

March 2018

**CALENDAR OF EVENTS:**

**Annual Meeting:**

- March 28

**Board Meetings:**

- March 1
- March 15
- April 5
- April 19
- May 3
- May 17

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# Newsletter



## Board of Directors Reminders

The Board of Directors hosted our Annual Membership Meeting on Wednesday, January 31, 2018 at 7:00 pm at Dona Ana Elementary School, however a recess was called as we were not able to meet Quorum. We will reconvene on March 28, 2018 at the same location. As a reminder, the meeting will include reports on any current issues regarding the Association, an updated financial report, and various reports on operations, projects, and new infrastructure. We will also present an updated draft of the By-Laws and Articles of Incorporation. We ask the public to please attend in order to hear about our upcoming activities, as well as provide further opportunity for us to

address any questions or concerns.

In January 2018 the Board of Directors Election was completed for Districts One (1), Three (3), and Five (5), and the results have been certified. Mr. James Melton from Radium Springs is our District 1 Representative, Mr. G. Tod Roberts from Picacho Hills is our new District 5 Representative, and District 3 remains Vacant. The next election will take place in 2020. We encourage our members to visit our new website at [www.dawater.org](http://www.dawater.org) to read biographies on each of our Board Members and to learn more about our Board of Directors.

James Melton



G. Tod Roberts

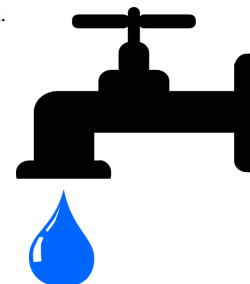


## Policy Feature of the Month: Tampering Fees

The Board of Directors would like to remind our membership that the meter and everything that is housed in the meter box is the property of Dona Ana Water, and for the sole use of the Association. We realize there is an angle valve within the meter box, however we strongly discourage the use of this. Should the valve be accidentally or intentionally broken there is a \$300 tampering fee;

there are no exceptions to this fee. We realize emergencies do occur, which is why we encourage homeowners to install their own shut off valve as required in your User's Agreement. If you do not currently have a shut off valve located outside of the meter box, please contact a plumber or handyman to complete this installation. Any maintenance that requires the water to be turned

off will necessitate an Association Operator to complete a service call to turn off the meter and then restore services; which we do charge a round trip fee of \$35 plus tax.





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

5535 Ledesma Dr., Las  
Cruces, New Mexico  
88007  
P.O. Box 866, Doña Ana,  
New Mexico 88032

Office:

575-526-3491

Emergency:

575-644-4027



## How to Connect With Customer Service

As we continue to improve our customer service we want to provide a few updates with the rollout of our new website. The enhanced site features information on customer service, operations, and projects. Our policies were overhauled on December 1, 2017, and can be found under the Customer Tab titled New Customer Resources. We also have new notification opportunities through email and texting. If you would

like to be enrolled in these types of notifications for emergencies or billing please visit our website at [www.dawater.org](http://www.dawater.org) or please contact Customer Service at 575-526-3491.

We have received questions regarding our base charge of \$17.70 plus tax, and would like to clarify this charge does not include any water usage. The base charge is for the meter and having water availa-

ble when you turn on your faucet. This covers fixed costs and overhead with the Association, and is not driven by the water that is pumped. The water usage charge is more of a variable charge that assists in covering personnel costs, system repairs and maintenance, and electricity costs.



## New Leak Adjustment Policy

Effective February 1, 2018 the Association's new Leak Adjustment Policy was launched for membership. As a customer, you are automatically enrolled in our Water Loss Protection, however if you prefer to opt out of this feature, or have questions about water and sewer loss protection, and line protection insurance please contact ServLine directly at

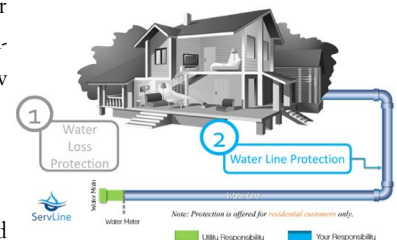
575-449-8055. We have had questions arise from members with regard to leak insurance and whether or not this is something a property owner should enroll in. We realize leaks are never expected and have researched the benefits of leak insurance policies in order to better serve our membership. We strongly encourage you to review the new

policy as this is the only way leaks will be adjusted that occur after February 1, 2018. If you would like to speak with a Customer Service Representative regarding your account please contact us at 575-526-3491 or visit our website at [www.dawater.org](http://www.dawater.org).

## Upcoming Construction Projects

As of February 19, 2018 an award has been made to Morrow Enterprises to complete the Via Norte Water Improvement Project. The construction will involve replacing the existing water line with C900 PVC 8-inch water line beginning at the intersection of Picacho Hills Drive and Barcelona Ridge, and will run all along Via Norte. New fire hydrants and valves will also be installed. There will be disruption to the public as we will be crossing drive ways and streets. You will be notified prior to any interruption of services. Whereas

we will be photographing and recording the area we encourage homeowners to also take photos and video of their property, landscaping, and driveways. Our contractor will do their best to restore everything to its preexisting condition once construction is complete. This project will result in a more stable water system in Picacho Hills and has the additional benefit of installing more valves that will allow us to isolate the District in sections; rather than having to interrupt services for everyone in the event of a future



break. Please watch for our contractors and any traffic controls during this process. Please do not enter the construction zones for your safety, and the safety of the contractors. This project is scheduled to be completed by summer under a 90-day contract from the start of construction. If you have any questions please contact our office at 575-526-3491 or visit our website for continued updates on these exciting new projects at [www.dawater.org](http://www.dawater.org).