

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION July 2024



Board Meeting
July 18, 2024

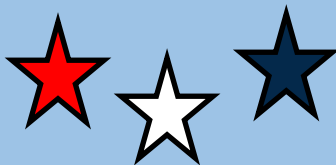
Last Day To Pay
July 22, 2024
before 3:00 P.M.

Disconnection Date
July 23, 2024

Current Bills Due
July 25, 2024
before 3:00 P.M.

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

“America was built on courage, on imagination and an unbeatable determination”.
-Harry S. Truman-



UPDATED POLICIES AND PROCEDURES HANDBOOK

As of July 1st, our 2024-2025 Policies and Procedures Handbook will be available online for our members to view at dawater.org under the Customers tab.

NOTICE TO MEMBERS

Doña Ana MDWCA would like to advise our members that we do NOT accept cash or coin through the mail for utility payments.

CONSUMER CONFIDENCE REPORT (CCR)

The annual Consumer Confidence Report (CCR) will be available on our website at dawater.org under the Customers tab. If you would like to have a copy mailed to you please contact our office at customerservice@dawater.org

EMPLOYEE SPOTLIGHT

Big shout out to Brian Pacheco in our Operations Department for successfully passing his Water Level II. We are incredibly proud of the commitment you have given to Doña Ana MDWCA.



KEEP UP THE GOOD WORK!

HAPPY 4TH OF JULY!

2024 HIGH SCHOOL SUMMER INTERNSHIP PROGRAM

This will be Doña Ana MDWCA's second year partnering with Doña Ana County's Internship Program. We are pleased to announce that we will have high school students joining our entity this summer. The internship program gives high school students the opportunity to gain significant job experience that they can use for their future endeavors.

WELCOME STUDENTS!



CHERISHED K-9 ALL BREED RESCUE PET FOOD DRIVE

July 1st thru August 31st
ITEMS NEEDED FOR DOGS:

Whole Hearted Salmon & Pea dog food, puppy pads, small and medium pet beds, dog treats, blankets, toys, towels, dental chews

Additionally the rescue is looking for unique items to donate for their up-coming Online Auction, November 6th-13th.
Stay tuned for more details.

DROP OFF LOCATION: 5535 LEDESMA DR.

GIVING BACK TO THE COMMUNITY

On behalf of Doña Ana MDWCA, we would like to thank our members for another successful School Supply Drive. The donations that were collected will be distributed to Doña Ana Elementary for the 2024-2025 academic school year. The Association appreciates your continued kindness and generosity.

PROJECT UPDATES

D&R Tank is currently working on adding the Doña Ana MDWCA logo to the South tanks. They have completed the logo on the North tank located on Thorpe Road (pictured below) and will proceed to the South Tank located right off I-25.



NORTH TANK

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).

For the full policy, please see page 24 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

Servline
By HomeServe
575-449-8055

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

-John F. Kennedy-

