

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION *October 2023*



Board Meeting

October 19, 2023
9:00 A.M.

Last Day To Pay

October 20, 2023
before 3:00 P.M

Disconnection Date

October 23, 2023

Current Bills Due

October 25, 2023
before 3:00 P.M.

Office Closure

Columbus Day
October 9, 2023

Office Hours

Monday-Thursday
7:30 A.M.-5:30 P.M.
Friday
8:00 A.M.-5:00 P.M.
Closed 11-12 for lunch

***"To accomplish
great things, we
must not only act,
but also DREAM;
not only plan, but
also BELIEVE."
-Anatole France-***

INVOICE CLOUD LAUNCHED

Dona Ana MDWCA is excited to announce that we are now live with our new and improved bill pay service! As previously mentioned, our new platform will feature a user-friendly portal and more features than before to view and pay bills online. You will be able to schedule payments, set it and forget it with AutoPay, and more. It's simple, safe, and secure! Payments accepted Visa, Mastercard, Discover, Amex, PayPal, ApplePay and GooglePay.

As a reminder: Current AutoPay customers can now re-register with the new payment portal to continue automatic payments. <https://www.invoicecloud.com/DonaAnaMDWCA>

EMPLOYEE SPOT LIGHT



Dona Ana MDWCA has partnered with New Mexico Rural Water Association and the New Mexico Department of Workforce Solutions in generating an apprenticeship program. The 2-year program will provide technical, and on-the-job training necessary to become a water or wastewater operator. We would like to welcome our first student Juan Carlos Bustamante to the team!



Congratulations to Rudy Baca for your continued loyalty and commitment in obtaining your Level 1 Water Certification through the New Mexico Environment Department (NMED). The Association appreciates all your time and efforts.

GOOD JOB RUDY!



SCHOOL SUPPLY DRIVE

On behalf of Dona Ana MDWCA, we would like to thank you for your generous donation for the school supply drive. Your generosity is truly appreciated, and we are grateful for your continued support through out the years. The donations collected will help many students within our community. Mrs. Love, Principal at Dona Ana Elementary, Teachers, and Students were very appreciative with your continued support each year.



SOUTHEAST WASTEWATER COLLECTION SYSTEM

Morrow Enterprise is scheduled to start construction in November 2023. The construction will include roughly 55,000 Linear Feet of 4-inch, 6-inch, and 10-inch vacuum sewer pipe, division valves, and vacuum valve pits. The project includes funds to cover the impact fees, decommissioning of septic tanks and the connection from the homes to the system. Once the funding is depleted homeowners will be responsible to pay all connection and impact fees. They will also be required to hire a certified plumber to connect the home to the system. For more information or if you would like to get on this list for this project, please email our Customer Service Department at customerservice@dawater.org.

DONA ANA WATER TANK REHABILITATION

D&R Tank has started rehabilitation to our 2-million-gallon tank. This project will include sandblasting, recoating to the interior and exterior, and any steel replacement needed to ensure the continued integrity of our water tanks. This project is scheduled to be completed by February 2024.



As with any construction, we ask the public to be mindful of the construction workers and our staff. There is heavy equipment involved in these projects with traffic controls, flaggers, and orange barrels directing traffic. Please be cautious, drive slowly and be respectful to the workers and their safety.

THEFT OF SERVICE

Doña Ana MDWCA shall have the right to disconnect or refuse to connect or reconnect any utility service where there is evidence that theft of utility service (i.e., illegal water or wastewater connection) has occurred, Doña Ana MDWCA will retroactively bill, and collect any underpayment or nonpayment of charges. The applicable period to assess charges shall commence from the date it can be reasonably established the theft began to the date in which the underpayment or non-payment was discovered and initially established. All underpayments or non-payments shall become immediately due. Users committing theft of utility service will be subject to legal action.

For the full policy please see page 2 in our Policy Handbook.



**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
By HomeServe
575-449-8055

***"Kind words can
be short and easy
to speak, but
their echoes are
truly endless."
-Mother Teresa-***