

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

Wastewater Rates Policy

The time is soon approaching where we will begin the calculation of wastewater rates for 2020. 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, 2019 - December 15, 2019

December 15, 2019 - January 15, 2020

January 15, 2020 - February 15, 2020

During this time if you experience any water leaks the Association does have the ability 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.

Staff

We are proud to announce that Joey Self passed his Wastewater II certification through our ongoing training program. We would like to congratulate our Operations Department for their commitment to the training program and excellence with continuing their education.



Jared Madrid, Brian De La O, Andres Serna, Ashley Padilla



Cynthia Ormseth delivering school supplies

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Board Meetings:

• October 3

• October 17

Association Closures:

• November 11

• November 28 - 29

• December 24 - 25

Past Due Bills:

• October 21

Before 3:00 pm

Current Bills Due:

• October 25

Before 3:00 pm

Policy Feature of the Month: Tampering Fees

The Board of Directors would like to remind our membership that the meter and everything that is housed in the meter box is the property of Dona Ana Water, and is for the sole use of the Association. We acknowledge there is an angle valve, also known as a shut off valve, within the meter box; however we strongly discourage the use of this. Should the valve be accidentally or intentionally broken there is a \$300 tampering fee. There are no exceptions to this fee. We encourage homeowners to install their own shut off valve on the user's side of the meter, as noted in your User's Agreement, as we realize emergencies do occur. If you do not currently have your own shut off valve located outside of the meter box, please contact a plumber or handyman to complete this installation. Any maintenance that requires the water to be turned off will necessitate an Association Operator to complete a service call to turn off the meter and then restore services. 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



Fire Hydrant Preventative Maintenance Program

We are excited to announce the implementation of the Fire Hydrant Preventative Maintenance Program. Fire hydrants are something that are often taken for granted. You see them on the street and would assume every fire hydrant you see is built to last forever, or in reality you are wondering if you have parked at a safe distance to avoid a citation. As with any piece of equipment from the moment a fire hydrant is installed the potential for maintenance is immediate. The new Fire Hydrant Preventative Maintenance Program will enable us to exercise and inspect our fire hydrants annually throughout the system to ensure proper production. The Dona Ana Water system has over seven-hundred fire hydrants; which means the Fire Hydrant Preventative Maintenance Program will take time. We will begin with the two-hundred plus fire hydrants that are located in Picacho Hills. Once District Five's inspections are complete, we will move to Radium Springs and then finalize the program in the Village of Dona Ana. Each fire hydrant will be painted and receive a serial number for identification purposes. When the entire Association's system has been inspected, we will begin again as a program of this nature will normally take an entire year to complete and will have to be continuously updated. The new Fire Hydrant Preventative Maintenance Program also promotes a good relationship with our local fire departments and neighborhoods as this will assist with the Insurance Service Office (ISO) ratings.

West Mesa Meter Change Out

Earlier this year the Association acquired the West Mesa water system that brought 112 homes to the District Five service area. Now that their system is online we will begin replacing the existing meters with new Mach 10 meters. The meters will be installed as time permits and this meter change out project expected to take about three months to complete. As a water consumer understanding how to read your meter can be very beneficial and our meters are equipped with an LCD display to provide a modern, easy to read experience should you wish to review your water usage. This benefit allows a consumer the access to be able to view their meter reading for calculations of water usage and the rate of flow. The display also has a leak indicator which, if present, will display during the possibility of a leak. The indicator is a dripping faucet icon that will show in the upper left corner of the LCD panel. If you have any questions or concerns regarding your new meter please contact our Customer Service Department at 575-526-3491

Projects

Projects are on the move at the Association. Phase III of the Southeast Collection wastewater system is set to begin in October and includes the construction of a new vacuum sewer collection system of approximately 1,400 LF of 4-inch vacuum sewer pipe and 1,300 LF of 8-inch vacuum sewer pipe. Construction will occur along Dona Ana Rd on the streets of Calle de Oro and Calle de Plata. These new lines do allow customers in this service area to connect to wastewater services and is funded through Colonias Infrastructure for six hundred and eighty-nine thousand seven hundred and ninety-one dollars. For those who are interested in decommissioning their septic tank and connecting to the new service please contact our office. Once the project is complete any disturbed landscaping or asphalt will be replaced.

File Construction continues the system overhaul in Radium Springs. The construction is facilitating the installation of over seven miles of new 8- and 6-inch water distribution and fill lines, new fire hydrants, and pressure reducing valves throughout the community. We appreciate your continued patience with both scheduled and emergency outages. The current anticipated completion is scheduled for November.

Construction at our Wastewater Treatment Plant (WWTP) continues. This project incorporates much needed design improvements to the existing location. The project's design and construction improvements will bring the WWTP up to code for meeting the State of New Mexico discharge permit requirements. The current anticipated completion is scheduled for January 2020.



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

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