

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

JULY 2020

Consumer Confidence Reports (CCR'S)



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Board Meetings:

- ◆ July 2
- ◆ July 16

Last Day to Pay:

- ◆ July 20, 2020
Before 3:00 p.m.

Current Bills Due:

- ◆ July 27, 2020
Before 3:00 p.m.

Association Closures:

- ◆ July 3, 2020

May we think of freedom, not as the right to do as we please, but as the opportunity to do what is right.

-Peter Marshall-



The Consumer Confidence Report (CCR) provides valuable information on your local drinking water quality, which is required yearly by the Safe Drinking Water Act (SDWA). The report is designed to provide details about where your water comes from, what it contains, contaminant levels, and how it compares to standards set by regulatory agency's. Under the Federal Safe Drinking Water Act, all customers are entitled to information on the quality of their drinking water, except for private wells, you will not receive a report, instead see the US Centers for Disease Control and Prevention for Ground Water Wells. Our goal at Dona Ana MDWCA is to help our customers become more knowledgeable about what's in your drinking water. Over the years, we have dedicated ourselves to meet all the state and federal standards for your drinking water. For the full Consumer Confidence Report please stop by our office and pick up a copy or go to our website at www.dawater.org



Safe Drinking Water

The CDC (Centers for Disease Control and Prevention) advises the public to continue to use and drink tap water. By regular disinfection with chlorination, this process is very effective to fight the COVID-19 virus. These water regulations ensure safe and reliable drinking water to the American people. Monthly monitoring of water samples is also collected to ensure that our drinking water meets the standards of the CDC.

Tampering of Meters

Members please be on the lookout if you see any suspicious activity with our meters and fire hydrants. Call our office right away at 575-526-3491.

Payment Options

- ◆ **Drop Box:** 5535 Ledesma Dr. Las Cruces, NM 88007 – This box will be checked several times a day to ensure payments are posted in a timely manner. Check or money order.
- ◆ **On-Line:** www.dawater.org: Payments can be made 24 hours a day. You will be required to have either registered the account or by quick pay. This could be done with either a credit/debit card or e-check. Please be aware that there will be a surcharge of \$1.25 per transaction.
- ◆ **Over the Phone:** Effective July 1, 2020 we will no longer be taking over the phone payments, please use the IVR system.
- ◆ We are NO longer accepting payments at 12695 Leasburg State Park Rd and 6861 Via Campestre.

Subscribe to our Website

Subscribe today to have News, Notices and Alerts delivered directly to you via Email or Text.

www.dawater.org

Indoor Water Conservation Tips

- ◆ Install Energy star labels washing machines. Front loaders use less water.
- ◆ Check for cracks on the hoses of your washing machine.
- ◆ Insulate your water pipes, this process helps you get hot water faster.
- ◆ Shorten your shower time.
- ◆ Repurpose your water when rinsing vegetables and fruits, use it to water indoor plants.
- ◆ Use the proper stockpot size when cooking, larger stockpots use more water.



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.

SUSPENSION OF UTILITIES FOR DEPLOYED MILITARY PERSONNEL

Pursuant to NMSA 1978 § 20-1-8.1 (2017), a member of the U. S. armed forces, reserves, or the New Mexico National Guard may suspend some or all utility services without penalty and reconnect/reactivate utility services without having to pay reactivation fees. The qualifying military user requesting suspension of all or some of their utility services provided by Doña Ana MDWCA must submit his/her request to Customer Service and certify that: 1. He/she has orders and provides copy of the orders to Customer Service to deploy or to be temporarily assigned outside the qualifying user's community for more than thirty days and, 2. The service account is in the qualifying user's name and, 3. The qualifying user owns the home or has a lease that does not preclude the suspension of municipal utility services, and, 4. Family members or other persons will not be residing in the home while the qualifying user is deployed or temporarily assigned. Doña Ana MDWCA will suspend/deactivate some or all utility services at the service address as requested by the qualifying user at no penalty and, will not charge a fee to reactivate or establish service(s) upon notifying Customer Service of their return from deployment or temporary assignment. It is the qualifying user's responsibility to notify Customer Service of their return from deployment to activate suspended utility service(s). In the event the qualifying user suspends/deactivates all or some of the utility services provided by Doña Ana MDWCA and during the period the qualifying user is deployed or on temporary assignment outside their community, or does not notify Doña Ana MDWCA Customer Service of his/her return from deployment, and monthly consumption records indicate that the residence is occupied, Doña Ana MDWCA will resume billing all suspended service(s) without notice.

For the full POLICY please see page 23 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

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575-526-3491

Emergency:

575-644-4027
www.dawater.org

ServLine:

575-449-8055

