

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

March 2024



Board Meeting
March 21, 2024

Last Day To Pay
March 20, 2024
before 3:00. P.M

Disconnection Date
March 21, 2024

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

Office Closure
March 29, 2024

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

**“Spring will come and
so will happiness.
Hold on.
Life will get warmer.”
-Anita Krizzan-**



REMINDER—CONVENIENCE FEES

The Convenience Fee is an additional charge which is collected by a third-party payment processor. The Association does NOT collect any of these fees. To avoid these fees, you can choose to pay by cash or check at our Kiosks. If you have any questions please email our Customer Service Department at customerservice@dawater.org.

BANK RETURNED CHECK FEES

Any check payment that is returned from your bank will be assessed a fee of \$36.75 to your account. Upon the occurrence of two (2) bank returned items within one twelve (12) month period you will be required to pay in the form of cash, money order or cashier's check.

NEW WASTEWATER BILLING

Wastewater calculations for the SE Collection Project will begin this month as the properties are connected. Wastewater averages are calculated using the water consumption during the winter months (mid November thru mid February). If you have any leaks during this time period, please notify Customer Service to determine if a sewer adjustment is needed. Adjustments are based off the Wastewater Adjustment Policy found on our website.

HAPPY EASTER FROM DAMDWCA!

GIVING BACK TO THE COMMUNITY

Dona Ana MDWCA would like to express our appreciation once again for all the kitten supplies that were donated throughout the months of January and February. We could not have done it without our wonderful members!



Enchanted Pass Animal Rescue Donations

GRACIAS!



CASA DE PEREGRINOS FOOD DRIVE

**ACCEPTING DONATIONS
March 1—April 30**

SUGGESTED CANNED OR BOXED ITEMS:

Fruits, vegetables, meats, stews, beans, soup, tomatoes, tuna, pasta, rice, whole grain cereals, peanut butter, and jerky. Other items such as ensure, baby food, formula, toiletries, feminine hygiene products and any no sodium or low sodium canned foods.

Join us to help fight hunger in our community!

DROP OFF LOCATION: 5535 LEDESMA DR.

SOUTHEAST WASTEATER COLLECTION SYSTEM

We are excited to announce that some homes have been fully connected to the main sewer line! Septic tanks will not be decommissioned immediately following connection; however the contractor will notify members prior to septic tanks being decommissioned. The contractor is actively working in several different areas such as Dalrymple, Hatfield, Dona Ana Rd. and Kennedy. Residents who are signed up for sewer connection will receive a notice on their door from Morrow Enterprise Inc. prior to digging on private property. If you have not already filled out an application for the Southeast Wastewater Collection System but are interested in doing so or would like more information on this project, please reach out to our customer service department via email at customerservice@dawater.org.



As with any construction, we ask the public to be mindful of the construction workers and our staff. There is heavy equipment involved in these projects with traffic control, orange barrels, and flaggers directing traffic. Please be cautious, drive slowly and be respectful to the workers and their safety.

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.

PAYMENT OPTIONS

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 method can be done with a credit card, debit card or e-check. Please be aware there will be a convenience fee per transaction.

Over the Phone Payments (IVR System): Payments can be made over the 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 or debit card. Please be aware there will be a convenience fee per transaction.

Pay Via Text (IVR System): User calls into the IVR and select the option to sign up for Pay Via Text. The system will send the user a text message for confirmation. After the user confirms the enrollment, the system will send the user a text message when a new balance is available on the user's account. To make a payment, the user will reply to the text with "Pay" and the system will send the user a confirmation text with the receipt number. Please be aware there will be a convenience fee per transaction.

Kiosk Payment: Users can look up accounts by scanning the bar-code on the bill. If you do not have your bill, you can search your account by entering the last name and street number on the Kiosk. The Kiosk will be available to members to make payment 24/7. Please be aware there will be a convenience fee per transaction, unless paying by cash or check.



**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

**“Go confidently in the
direction of your
dreams. Live the life
you have imagined.”
-Henry David Thoreau-**

