

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

May 2021



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Board Meetings:

- ◆ May 6, 2021
- ◆ May 20, 2021

Last Day to Pay:

- ◆ May 20, 2021

Current Bills Due:

- ◆ May 25, 2021

Association Closure:

- ◆ May 31, 2021

Office Hours:

- ◆ Monday thru Friday
7:30 a.m. - 11:00 a.m.
12:00 p.m. - 5:30 p.m.

"If love is as sweet as a flower, then my mother is that sweet flower of love."

-Stevie Wonder-

Happy 
Mother's
Day

Notice Of Disconnects

As you are aware disconnections were previously suspended of all water service due to the COVID-19 pandemic. Effective June 2021 disconnection of past due accounts will resume. If your account contains any past due balance after 3:00 pm on June 21, 2021 your account will be scheduled for disconnection the following morning on June 22, 2021.

If you have been financially impacted by the COVID-19 pandemic, there are grant programs to assist with outstanding utility accounts. The Emergency Rental Assistance Program (ERAP), via Dona Ana County, continues to accept applications from constituents who are renters and have been financially affected by COVID <https://www.donaanacounty.org/rent-utilities-assistance>. This program can help eligible renters with covering back rent and renter's utilities. Landlords can apply on behalf of their tenants for this program as well. If you are a property owner and are financially struggling due to the pandemic please contact New Mexico Department of Finance <https://www.nmdfa.state.nm.us/office-of-the-secretary/emergency-rental-assistance-program/>. For more information call: 575-525-5898.

Aviso de Desconexion

Como ustedes son conscientes, nosotros anteriormente no hemos desconectado los servicios de agua debido a la pandemia del COVID-19. Si su cuenta tiene saldo vencido despues de las 3:00 pm en Junio 21, 2021 su cuenta sera puesta en la lista de desconexion empezando por la manana de Junio 22, 2021.

Si usted tiene problemas financieros por el impacto de la pandemia de COVID-19 hay programas que pueden ayudarle a pagar saldos pendientes con utilidades. El Programa de Ayuda de Emergencia a renteros (ERAP) via El Condado de Dona Ana, continua aceptando aplicaciones de los constituyentes que son renteros que han sido afectados por el COVID-19. <https://www.donaanacounty.org/rent-utilities-assistance>. Este programa puede ayudar a renteros elegibles con renta atrasado y las utilidades. Propietarios pueden aplicar por los renteros para la ayuda. Si usted es dueño de su propiedad y esta batallando financieramente por la pandemia por favor contacte al Departamento de Financiero de Nuevo Mexico. <https://www.nmdfa.state.nm.us/office-of-the-secretary/emergency-rental-assistance-program/>. For more information call: 575-525-5898.

COVID-19 Assistance Relief Programs (If Available)

- ◆ Mesilla Valley Community of Hope-www.mvcommunitoffhope.org, click Covid-19 Housing Relief and fill out the application (if funds are available)
- ◆ Salvation Army-(575)524-4713-need ID, proof of income, and utility bill
- ◆ Immaculate Heart of Mary-(575)524-8563-need ID, proof of income, and utility bill
- ◆ St. Genevieve's Church (575)571-6230-need ID, proof of income, and utility bill
- ◆ Holy Cross Church (575)526-1726-need ID, proof of income, and utility bill
- ◆ Tierra Del Sol-(575)541-0477-Assistance for Seasonal Farmworkers and Migrant Farmworkers ONLY. Need ID, passport, birth certificates, social security cards for all members of the household, pay stubs, employment verification, all household income, 2018 and 2019 taxes with W -2, and registration with the selective service.
- ◆ Dona Ana County received \$9.3 million for rental and utilities relief. Go to www.donaanacounty.org for more information.

Brown Water

Please call Dona Ana MDWCA **IMMEDIATELY** when you experience discolored or brown water to have our operators flush the lines in the affected area. Our office number is 575-526-3491.

District 3 Board Member

DAMDWCA is seeking a Board Member who resides in District 3. A Board Member is expected to maintain their leadership role through the use of reasonable care and good judgement for making decisions on behalf of the interest of the Association while complying with governing documents. Please contact our office at 575-526-3491 for more details.

Water Conservation

Dona Ana MDWCA water schedule allows home owners with even addresses to water on Sunday, Wednesday, and Friday. Home owners with odd numbers water on Tuesday, Thursday, and Saturday. No residential watering on Monday. This schedule is in effect from April 1 through September 30.

- ◆ Water early in the morning or after dark.
- ◆ Add a shut off nozzle to your garden hose.
- ◆ Check your irrigation system to make sure it is running efficiently.
- ◆ To avoid the loss of water during the wind, turn off the sprinkler system.
- ◆ Aerating your lawn helps with water absorption.

**Make sure to water
on the correct day
for your address!**



HAPPY MOTHER'S DAY FROM DONA ANA MDWCA!

Southeast Collection System Update

We are excited to begin our final phase of the Southeast Collection System Project. The project is currently at 95% complete for design and is being reviewed by the funding agency. This phase is expected to begin construction in Winter of 2021. The construction will include the installation of approximately 55,000 Linear Feet (LF) of 4 - inch, 6 - inch, 8 - inch, and 10 - inch vacuum sewer pipe and related infrastructure including vacuum calve pits and buffer tanks. There will be over 500 new sewer connection that will be installed including service piping, wyes, cleanouts, air terminals, and septic tank abandonment.

This project will provide over 600 homes the option to connect to the sewer system and have their septic tank or cesspool removed. The project has received \$15,252,100 in funding with \$11,026,100 in grant funds and \$4,226,000 in a low cost loan. The funding for this project will include covering the cost of the impact fee or decommissioning of septic tank and cesspools for customers in the project area for over 500 homes. Starting March 1, 2021, the Association will begin accepting applications for homeowners who wish to connect to the system. The grant funds that will pay for the impact fee, decommissioning of the septic tank or cesspool, as well as the customers connection to the system will be granted on a first come first serve basis. Once we run out of funding for that part of the project any homes who wish to connect will be required to pay the full connection and impact fee as well as hire a certified plumber to complete the work on their private property. Refer to our website for a brief presentation under upcoming projects. Please contact one of our Customer Service Representatives for more information on signing up for service. Watch your mail for letters that were sent out in April.

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.

Wastewater Adjustments

Wastewater discharge billing volume for residential service is updated yearly using the Winter Quarter Average (WQA) calculation based on potable water consumption measured in the billing months of December, January, and February, and becomes effective on the April 1st bill. In the event a potable water leak affects the WQA calculation, the user must notify Customer Service within (3) months of the affected wastewater billing. A request for a billing adjustment beyond the notification deadline will not be processed. The adjustment will be applied to the applicable billing months that were initially billed based on the affected WQA calculation. In the event a user's meter is found not to register, or to register more than three percent (3%) slow, Doña Ana MDWCA will bill the user for the undercharge based on an average billing, if this estimated undercharge amount exceeds \$100.00. The bill will be computed based on an estimate of the user's consumption during the prior month in the same season or on the consumption in the same period of prior years that were not affected by the meter failure.

**Quality
On Tap!**
Our Commitment Our Profession

**Committed to
provide
quality water and
sanitation ser-
vices for mem-
bers 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

***"A mother is she
who can take the
place of all others
but whose place
no one else can
take."***

-Cardinal Mermillo-