

# DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

November 2021



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## Board Meetings

- ◆ November 4, 2021
- ◆ November 18, 2021

## Last Day To Pay

- ◆ November 22, 2021  
before 3:00 p.m.

## Disconnection Date

- ◆ November 23, 2021

## Current Bills Due

- ◆ November 29, 2021  
before 3:00 p.m.

## Closures

- ◆ November 11, 2021
- ◆ November 25, 2021
- ◆ November 26, 2021

## Office Hours

- ◆ **Monday thru Thursday**  
7:30 a.m. - 11:00 a.m.  
12:00 p.m. - 5:30 p.m.
- Friday**  
8:00 a.m. - 11:00 a.m.  
12:00 p.m. - 5:00 p.m.

*“When I started counting my blessings, my whole life turned around.”*

*-Willie Nelson-*

## ATTENTION ATTENTION ATTENTION ATTENTION ATTENTION

Facemasks will be required upon entering the lobby, while maintaining a 6 foot separation from other customers. This is a statewide requirement by Governor Michelle Lujan Grisham, regardless of vaccination status.

## 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.

## LEAK INSURANCE PROGRAM

The Association's leak adjustment program provides for payment of water bills up to \$1,000 during a covered period resulting from a leak. Each user will be automatically billed a monthly fee for each meter covered under this program policy, but each user has the option to opt out. The program will cover only the cost of water associated with a leak, once a year, for up to \$1,000 (normal/average usage remains the obligation of the user). For leaks resulting in water bills over \$1,000, Doña Ana MDWCA will allow payment arrangements for the amount exceeding \$1,000. Those who choose to not participate in the program will be eligible for payment arrangements. Upon discovering and correcting a leak, a participating user must call the Doña Ana MDWCA Servline by HomeServe phone number, report the leak, and tell them the amount of the bill. Doña Ana MDWCA will calculate the average/normal bill for the identified period of the leak – up to three months - and discount the water bill up to \$1,000 above the value of the average or normal monthly bill (for that user). Evidence of repair must be provided to Doña Ana MDWCA. This payment coverage is available on a rolling 12-month basis – for example, a leak is reported on June 2nd, an adjustment will be provided, and the user is not eligible for another leak adjustment until June 2nd of the following year.

This program is only available to users with a meter up to 2 inches. All meters over 2 inches are eligible for payment arrangements but not an adjustment.

**HAPPY THANKSGIVING FROM DONA ANA MDWCA!**

## DRESSING RECIPE

- |                              |                                   |
|------------------------------|-----------------------------------|
| ◆ 1 loaf cornbread           | ◆ 1 stick butter                  |
| ◆ 1 loaf Italian bread       | ◆ 6 cups low sodium chicken broth |
| ◆ 1 loaf French bread        | ◆ 1/2 tsp dried basil             |
| ◆ 1 large onion, diced       | ◆ 1/2 tsp ground thyme            |
| ◆ 5 stalks celery, diced     | ◆ 1 tbsp rosemary, minced         |
| ◆ 1/2 bunch parsley, chopped | ◆ Salt/pepper to taste            |



## Directions

- ◆ Cut all the bread into 1 inch cubes and lay them out on sheet pans, Cover with a dish towel and let them dry out for 24-48 hours until they are dry and crisp.
- ◆ Melt the butter in a large skillet. Add the onions and celery and cook for 3-4 minutes. Add the broth, parsley, rosemary, basil, thyme, salt and pepper, then stir.
- ◆ Put all the bread cubes in a large bowl and slowly ladle in the broth mixture, tossing as you go until the dressing has the moisture level you want. Taste and add more seasonings as needed.
- ◆ Pour the dressing into a large casserole pan. Bake the casserole for 20 to 30 minutes at 375 degrees until golden and crisp on top. Enjoy! Recipe by Ree Drummond.

## **EMERGENCY PREPAREDNESS TIPS**

Having an emergency preparedness kit on hand can help keep your family safe during a disaster. Ask yourself, Are you Ready? It is strongly recommended that you have at least three days worth of food, water and medications on hand. Here is a list of what you should have in your kit.

- ◆ Water
- ◆ Nonperishable Food
- ◆ Battery-Powered Radio
- ◆ Flashlight
- ◆ First Aid Kit
- ◆ Whistle
- ◆ Manual Can Opener
- ◆ Duct Tape
- ◆ Plastic Bags
- ◆ Extra Batteries
- ◆ Snacks
- ◆ Blankets
- ◆ Hand Warmers
- ◆ Extra Chargers
- ◆ Medications
- ◆ Personal Hygiene
- ◆ Matches
- ◆ Multipurpose Tool
- ◆ Sanitation Items
- ◆ Cash
- ◆ Maps
- ◆ Copies of Personal Documents
- ◆ Dust Mask

## **JOB OPPORTUNITIES**

Dona Ana MDWCA is looking for a Certified Water/Wastewater Operator and Laborer to join our team. We offer variety of highly competitive and comprehensive benefits for our employees, from health insurance to retirement. Please refer to our website at [www.dawater.org](http://www.dawater.org) to apply.

## **COMMUNITY EVENTS FOR NOVEMBER**

- ◆ November 6 — Native American Art Show-Old Mesilla Plaza. Call 575-524-3262.
- ◆ November 6— Veterans Day Parade. Downtown Las Cruces Main Street. 11:00 am
- ◆ November 6-7— Renaissance ArtsFaire-Young Park. Call 575-523-6403
- ◆ November 10-13— Las Cruces International Mariachi Conference. Pan American Center. Call 575-525-1735.

## **REPORTING SUSPICIOUS ACTIVITY**

Should anyone see any suspicious activity around hydrants, meters or any of our facilities please contact Law Enforcement Authorities and our office at 575-526-3491. If after hours please contact our emergency on call operator at 575- 644-4027.

## **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](http://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 surcharge of \$1.25 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.

**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.

**Drop Box Payments:** Payments can be made with check or money order at 5535 Ledesma Dr. Las Cruces, NM 88007. See page 15 of our Policy and Procedures Handbook.

**PLEASE MAKE CHECKS PAYABLE TO DONA ANA WATER OR DONA ANA MDWCA**



**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](http://www.dawater.org)

**Servline**  
**By HomeServe**  
575-449-8055

***"We must find the time to stop and thank the people who make a difference in our lives."***

***-John F. Kennedy-***

