

# DOÑA ANA MUTUAL DOMESTIC WATER

## CONSUMERS ASSOCIATION January 2025



**Board Meeting**  
**January 16, 2025**

**Last Day To Pay**  
**January 21, 2025**  
**before 3:00 P.M.**

**Disconnection Date**  
**January 22, 2025**

**Current Bills Due**  
**January 27, 2025**  
**before 3:00 P.M.**

**Office Closure**  
**January 01, 2025**  
**January 20, 2025**

**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**

**“There is beauty in every January sunrise– a new day, a new opportunity to grow.”**

**-Unknown-**

**WELCOME**  
**2025**

### **ANNUAL MEMBERSHIP MEETING**

The Board of Directors would like to remind our members of the upcoming Annual Membership Meeting scheduled at Doña Ana Elementary School on Wednesday, January 29, 2025 at 7:00 P.M. The meeting will include current events, operations, projects and financials. We encourage all our members to attend and learn more about Doña Ana MDWCA.

### **WASTEWATER CALCULATION**

If a leak was discovered between mid November thru mid February and a repair was made, the customer must present a receipt to qualify for a wastewater adjustment. For more information please email Customer Service at customerservice@dawater.org.

### **SOUTHEAST WASTEWATER COLLECTION PROJECT BILLING**

The Association would like to remind all members connecting to Southeast Wastewater Collection system that once your home is actively hooked up, you will begin to be billed a base rate for sewer usage which is calculated off your water consumption from mid November through mid February, or if no average is available, billing will be based off the system wide average of 6,000 gallons of water.

### **PLEASE KEEP YOUR WATER METER ACCESSIBLE AT ALL TIMES**

Your water meter remains the property of Doña Ana MDWCA. We need access to the meter for repairs, maintenance, turning the water on and off, and replacement if necessary at all times. We are asking our members to please not block the water meter.

### **TOYS FOR TOTS DONATIONS**

Doña Ana MDWCA would like to extend a heartfelt thank you for all your wonderful donations for the Toys for Tots campaign. The event was a huge success again this year, and we could not have done it without our generous members and employees. Thank you again for spreading Christmas cheer to the children in need within our community.



Julie pictured left, Estevan pictured right

## **REBEL ANGEL ALL BREED ANIMAL RESCUE**

### **PET FOOD DRIVE**

**January 1st thru February 28th**

#### **ITEMS NEEDED FOR DOGS:**

**Purina One Dog Food, 4 Health Puppy Dry & Can Food, Purina Dog Chow Dry, Dog Kong (med/large), XL Dog Crate Mats, Pig Ear Chews, Bleach, Paper Towels, XL Puppy Pads, Towels and Blankets.**

**DROP OFF LOCATION: 5535 LEDESMA DR.**

## **CALENDARS**

We currently have a few select 2025 calendars available for our customers. Pick one up today!

## **CUSTOMER UPDATE INFORMATION**

To better serve you in 2025, please update all of your contact information including phone number, change of address, add or remove a name, and e-mail. All customer forms can be found on our website at [dawater.org](http://dawater.org). You may email the completed form to [customerservice@dawater.org](mailto:customerservice@dawater.org).

## **SOUTHEAST WASTEWATER COLLECTION SYSTEM**

Morrow Enterprises Inc. is currently working in the area of Keelo Road and Loomis Road. Over the next couple months homes will become actively connected to the sewer system with Doña Ana MDWCA. If you are a homeowner in this area and you have not already filled out an application 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). You can also find a map of the areas that this project is designed to cover on our website at [dawater.org](http://dawater.org) under the projects section. Tab located at the top.

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

# **FELIZ AÑO NUEVO!**

## **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.

## **METERED SERVICE ERROR**

Where a user has been overcharged or undercharged for metered service due to a reading or billing error, the period to be retroactively billed or refunded shall not exceed three (3) months.

Where the user believes that the water meter is not functioning properly, the user may request a meter test be conducted only after a data log has been performed on the meter. Should the meter test show the meter to be accurate, a service charge will be applied as provided in Doña Ana MDWCA User Service Fees and Charges schedule.

In the event a user's meter is found not to register, or to register more than three percent (3%) slow, Doña Ana MDWCA will bill the user for the undercharge based on an average billing, if this estimated undercharge amount exceeds \$100.00. The bill will be computed based on an estimate of the user's consumption during the prior month in the same season or on the consumption in the same period of prior years that were not affected by the meter failure.

It is the user's responsibility to maintain their lines and to remediate any leaks that occur on the user's side of the outlet of the meter.

For the full policy, please see page 2 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**

**"The start of January marks a time to let go of regrets and embrace the opportunity to make things right."**

**-Roy T. Bennett-**