

# DONA ANA MDWCA

*“As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.” - John F. Kennedy*

## Consumer Confidence Reports

Each year the Association submits a Consumer Confidence Report (CCR) to provide information on the condition of our local drinking water that is delivered to our membership. The U.S. Environmental Protection Agency's (EPA) Consumer Confidence Report Rule requires every community water provider to submit their annual drinking water quality report no later than July 1. Being informed about your water source is important as germs, chemicals, and minerals, known as contaminants, may exist at varying levels. The Safe Drinking Water Act states that anything that is not exclusively H<sub>2</sub>O is considered a contaminant, without bias as to whether it is harmful to your health or not. Please be aware that while some items listed as contaminants in a CCR can be harmful to your health, others can be good for you; such as the appropriate amount of a disinfectant that keeps your water safe from germs. The EPA determines what levels of contaminants are safe to have in your water, and your CCR will explain whether or not your water source has a higher level of contaminants than recommended. The report provides the results for the most recent year sampled by EPA approved methods and certified professionals. Copies of the Consumer Confidence Report are available in our office or can be found online at our website [www.dawater.org](http://www.dawater.org).

### Inside this issue:

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### Calendar of Events:

#### Board Meetings:

- ◆ July 18
- ◆ August 1
- ◆ August 15

#### Association Closures:

- ◆ July 4

#### Past Due Bills Due:

- ◆ July 22  
*Before 3:00 pm*

#### Disconnection Day:

- ◆ July 23

#### Current Bills Due:

- ◆ July 25  
*Before 3:00 pm*

## Introducing New Automated Payment System:

We are excited to announce the implementation of a new Automated Payment System. So, what exactly does this mean? This means that you now have access to pay your bill at any time of day, simply by calling Dona Ana Water and selecting the payment option. Customers will also have the ability to save postage, access your account information instantly, hear real-time balances, payment amounts, and due dates; all over the phone. Most importantly this new feature adds additional security measures to protect your private information. This new feature will also allow our Customer Service staff to spend more time addressing concerns and questions.

When you call Dona Ana Water to pay your bill you will be directed to our new Automated Payment System where you will be prompted to enter your account information using your phone's keypad, including account number and address. The account's balance and due date will be given, as well as the option to make a payment. Once you have entered your payment information a confirmation number is provided. This roll out will occur near the end of July. If you have any questions or concerns, please contact our office at 575-526-3491.

## Construction Projects:

June brought the excitement of bid openings for the next phase of the Southeast Collection Wastewater System in the Village of Dona Ana. The apparent low bidder is Morrow Construction. This construction will provide new infrastructure to allow customers in this service area to connect to wastewater services. The project consists of construction of a new vacuum sewer collection system to include approximately 1,400 LF of 4-inch vacuum sewer pipe and 1,300 LF of 8-inch vacuum sewer pipe with all appurtenances. For those who are interested in decommissioning their septic tank and connecting to the new service please contact our office.

We appreciate your continued patience with both scheduled and emergency outages. We ask the public to please be mindful of the construction workers and our staff. Please be cautious, drive slowly, and be respectful to the workers and their safety. If you have any questions or concerns, please contact our office at 575-526-3491 or visit our website at [www.dawater.org](http://www.dawater.org).



Committed to provide quality water and sanitation services for members of our community.

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Doña Ana, New Mexico

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575-526-3491

Emergency:

575-644-4027

ServLine:

575-449-8055



ServLine



## New Rates and Policies

The Board of Directors is tasked with ensuring Dona Ana Water can meet its yearly budget requirements, while also establishing reserve levels to adequately plan for the future of the Association. As such the Board voted to approve a rate increase of three-and-one-half percent for water rates and a three percent increase in wastewater rates. The approval follows the recommendations outlined in the rate study that was completed by Carl Brown in 2016, which recommends increasing rates annually by small amounts instead of a large lump sum after many years. The New Mexico Environment Department (NMED) conducts an annual rate survey on all of the water districts in the State of New Mexico, and currently our rates fall in line with the average water bill.

The Board also approved updates to our policy handbook to include new requirements for water rights on upcoming subdivisions. We have experienced a large influx of subdivisions being built, which requires a significant amount of time and resources from the Association. We are encouraged by the development happening throughout the county; however, we are tasked with creating a structure for the sustainability and best practices of the Association. As a reminder, Utility plan sets are reviewed in the order received and can take up to thirty days to complete. The review process can take longer than thirty days, dependent on the number of projects we are hosting in house and the amount of subdivisions being built. If you have any questions or concerns, please visit us online at [www.dawater.org](http://www.dawater.org) or contact our office at 575-526-3491.

FY 2020 Rate Increase		
Monthly Base Charge		
Meter Size		
Meter Size	New Rates Water	New Rates Wastewater
5/8 inch	\$ 18.96	\$ 16.90
3/4 inch	\$ 18.96	\$ 16.90
1 inch	\$ 26.74	\$ 17.54
1 1/2 inch	\$ 39.72	\$ 18.61
2 inch	\$ 96.83	\$ 23.31
3 inch	\$ 238.58	\$ 35.04
4 inch	\$ 292.28	\$ 48.48
6 inch	\$ 844.45	\$ 84.77
Water Usage Rates Per 1,000		
Gallons	New Rate	
0 - 4,999	\$ 2.24	
5,000 - 9,999	\$ 2.98	
10,000 - 19,999	\$ 3.98	
20,000 +	\$ 5.31	
Wastewater Usage Rates Per 1,000		
New Rate		
\$ 3.63		

*"America was not built on fear. America was built on courage, on imagination and an unbeatable determination to do the job at hand."*

*- President Harry S. Truman*

## School Supply Drive

Dona Ana MDWCA would like to remind you of our ongoing school supply drive. The recipients of the donations will be schools in our service area. The top ten items needed for students are:

*Ticonderoga Pencils, Fine Sharpie Black Pens, Composition Notebooks, Crayola Colored Pencils, Science Display Boards, Fiskars Scissors, Crayola Crayons, Crayola Markers, Glue Sticks, Erasers*

Please help us make our local schools a better place for both students and teachers through the simple act of giving and kindness. We will be accepting donations in office at 5535 Ledesma Drive through August 1st. Thank you for your support of local education.