

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION



Greetings from Your Board of Directors:

On March 28, 2018 the Board of Directors was able to meet quorum in order to host our Annual Membership Meeting at Dona Ana Elementary School. The meeting featured highlights on current issues, finances, our past year’s accomplishments, and upcoming projects and new infrastructure. We are excited to announce we have successfully adopted an updated set of By-Laws and Articles of Incorporation after extensive overview and proposed changes from public input. The Board of Directors would like to thank our membership for their participation and commentary as we continue to grow and strive to provide excellent service.

*“The simple act of paying positive attention to people has a great deal to do with productivity.”
Thomas J. “Tom” Peters*

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Board Meetings:

- **May 3**
- **May 17**
- **June 7**
- **June 21**
- **July 5**
- **July 19**

Association Closures:

- **May 28**

Past Due Bills:

- **May 21**

Current Bills Due:

- **May 25**

Policy Feature of the Month:

Penalty & Disconnection Policy

Dona Ana MDWCA would like to take the opportunity to clarify our process for current and past due accounts. We function on a standard billing calendar, based on an approximate 30-day month. All accounts are due in full no later than 3:00 p.m. on the 25th of each month; however, if that day falls on a weekend or holiday the due date will be pushed to the next business day. Any payment received after the cut off time of 3:00 p.m. will be considered past due.

On the next billing cycle an account holders bill will be noted as “Past Due” and assessed a Late Payment Penalty Fee of 10% of the outstanding balance. The total amount shown as “Past Due” on the bill must be paid before 3:00 p.m., and the due date now falls on the 20th of the month. Actual shutoff of utility services will be subject to availability of field service technicians to be performed the next business day following the 20th. We will never disconnect a service over a weekend or holiday.

There are no exceptions to our policies; even if a bill is not received. If you have not received a copy of your billing statement, please contact our office so that we can assist you. We accept payments in numerous ways, including online and over the phone. Even if a Third-Party contractor or bill paying agent fails to pay a delinquent utility account balance on behalf of an account holder, the account will be charged accordingly. This includes the Late Payment Penalty Fee after thirty (30) days, and a Nonpayment Fee fifty (50) days after the initial bill.

If you have any questions or concerns, please contact our Customer Service Representatives at 575-526-3491. All our policies can be found in our Policy and Procedures Handbook located on our website under the Customer Service tab at www.dawater.org

Las Cruces Annual Water Festival



Each year the City of Las Cruces Utilities Water Conservation Program hosts a Water Festival for the Las Cruces Public Schools' fourth (4th) grade classes. Various entities are invited to display exhibits on hydrology, cultural uses of water, local geography, and environmental impacts to support our communities continuing education. This year our booth featured 'How Water Moves' and displayed how water

flows and accumulates in different types of earth prominently found in the desert; clay, gravel, and sand. The goal was to display where groundwater is found and how water moves through the various materials. Using recycled 2-liter bottles we drilled holes in the bottom and then filled the bottles with equal amounts of clay, gravel, and sand. We asked each group of children which type of material they thought would allow water to pass through it most quickly. Then, using equal amounts of colored water, we tested the group's hypothesis. We explained to each group that the material we used was harvested from our own backyards and surrounding farmland. They were fascinated to learn this is where the water we drink every day starts. Everyone had fun spelling their names in the mud after seeing how thick the clay became when wet. Several educators tied our experiment to their own class room studies on erosion, best water practices, and what impact society has on the Earth. The Festival was very well organized and the attendees had a wonderful and engaging experience.



East Picacho Elementary School

Projects

We are excited to announce the advertising for our District 1 Radium Springs Water Improvement Project will officially be advertised beginning May 5, 2018, with bids opening June 7th. Our goal is to begin construction in early October where we will rehab the entire Radium Springs water system, to include new fire hydrants and possibly two new wells. The rehab will bring much needed improvements to District 1 with new 6 and 8-inch water lines, a new booster station, and pressure reducing valves. This project is funded from USDA through a 3.2 million dollar grant and an 800,000 dollar loan.

We have also received \$1,062,847 from Colonias Infrastructure (CIF) to continue the installation of sewer collection lines in the San Ysidro area. This is a 90% grant, 10% loan from CIF that will allow us to continue expanding our infrastructure. This expansion is extremely beneficial as the project will allow homes that have failing septic systems to hook up to the new sewer lines being installed. If you have any questions or concerns, please contact our office at 575-526-3491. We encourage you to read our newsletters and watch our website at www.dawater.org for continued updates on all the new projects and infrastructure we have coming your way.



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

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