

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION



Consumer Confidence Reports

Each year the Association submits a Consumer Confidence Report (CCR) to provide information on the condition of our local drinking water delivered to our membership. The U.S. Environmental Protection Agency's (EPA) Consumer Confidence Report Rule requires every community water provider submit their report annually. Being informed about your water source is important as bacteria, chemicals, and minerals, known as contaminants, may exist at varying levels. The Safe Drinking Water Act states that anything that is not exclusively H₂O is considered a contaminant without bias as to whether it is harmful to your health or not. Please be aware that while some items listed as contaminants in a CCR can be harmful to your health, others can be good for you; such as the appropriate amount of a disinfectant that keeps your water safe from bacteria. The EPA determines what levels of contaminants are safe to have in your water, and your CCR will explain whether or not your water source has a higher level of contaminants than recommended. The report provides the results for the most recent year sampled by EPA approved methods and certified professionals. Copies of the CCR are available in our office or can be found online at www.dawater.org.

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Board Meetings:

- October 4
- October 18

Association Closures:

- November 12
- November 22 - 23
- December 24 - 25

Past Due Bills:

- October 22

Current Bills Due:

- October 25

“One of the most important keys to success is having the discipline to do what you know you should do, even when you do not feel like doing it.” – *Unknown*

Wastewater Rates Policy

The time is soon approaching where we begin the calculation of wastewater rates for 2019. We would like to remind all customers who receive wastewater services with Doña Ana MDWCA of the new wastewater calculation dates. Your annual wastewater calculations will be based on the following readings dates:

- November 15, 2018 - December 15, 2018
- December 15, 2018 - January 15, 2019
- January 15, 2019 - February 15, 2019



During this time if you experience any water leaks the Association is able to review your account for the possibility to make an adjustment on your wastewater calculation. You are required to provide proof that the leak occurred during the calculation review time and that the leak has been repaired. For questions on accepted forms of proof of a leak please contact our Customer Service Representatives at 575-526-3491. All of our policies can be found in our Policy and Procedures Handbook located on our website under the Customer Service tab at www.dawater.org



POLICY FEATURE: OWNER AND TENANT REQUIREMENTS

A Landlord Utility Transfer Agreement (LUT Agreement) is available to rental property management entities or property owners that provide continuous Doña Ana MDWCA utility service to rental properties and consolidates account administration as specified by the landlord in the LUT Agreement. The LUT Agreement authorizes Doña Ana MDWCA to transfer water and wastewater without interruption in service to the landlord or property manager as rental properties transition between tenant occupancy. In the event that a tenant is delinquent, Doña Ana MDWCA will deactivate services pursuant to the process stated in Doña Ana MDWCA Billing and Service Policies. Property management entities that do not wish to execute an LUT Agreement to administer utility services for rental properties, and want the utility account to remain in the name of the property owner will be required to provide the same information for a utility service application as stated in Application, Billing, and Payment for Service Section of Doña Ana MDWCA Billing and Service Policies and a tax identification number if applicable, before service to tenants will be processed and activated. Failure of the property management entity to provide the property owner's information as stated above, may result in Doña Ana MDWCA placing a hold on the tenant's activation of utility services. As with any new activation, requests for new utility service connections with Doña Ana MDWCA will be verified to ensure that the prospective new user does not have an unpaid Doña Ana MDWCA utility account balance from another address. Additionally, if a prospective new user was the beneficiary of Doña Ana MDWCA service at the new address or at another address, and there is a delinquent balance on the utility account at either address, the new utility service will not be established until any outstanding balances have been paid in full.

A security deposit of \$100.00 will be required for all residential accounts and \$250.00 will be required for all commercial accounts not in the name of the property owner. Doña Ana MDWCA reserves the right to refuse any visibly altered document submitted by a user for the purpose of initiating or activating utility service and/or establishing deposit requirement. If you have any questions or concerns please contact our Customer Service Department at 575-526-3491.

CO-OP PROGRAM

Dona Ana Water is excited to announce we have been working with New Mexico State University through an internship from their technical water and wastewater technology program that allows students to graduate with an associate degree in water and/or wastewater. The treatment of water and wastewater has become a very specialized, complex career and the program that NMSU offers provides a unique opportunity for in depth training that industries rely on to hire experienced operators. Students enrolled in the program are educated in a variety of skills from how to clean water to make it safe to consume, to how to treat wastewater in order for it to be converted for beneficial use. Students receive hands-on laboratory training and are required to complete 180 hours at an internship site with a municipality or industry. In May Clarissa De Leon joined our team to complete her internship and we are thrilled to have her become a permanent operator once she graduates.



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

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

Happy Halloween

