

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

October 2020



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Board Meetings:

- ◆ October 1, 2020
- ◆ October 15, 2020

Last Day to Pay:

- ◆ October 20, 2020

Current Bills Due

- ◆ October 26, 2020

Office Hours:

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

“There is only one thing that makes a dream impossible to achieve: the fear of failure.”

-Paulo Coehlo-



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. For after hours please contact our emergency on call operator at 575-644-4027.

Payment Options

With so much uncertainty, we know some customers might be worried about paying their bills. We understand the hardship local businesses and residents are facing. We will not be disconnecting customers for non-payment at this time. Please keep in mind that accounts with balances will continue to incur late penalties and nonpayment fees. We encourage our customers to continue making their payments to prevent additional fees on their accounts.

- ◆ **Drop Box:** 5535 Ledesma Dr. Las Cruces, NM 88007 – This box will be checked several times a day to ensure payments are posted in a timely manner. Check or money order.
- ◆ **On-Line:** 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 could be done with either a credit/ debit card or e-check. Please be aware that there will be a surcharge of \$1.25 per transaction.
- ◆ **Over the Phone:** Effective July 1, 2020 we will no longer be taking over the phone payments, please use the IVR system. Dona Ana Water is asking our customers to use the exact change at this time due to the coin shortage. If you are paying with cash, any excess will be applied as a credit. We also take checks, debit and credit cards.

Call Before You Dig:

New Mexico Law requires everyone to call NM811 two days prior to starting any excavation project, no matter the size. NM811 is a free service for everyone to use to help locate underground utility lines. Examples are building a fence, landscaping, installing a pool, installing a sprinkler system. Once the lines are marked you can safely begin your dig.



Job Opportunities

Dona Ana Water is looking for a Certified Operator 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 to apply.

Stay Connected

In order for DAMDWCA to better serve you, please update your contact information with us when you have a change of name, phone number, e-mail, removal of a name and add a name to an account. You **MUST** complete an update form requesting the change. It is important to note that if your mailing address changes and you do not receive a bill it does not exempt you from paying your account each month. If you are unsure if your account is current, please contact our office at 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 Tips For Outdoor`

- ◆ Winterize outdoor spigots when the temperature dips below 30 degrees to prevent your pipes from bursting and freezing.
- ◆ Plant in the spring and fall.
- ◆ Avoid planting grass in areas that are hard to water, such as inclines.
- ◆ Let your lawn go dormant during the winter months.
- ◆ Add a shut off nozzle to your garden hose.
- ◆ Recycle your grass clippings, this will retain water and nutrients.
- ◆ Weed your lawn and garden.



- ◆ Sunday - Even Addresses
- ◆ Monday - No Watering
- ◆ Tuesday - Odd Addresses
- ◆ Wednesday - Even Addresses
- ◆ Thursday - Odd Addresses
- ◆ Friday - Even Addresses
- ◆ Saturday - Odd Addresses

New Rate Schedule FY21

Monthly Base Charge		
Meter Size		
Meter Size	New Rates Water	New Rates Wastewater
5/8 inch	\$19.62	\$17.41
3/4 inch	\$19.62	\$17.41
1 inch	\$27.68	\$18.07
1 ½ inch	\$41.11	\$19.17
2 inch	\$100.22	\$24.01

Water Usage Rates Per 1,000	
Gallons	New Rate
0-4,999	\$2.32
5000-9,999	\$3.08
10,000-19,000	\$4.12
20,000 +	\$5.50
Wastewater Usage Rates Per 1,000	
New Rate \$3.74	
Taxes, Water Loss Protection and Water Conservation not included	

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 Rates Policy

The time is soon approaching where we will begin the calculation of wastewater rates for 2021. 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, 2020- - December 15, 2020
- ◆ December 15, 2020—January 15, 2021
- ◆ January 15, 2021 - February 15, 2021

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.



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

ServLine:

575-449-8055

“HAPPINESS IS A JOURNEY.. NOT A DESTINATION.”

-Ben Sweetland-

