

# DOÑA ANA MUTUAL DOMESTIC WATER

## CONSUMERS ASSOCIATION August 2025



**Board Meeting**  
**August 21, 2025**  
**at 3:00 P.M.**

**Last Day To Pay**  
**August 20, 2025**  
**before 3:00 P.M.**

**Disconnection Date**  
**August 21, 2025**

**Current Bills Due**  
**August 25, 2025**  
**before 3:00 P.M.**

**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**

**"August is the border  
between summer and au-  
tumn; it is the most  
beautiful month I know."**

**-Tove Jansson-**



### **NEW RATE SCHEDULE**

Doña Ana MDWCA is committed to provide safe, reliable, and affordable water services to our valued members. We periodically review our rates to ensure they accurately reflect the cost of delivering high-quality water and maintaining our infrastructure. After careful consideration and a comprehensive analysis of our operating costs, infrastructure needs and future planning, we wish to inform you of the upcoming changes to our water and wastewater rates, effective September 1, 2025. If you have any questions please email our Customer Service Department at [customerservice@dawater.org](mailto:customerservice@dawater.org). We appreciate your understanding as we work to deliver essential water services to the community.

### **DO YOU CURRENTLY MAIL IN YOUR MONTHLY PAYMENT?**

Beginning August 1st, those who mail in a monthly payment will begin sending them to PO Box 15124, Sacramento CA, 95851-0124. All other payments On-Line ([www.dawater.org](http://www.dawater.org)), over the Phone Payments (IVR), pay Via Text and Kiosk Payments will remain unchanged. More details to come in the next newsletter, and can also be found on our website.

### **ATTENTION LANDLORDS**

Filling out the Landlord Utility Agreement for rental properties will allow Doña Ana MDWCA to transfer water and/or wastewater to the Landlord without interrupting service. This option will save the Landlord \$36.75 in connection fees. Please email our Customer Service Department at [customerservice@dawater.org](mailto:customerservice@dawater.org) for any questions.

### **SUCCESSFUL SCHOOL SUPPLY DRIVE**

A huge thank you to everyone who contributed to our recent school supply drive! Thanks to your incredible generosity, we collected a wonderful array of supplies that will directly benefit students in our community. Your support makes a real difference!

### **GIVING BACK TO THE COMMUNITY**

Our next charity event will be a Cat Food Drive for the Cat's Meow Adoption Center. More details to come in the September newsletter.



## **LA CASA, INC.**

### **NON-FOOD DRIVE**

**July 1st thru August 31st**

#### **SUPPLIES NEEDED:**

- |                |                     |                 |                    |
|----------------|---------------------|-----------------|--------------------|
| * Body lotions | * Laundry detergent | * Baby wipes    | * Pullups (size 5) |
| * Toothpaste   | * Shampoo           | * Baby shampoo  | * Diapers          |
| * Toilet paper | * Conditioner       | * Baby wash     | * Hand soap        |
| * Body wash    | * Deodorant         | * Dental floss  | * Hygiene products |
| * Paper towels | * Band-aids         | * Air freshener | * Fabric softener  |

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

### **RECOMMENDED WATER SCHEDULE**

Doña Ana MDWCA's water schedule allows home owners with even addresses to water on Sunday, Wednesday, and Friday. Home owners with odd numbers water on Tuesday, Thursday, and Saturday. No residential watering on Monday. This recommended schedule is in effect until September 30th. If you have any questions please email our customer service at [customerservice@dawater.org](mailto:customerservice@dawater.org)



### **PROJECT UPDATES**

If you live in the West Mesa area, you may notice crews out surveying and placing stakes in various locations. These activities are part of the early design process for the upcoming upgrade and expansion of the West Mesa Water System.

We're excited to announce that planning and design work is officially underway. This project will bring important improvements to the area's water infrastructure, helping to support both current and future community needs.

Construction is expected to begin in the first phase in late 2026. Please watch our newsletter and website for further updates regarding the project.

### **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.

### **DELINQUENT ACCOUNT COLLECTION AND PROCESSING**

When a user fails to pay their delinquent account balance, the user will be mailed a notice 30 days after the meter is locked notifying them of the potential removal of their services should the account not be brought current. The second notice will be mailed 45 days after the meter has been locked.

Even if a Third-Party contractor or bill paying agent fails to pay a delinquent utility account balance on behalf of a user, the user will be charged a nonpayment fee fifty (50) days after the initial bill.

The total amount shown as "Past Due" on the bill must be paid before 3:00 PM on the 20th of the month. The actual shutoff of utility services will be subject to the availability of field service technicians to be performed the next business day following the 20th.

If ownership or stewardship of a property with an unpaid account transfers either to a realty company (temporary), or to a financial institution (as in repossession or foreclosure), services will not be restored in the name of a final purchaser of the property until all fees, penalties and assessments owed are paid in full. If the service has been locked for non-payment and remains off, or the meter has been removed, services will be restored to allow for preparation and sale of the property at the request of the realtor on behalf of the financial institution. Such service requires a \$250.00 deposit and a signed agreement by the realtor or financial institution that all fees, penalties and assessments owed shall be paid at closing or at the time of property transfer, in order for service to commence or continue in the name of the final purchaser of the property.

For the full Policy, please see page 9 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](http://www.dawater.org)**

**Servline  
By HomeServe  
575-449-8055**

**"Some people want  
it to happen, some  
wish it would hap-  
pen, others make it  
happen."**

**-Michael Jordan-**