

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

February 2024



## **Board Meeting**

February 15, 2024

## **Last Day To Pay**

February 20, 2024  
before 3:00. P.M

## **Disconnection Date**

February 21, 2024

## **Current Bills Due**

February 26, 2024  
before 3:00 P.M.

## **Office Closure**

February 19, 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

**“Love looks not with  
the eyes, but with the  
mind, and therefore is  
winged Cupid painted  
blind.”**

**-William Shakespeare-**



## **HOW TO SIGN UP FOR E-BILLING**

Just a reminder to our members if you wish to receive e-billing notices please follow the steps below:

- Visit our website @ [www.dawater.org](http://www.dawater.org)
- Select “Pay Your Bill Now” Icon (bottom screen under quick links)
- Sign In (If you do not have an account you must register)
- ENTER email and invoice cloud password
- Takes you to the screen Your Account At A Glance
- Select paperless icon (right side)
- Click YES for paperless
- Must click the square “By enabling paperless, I agree to the Invoice Cloud Terms and Conditionals”.

## **EMPLOYEE SPOTLIGHT**

Dona Ana MDWCA is excited to announce our new team member Jeremy Apodaca who will be joining our Operations Department. His extensive construction background will be a valuable asset to our Association.



**Welcome to the Team!**

# **HAPPY VALENTINES DAY FROM DAMDWCA!**

## **GIVING BACK TO THE COMMUNITY**

We are wrapping up our final month of giving back to the community by continuing to collect items for the Enchanted Pass Animal Rescue. This rescue is in need of many kitten supplies. Dona Ana MDWCA would like to thank you for your ongoing support on this mission. This month will be the last opportunity for donating to Enchanted Pass Animal Rescue.

## **1ST ANNUAL PET FOOD DRIVE**

### **Enchanted Pass Animal Rescue**

January 1st thru February 29th

ITEMS NEEDED FOR KITTENS:

*Canned cat food, Kitten chow wet or dry, Kitty litter, Newborn kitten formula, and Kitty hammocks*

**Drop off location: 5535 Ledesma Dr.**





## **CASA DE PEREGRINOS**

Our next charitable event will be a food drive for this organization. More details to follow in the next Newsletter.

## **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.

## **USER SERVICE FEES**

**New Service Activation:** User request for utility service(s) to establish, process and activate a new utility account.

**Service Deactivation:** User request provided in writing to deactivate utility service account.

**Account Record Name Change:** Account name change on an existing utility service account requested by the user in writing due to and with proof of marriage, death of spouse, or divorce.

**Delinquent Account Service Deactivation:** Deactivation (shut off) of utility services due to non-payment of service.

**Delinquent Account Service Activation:** Activation of a utility service account that has been shut off due to non-payment of service. Utility service will not be reactivated until all balances in arrears have been paid in full or other financial arrangements have been agreed to by Doña Ana MDWCA Executive Director and the user. Only when a delinquent user has made financial arrangements for their account will the service be scheduled for activation.

**Field Service Activation:** The dispatch of field service technicians to physically activate or deactivate utility services. Field service activation is fulfilled by service orders submitted at least one business day in advance. Service orders submitted will normally be scheduled for completion the following business day, Monday through Friday, during regular business hours, 8:00 a.m. to 5:00 p.m., excluding holidays. However, from time to time, seasonal demand for service activations and other field service work may extend the following business day service order activation timeline by two (2) to three (3) days.

Utility service accounts will be charged applicable fees and taxes for the following services, plus the monthly access charge for all months elapsed during the period of temporary deactivation, if any:

**New Service Application:** Utility Service Application Processing Fee, per request.....\$25.00

**New Account or Account Service Activation:** Field Service Processing Fee for each transaction requiring the dispatch of Field. Service per transaction .....\$35.00

**Delinquent Account Reactivation:** Reactivation Processing Fee for each separate transaction requiring dispatch of Field Service personnel to activate an account after deactivating an account for non-payment, per transaction .....\$35.00

Service Orders submitted for processing the above listed services requiring the dispatch of field service personnel are normally scheduled for following day completion during regular business hours Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays, and subject to seasonal demands as identified above.

### **Same Day Field Activation Service**

An additional applicable fee will be charged for same day service activation of service as requested by the user that dispatches or re-dispatches field service technicians under one of the following circumstances:

Premium Field Service Activation charge requested for same day completion within regular business hours, Monday through Friday, (except holidays), per request .....\$60.00

**For the full policy please see pages 5-8 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

**“Love is some-  
thing eternal; the  
aspect may  
change, but not  
the essence.”  
-Vincent van Gogh-**

