

# DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

September 2024



**Board Meeting**  
**September 19, 2024**  
**at 3:00 P.M.**

**Last Day To Pay**  
**September 23, 2024**  
**before 3:00 P.M.**

**Disconnection Date**  
**September 24, 2024**

**Current Bills Due**  
**September 25, 2024**  
**before 3:00 P.M.**

**Office Closure**  
**September 2, 2024**

**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**

**“Whatever you want  
to do, if you want to  
be great at it, you  
have to love it and be  
able to make  
sacrifices for it.”**  
**-Maya Angelou-**

## **E-BILL (ELECTRONIC BILLING)**

Just a reminder, if you would like to sign up for e-billing notices please visit our website at [www.dawater.org](http://www.dawater.org). Select Pay Your Bill Now> Sign In> Enter Email And Invoice Cloud Password> Select Paperless Icon> Click Yes> Click The Square And Agree To The Terms> Save My Changes.



## **WHAT ARE THE BENEFITS OF ELECTRONIC BILLING YOU MAY ASK?**

- ◆ Environmentally friendly
- ◆ Faster communication
- ◆ No more lost or stolen bills
- ◆ Accuracy
- ◆ Convenience
- ◆ Private and secure
- ◆ Easier to track previous invoices
- ◆ Cost saving in printing and postage

## **REPORT SUSPICIOUS ACTIVITY**

Members are asked to call law enforcement authorities and our office at 575-526-3491 if they witness any unusual activity near hydrants, meters, or any infrastructure. If after hours please contact our emergency on-call operator at 575-644-4027.

## **EMPLOYEE SPOTLIGHT**

We are pleased to announce the promotion of Estevan Giron to the Support Specialist role. Estevan has been with the Operations Team for the past two months. During his time he has demonstrated exceptional abilities and skills. He also brings 12 years experience in Customer Service.

- \* It is with great pleasure that we welcome Julio Chavez-Ramirez to Doña Ana MDWCA, who joined our Operations Team in August. His strengths and expertise will be a great addition to the company. We are excited to have you join us. WELCOME!
- \*
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# COATS FOR KIDS DONATION DRIVE

September 1st thru October 31st

HELP THE KIDS IN DOÑA ANA COUNTY STAY WARM ALL WINTER LONG!

**We will be accepting gently used and new  
coats sizes infant to adult XL**

**DROP OFF LOCATION: 5535 LEDESMA DR.**

## **EMPLOYEE SPOTLIGHT**

Congratulations to Anthony Legarda for successfully passing your Wastewater Level IV State Certification. You are now a double 4 operator! We are extremely proud of your incredible milestone and commitment that you have shown us.



## **PROJECT UPDATES**

Morrow Enterprises Inc. continues working in several different areas laying lines and connecting homes to the main sewer lines. As they finish connecting homes, they are working hard to repave roads. As previously mentioned, Doña Ana MDWCA was awarded additional funding that is intended to cover some streets in the area of Kristin Dr, Loomis Rd, and Gerald Dr. If you have any questions or concerns regarding this project, please contact our office. If you have not already filled out an application for the Southeast Wastewater Collection System but are interested in doing so or would like more information on this project, please reach out to our Customer Service Department via email at [customerservice@dawater.org](mailto:customerservice@dawater.org).



# ★ **HAPPY LABOR DAY** ★

## **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.

## **INACTIVE METERS WITH NO OWNER**

All meters must have an owner assigned to them. In certain cases when properties change ownership meters will not have an owner assigned to them. Meters can go without an owner for 30 days after that time period contact with the property owner shown on the property tax account with Dona Ana County will be attempted.

30 days after the account ownership was terminated the account will receive the first notification regarding ownership of the meter,

45 days after the ownership was terminated the account will receive the second notification regarding ownership of the meter,

15 days after the second notification is sent all services will be removed from the property. When the new property owner request to transfer the meter to their name the Association will charge a \$750 fee to reinstall the meter, yoke, and meter box. The property owner will be responsible for connecting their plumbing to the meter.

For the full policy, please see pages 8 and 9 in our Policy Handbook

# Quality On Tap!

**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**

**“All labor that uplifts  
humanity has  
dignity.”  
-Martin Luther King Jr-**

