

March 2019

**THANK YOU!
ANNUAL MEETING SUCCESS**

CALENDAR OF EVENTS:

Board Meetings:

- March 7
- March 21

Past Due Bills Due:

- March 20
Before 3:00 pm

Disconnection Day:

- March 21

Current Bills Due:

- March 25
Before 3:00 pm



The Board of Directors would like to thank our members for a successful annual meeting this year. Our Association is only as strong as each individual member. We thank you for your participation and the opportunity to allow us to share everything that happens at Dona Ana Water with you. The meeting featured reports on financials, operations, and projects. As a reminder we would like to direct our members to the many ways we have to stay connected with the Association. Our enhanced website features information on Customer Service, Operations, Projects, and our Board of Directors. Our policies are the foundation of how we function and can be found under the Customer Tab titled Customer Policies. We also have new notification opportunities through email and texting. If you would like to be enrolled in these types of notifications for scheduled outages, emergencies, or billing please visit our website at www.dawater.org or contact Customer Service at 575-526-3491 to update your information.

“Opportunity is missed by most people because it is dressed in overalls and looks like work.”
- Thomas Edison

Staff Updates

We are proud to announce that Mr. Joey Self passed his Level I Water Certification through our ongoing training program. The dedication from staff in obtaining their next level certifications continues to grow and has been very impressive. Congratulations to our Operations Department! Thank you to Margo Lopez and Jennifer Horton for their commitment to the training program and excellence in assisting our staff with continuing their education.

We would also like to welcome Lawrence Lujan, Paul De La O, Brian Pacheco, Cody De La O, and Clarissa De Leon. We are excited to have them join our team. As a reminder, Ms. De Leon started at Dona Ana Water last year as a co-op student through New Mexico State University. We partnered with NMSU for an internship from their technical water and wastewater technology program that allows students to graduate with an Associate Degree in water and/or wastewater.

We do have several open positions available in Operations. If you are interested in employment opportunities at Dona Ana Water, please visit our website at www.dawater.org under the tab labeled ‘About Us’.



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SERVLINE

The Association would like to remind our members of our Leak Adjustment Policy featuring ServLine. 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. Whereas insurance is a very personal choice it is important to note that some homeowner insurance policies do not cover water leaks. 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 this policy as this is the only way leaks have an opportunity to be adjusted. If you prefer to opt out of this feature or have questions about water and sewer loss protection, or line protection insurance please contact ServLine directly at 575-449-8055. For any questions regarding your homeowner's insurance, please contact your personal insurance broker.



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

Physical

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Mailing

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Office

575-526-3491

Emergency

575-644-4027

ServLine

575-449-8055



“Among the things you can give and still keep are your word, a smile, and a grateful heart”

- Zig Ziglar

Projects

Projects are progressing throughout our service area. Phase II of the Southeast Collection wastewater system has begun and includes the construction of a new vacuum sewer collection system with approximately 6,200 LF of 6-inch, 8-inch, and 10-inch vacuum sewer pipe. Construction will occur along El Camino Real, Carlton, and Navajo. These new lines do allow customers in this service area to connect to wastewater services. For those who are interested in decommissioning their septic tank and connecting to the new service please contact our office. Once the project is complete any disturbed landscaping or asphalt will be replaced.

The Via Norte Project in Picacho Hills is anticipated to be complete near the end of March or early April. The materials for the construction of the replacement tank on Barcelona Ridge that will hold approximately 180,000 gallons of water have been delivered. The tank will be painted the same neutral color as our other tanks. The completion of this project will now allow us to isolate District Five into sections in the event of preventative maintenance or unexpected water outages.

Dirt work for the construction at our Wastewater Treatment Plant (WWTP) continues. Materials for the actual construction will not be delivered for another four to five weeks as the preconstruction work finalizes. This project incorporates much needed design improvements to the existing location. The new design will allow us to convert the secondary treatment portion of the facility into an Aero-Mod Sequox activated sludge process that includes additional tertiary treatment. This new treatment will utilize disk filters and disinfection processes with supplementary on-site effluent storage capacities, and the addition of a solids dewatering press for more efficient operations. The Aero-Mod activated sludge method is used for treating wastewater using air and microorganisms that can digest organic matter in sewage in order to process solids more productively while having the benefit of having a small footprint. The project's design and construction improvements will bring the WWTP up to code for meeting the State of New Mexico discharge permit requirements.

File Construction continues the system overhaul in Radium Springs. The construction is facilitating the installation of over seven miles of new 8- and 6-inch water distribution and fill lines, new fire hydrants, and pressure reducing valves throughout the community. One of the more exciting components of this project is complete with over fifty new fire hydrants being installed.

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. There is heavy equipment involved in these projects with traffic controls, flaggers, and orange barrels directing traffic. Please be cautious, drive slowly, and be respectful to the workers and their safety. We would like to remind our membership that all fire hydrants must be visible and accessible. When an emergency occurs, fire crews must have the ability to quickly locate and make usable a fire hydrant in order to take advantage of critical time. It is important that fire hydrants are kept clear of landscaping, debris, or parked vehicles. Trying to paint, disguise, or landscape over a fire hydrant is strictly prohibited. If you have any questions or concerns, please contact our office at 575-526-3491 or visit our website at www.dawater.org.