

DONA ANA MUTUAL DOMESTIC WATERS CONSUMERS ASSOCIATION

June 2020



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Board Meetings:

- ◆ June 4-Telephonically
- ◆ June 18-Telephonically

Last Day to Pay:

- ◆ June 22, 2020
Before 3:00 p.m.

Current Bills Due:

- ◆ June 25, 2020
Before 3:00 p.m.

Business Hours:

- ◆ 8:00 a.m-4:00 p.m.

"Dads are most ordinary men turned by love into heroes, adventures, story tellers, and singers of songs"

-Pam Brown-



Proper Drain Maintenance

The sewer line is the largest drain in your home and is susceptible to a number of problems. Sewer lines back up for a number of reasons.

- ◆ Damaged pipes– your pipe might not be draining properly because of improper installation.
- ◆ Sewer back-ups caused by clogs– We as a community flush items down the toilet that should be thrown in the trash. We should NEVER flush cotton balls, baby wipes, medications, feminine hygiene products, towels, paints, gasoline, cigarettes, gloves, plastic bags, bottles, cat litter, coffee grounds, disposable wipes, egg shells, toxic chemicals, antifreeze, Kleenex, sand, pesticides, herbicides and fertilizers.
- ◆ Grease– you should never pour grease down the drain. The grease solidifies once it is cooled off and over time it will slow the drain.
- ◆ Use a mesh screen in your shower to catch hair, soap scum and food particles.
- ◆ Tree roots- The roots force their way into the cracks of the pipe and will continue to grow until the entire pipe is clogged with root, this will cause a back up into your home and the homeowner will have costly repairs.
- ◆ Never invest in chemical drain cleaners, these chemicals rot away at your pipes.

All these problems poses problems not only in our homes but our Wastewater Treatment Plant and could also expose our environment to hazardous waste. If you are experiencing any of these problems please contact a professional plumber for an inspection.

Monthly Water Bills

With so much uncertainty, we are aware customers might be worried about paying their bills. We understand the hardship local businesses and residents are facing and we will not be disconnecting customers for non-payment at this time. Please keep in mind that accounts with balances will continue to incur late penalties and nonpayment fees. We encourage our customers to continue making their payments to prevent additional fees on their accounts.

We are no longer accepting payments at 12695 Leasburg State Park Rd and 6861 Via Campestre

Payments can be made in the following methods:

- ◆ 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: Payments can be made through our IVR System, Via Text and Phone by calling our office at 575-526-3491 option 1, this feature is available 24 hours a day 7 days a week. The system will require you to have your account number and the numerical number of the address you would like to pay. Payments can be made with a credit/debit card.

Subscribe to our Website

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

www.dawater.org

**INTRODUCE A NEW,
VOLUNTARY
WATERING SCHEDULE**

- Seasonal Watering Schedule (April through September)
- Alternate Days for Watering/ restricted times
- Based on Home Addresses (Even / Odd)
- No watering on Mondays
- Hand watering unrestricted



Watering Schedule

EVEN Address	ODD Address	EVEN Address	ODD Address	EVEN Address	ODD Address
TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

No residential watering on Monday.
APRIL 1 - SEPTEMBER 30
WATER BEFORE 10AM - AFTER 6PM

Tips for Outdoor Watering

- ◆ Install a drip irrigation system, this allows water to drip slowly to the roots which helps minimize evaporation.
- ◆ Invest in turf landscaping. It can help reduce your water usage by 50%.
- ◆ Do not over water your lawn. Most lawns require only one inch of water per week.
- ◆ Plant succulents, they only require to be watered once a week.
- ◆ Make sure you turn off your sprinkler system when it is raining.
- ◆ Install a rain barrel to capture water from your roof to water indoor and outdoor plants.
- ◆ Aerating your lawn helps with water absorption.

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.

Rental Properties

LANDLORD UTILITY TRANSFER AGREEMENT A Landlord Utility Transfer Agreement (LUT Agreement) is available to rental property management entities or property owners that provide continuous Doña Ana MDWCA utility service to rental properties and consolidates account administration as specified by the landlord in the LUT Agreement. The LUT Agreement authorizes Doña Ana MDWCA to transfer water and wastewater without interruption in service to the landlord or property manager, as rental properties transition between tenant occupancy. In the event that a tenant is delinquent, Doña Ana MDWCA will deactivate services pursuant to the process stated in Doña Ana MDWCA Billing and Service Policies. Property management entities that do not want to execute an LUT Agreement to administer utility services for rental properties and want the utility account in the name of the property owner, will be required to provide the same information for a utility service application as stated in Application, Billing, and Payment for Service Section of Doña Ana MDWCA Billing and Service Policies and, a tax identification number if applicable, before service to tenants will be processed and activated. Failure of the property management entity to provide the property owner's information as stated above, may result in Doña Ana MDWCA placing a hold on the tenant's activation of utility services.



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

www.dawater.org

ServLine:

575-449-8055

Any man can be a father but it takes someone special to be a dad.

-Good Day Quotes-

