

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

July 2026



Board Meeting
July 16, 2026
at 3:00 P.M.

Last Day To Pay
July 20, 2026
before 3:00 P.M.

Disconnection Date
July 21, 2026

Current Bills Due
July 27, 2026
Before 3:00 P.M.

Office Closure
July 3, 2026

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

Happy 4th OF JULY!



**"One Flag, One Land,
One Heart, One Hand,
One Nation, Evermore!"**

-Oliver Wendell Holmes-

IMPORTANT NOTICE

Any utility payments mailed to our old PO Box (PO Box 866, Dona Ana, NM, 88032) will now be returned to the customer. **Please Send All Payments To Our New Address:** PO Box 15124, Sacramento, CA, 95851-0124. **Those customers who have Bill Pay with First Light will need to contact their bank to update the payment address.** To ensure your payments are processed on time and to avoid any service interruptions, please update your records. You can find our Customer Update Forms at dawater.org under the Customer Tab > Customer Resources > Customer Forms. If you have any questions, please contact our Customer Service Department at customerservice@dawater.org

NEW RATE SCHEDULE

Doña Ana MDWCA would like to remind our members a new rate schedule was approved by the Board of Directors and will go into effect September 1, 2026.

UPDATED POLICIES AND PROCEDURES HANDBOOK

As of July 1st, our **2026-2027** Policies and Procedures Handbook will be available online for our members to view at www.dawater.org under the Customers Tab.

CONSUMER CONFIDENCE REPORT (CCR)

The 2025 Annual Consumer Confidence Report (CCR) will be available to view with the following link <https://dawater.org/ccr1> and will also be available on our website at www.dawater.org under the Customer Tab > Water Quality Report > Related Documents.

SEE A DAMAGED FIRE HYDRANT? CALL US!

If you notice a hydrant that is damaged, leaking, or broken on or near your property, please notify Doña Ana MDWCA right away by calling 575-526-3491. Please ensure the areas around the hydrants are clear and visible. Unobstructed access is essential for routine maintenance, and emergency response. Thank you for your cooperation.



EMPLOYEE SPOTLIGHT

On behalf of Doña Ana MDWCA, we would like to congratulate Julian Castillo on his 4-year work anniversary and Sean Lucero on his 1-year anniversary. Your contributions, professionalism, and commitment to excellence continue to strengthen the Association. Thank you for being a valued part of our team. Cheers to another great year!



JULIAN



SEAN

RECOMMENDED WATER SCHEDULE

To help conserve our precious water resources, Dona Ana MDWCA's recommended water schedule is in effect until September 30th. **Save water! Every drop counts! Help Conserve!**

Even-Numbered Addresses



- Sunday
- Wednesday
- Friday

Odd-Numbered Addresses



- Tuesday
- Thursday
- Saturday



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.

SUSPENSION OF UTILITIES FOR DEPLOYED MILITARY PERSONNEL

Pursuant to NMSA 1978 § 20-1-8.1 (2017), a member of the U. S. armed forces, reserves, or the New Mexico National Guard may suspend some or all utility services without penalty and reconnect/reactivate utility services without having to pay reactivation fees. The qualifying military user requesting suspension of all or some of their utility services provided by Doña Ana MDWCA must submit his/her request to Customer Service and certify that:

1. He/she has orders and provides copy of the orders to Customer Service to deploy or to be temporarily assigned outside the qualifying user's community for more than thirty days and,
2. The service account is in the qualifying user's name and,
3. The qualifying user owns the home or has a lease that does not preclude the suspension of municipal utility services, and,
4. Family members or other persons will not be residing in the home while the qualifying user is deployed or temporarily assigned.

Doña Ana MDWCA will suspend/deactivate some or all utility services at the service address as requested by the qualifying user at no penalty and will not charge a fee to reactivate or establish service(s) upon notifying Customer Service of their return from deployment or temporary assignment. It is the qualifying user's responsibility to notify Customer Service of their return from deployment to activate suspended utility service(s).

In the event the qualifying user suspends/deactivates all or some of the utility services provided by Doña Ana MDWCA and during the period the qualifying user is deployed or on temporary assignment outside their community, or does not notify Doña Ana MDWCA Customer Service of his/her return from deployment, and monthly consumption records indicate that the residence is occupied, Doña Ana MDWCA will resume billing all suspended service(s) without notice.

For the full Policy, please see page 24 in our Policy Handbook



**COMMITTED TO
PROVIDE QUALITY
WATER AND SANITATION
SERVICES FOR MEMBERS
OF OUR COMMUNITY.**

Payment Address

**P.O. Box 15124
Sacramento CA,
95851-0124**

Physical

**5535 Ledesma Dr.
Las Cruces, NM
88007**

Mailing

**P.O. Box 866
Doña Ana, NM
88032**

Office

575-526-3491

Emergency

575-644-4027

Website

www.dawater.org

Servline

**By HomeServe
575-449-8055**

**"Liberty and
Independence forever."
-Davy Crockett-**