◆ February 3, 2022
- ◆ February 17, 2022

## Last Day To Pay

- ◆ February 20, 2022  
before 3:00 p.m.

## Disconnection Date

- ◆ February 21, 2022

## Current Bills Due

- ◆ February 25, 2022  
before 3:00 p.m.

## Office Closure

- ◆ February 21, 2022

## Office Hours

- ◆ Monday thru Thursday  
7:30 a.m. - 11:00 a.m.  
12:00 p.m. - 5:30 p.m.
- Friday  
8:00 a.m. - 11:00 a.m.  
12:00 p.m. - 5:00 p.m.



## 2022 ANNUAL MEMBERSHIP MEETING

The Board of Directors will reevaluate the date for the Annual Membership meeting in early May 2022 once the positive COVID cases within the County have decreased.

## LOBBY CLOSURE

Due to the continued spike in COVID-19 cases, our lobby will continue to be closed to help slow the spread until further notice. Please take advantage of our many payment options.

## PAYMENT OPTIONS

DAMDWCA offers a variety of payment options for your convenience:

- ◆ On-line Bill Pay—[dewater.org](http://dewater.org)
- ◆ Payment By Mail—PO Box 866, Dona Ana, NM 88032
- ◆ Automatic Draft— Download and fill out the ACH form at [dewater.org](http://dewater.org)
- ◆ Payment Drop Off Box —Main Office—5535 Ledesma Dr. (no cash please)
- ◆ Online Bill Pay— Through your bank website
- ◆ IVR System— Call our office at 575-526-3491 option 1, this feature is available 24 hours a day 7 days a week. You will need to have your account number ready.
- ◆ Drive Thru—**PLEASE** have your payment ready when you arrive at the drive thru.

## CALENDARS

We still have 2022 calendars available for our customers. Please stop by the main office and pick one up today.

## NOTICE OF LOST PAYMENTS

Dona Ana MDWCA is NOT responsible for lost payments thru the United States Postal Service. If your payment is received after the due date you will accrual all late penalties for the outstanding balance. If you have any questions or concerns, please contact our customer service department at 575-526-3491.

## LETTERS OF INTEREST

DAMDWCA will start accepting Letters of Interest for Board Members for Districts Four (4) and Five (5), beginning February 1, 2022. To be eligible you must reside in the district. These positions will remain open until filled.

## ELECTION RESULTS

The Association would like to congratulate James Melton for his re-election to District One (1). Results were certified January 26, 2022.

♥ **HAPPY VALENTINES DAY FROM DONA ANA MDWCA!** ♥

## CHOCOLATE COVERED STRAWBERRIES

- ◆ 2 lbs Strawberries
- ◆ 1-10 ounce bag semi-sweet chocolate chips
- ◆ 6 ounces white chocolate chips
- ◆ Wax paper
- ◆ Cookie sheet
- ◆ 2 bowls

## Instructions

- 1) Wash strawberries, place on paper towels to completely dry.
- 2) Melt your semi-sweet chocolate chips in the microwave, approximately 1-2 minutes.
- 3) Line your cookie sheet with wax paper.
- 4) Hold the strawberry by the stem, dip into the chocolate and twist, put strawberry on cookie sheet to set, allow 30 minutes.
- 5) Melt your white chocolate, then drizzle onto your strawberries.
- 6) Chill strawberries for 30 minutes. Then enjoy!



## **FINANCIAL AND AUDIT REPORTS**

If you would like more information on our over all operating costs for fiscal year 2021 please go to our website at [dawater.org](http://dawater.org) for more information.

## **DROP BOX**

Just to remind our customers that during disconnection day our drop box WILL be closed by 3:00 p.m. the day before and will continue to be closed the day of disconnection. and the day after. Please have your payments in before that time to avoid all penalties. If you have any questions please contact our Customer Service department at 575-526-3491.

## **UPCOMING PROJECTS-SOUTHEAST COLLECTION SYSTEM-FINAL PHASE**

This project received \$15,252,100 in funding from the United State Department of Agriculture Rural Development and Rural Utilities Services. The construction will include roughly 55,000 Linear Feet of 4 inch, 6 inch, 8 inch, and 10 inch vacuum sewer pipe, including vacuum calve pits and buffer tanks. Construction will occur along EL Camino Real, Carlton, Kennedy, Artifact, San Ysidro, Hatfield, Rosales Farm, Armstrong, Abode to name a few. Please see our website at [dawater.org](http://dawater.org) for additional streets. March of 2021, DAMDWCA began accepting applications for 500 homeowners who choose to connect to the sewer system. The project also received \$11,026,100 in grant funds to cover the impact fees, deactivating of septic tank and the connection to the sewer system. Once the funding is depleted homeowners will be responsible to pay out of pocket the connection and impact fees. They would also need to hire a certified professional plumber to connect to the sewer system. For more information please contact our Customer Service Department at 575-526-3491.

Please remember if you are driving through this area please watch out for heavy equipment, construction barrels, construction workers, and DAMDWCA employees that will be working in this area.

## **DID YOU KNOW?**

Each year more than 36 million heart-shaped boxes of chocolate are sold for Valentine's Day.

## **OFFICE CLOSURE**

DAMDWCA will be closed Monday, February 21, 2022 in observance of Presidents Day. We will resume regular hours on Tuesday.

## **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.

## **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. For the full policy, please see pages 8 and 9 in our Policy and Procedures 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

*"Anyone can catch  
your eye, but it  
takes someone  
special to catch  
your heart"  
-Unknown-*

