



Coronavirus Disease 2019, COVID—19 –Update

Water and Wastewater services are essential to our community. As the Coronavirus impacts our region, we're working to ensure our customers' needs continue to be met while doing our part to help mitigate this serious issue.

For your safety, we're taking steps at our office and in the field. These range from enhanced cleaning at our office and other workspaces, to limiting access to essential personnel. We are also reducing the number of hours our employees are in the office. Our employees will utilize steps recommended by health experts, such as social distancing. Our office will be open from 8:00 am to 4:00 pm Monday thru Thursday and 8:00 am to 12:00 noon on Fridays to assist customers over the phone. Any emergencies that occur outside of our business hours will need to be directed to our emergency after hours number (575) 644-4027.

With so much uncertainty, we also know some customers might be worried about paying their bills. We understand the hardship local businesses and residents are facing and **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 customers to continue making their payments if they can to prevent additional fees for accounts.

Payments can be made in the following methods:

Drop Boxes: Payments can be made with check or money order:

1. 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.
2. 12695 Leasburg State Park Rd., Las Cruces, NM 88007 – This will be checked once a week – As long as the building remains open to the public.
3. 6861 Via Campestre, Las Cruces, NM 88007- This will be checked once a week – As long as the building remains open to the public.

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: Payments can be made over the phone by calling our office at 575-526-3491 option 1, this feature is available 24 hours a day 7 days a week. The system will require you to have your account number and the numerical number of the address you would like to pay. Payments can be made with a credit/debit card.

We will also be scaling back service calls. The reduction will include things such as new meter installs, relocations of meter, data logging, in person field meetings, as well as any type of construction inspections.

All schedule board meetings have been reduced to the 1st Thursday of each month until further notice unless there is a need to call a special board meeting. Any special board meetings will follow proper Open Meetings Act guidelines but will be held telephonically. Refer to posted agenda as they are posted 72 hours prior to the meeting.

We understand these changes impact everyone and we apologize for any inconvenience these changes may cause. We are doing our best to ensure our customers' needs continue to be met while doing our part to help mitigate this serious issue.

IVR System

We are also happy to announce that our IVR system is now in place! Payments can be made over the phone by calling our office at 575-526-3491 option 1, this feature is available 24 hours a day 7 days a week. The system will require you to have your account number and the numerical number of the address you would like to pay. Payments can be made with a credit/debit card.

IVR Pay Via Text

1. User calls into the IVR and selects the option to sign up for Pay via Text.
2. The system sends the user a text message to confirm sign up.
3. After the user confirms the enrollment, the system will send the user a text message when a new balance is available on the user's utility account.
4. To make a payment, the user will reply to the text with, "Pay."
5. The system sends the user a confirmation text with the receipt number.

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Board Meetings:

- ◆ April 2
- ◆ April 16 cancelled

Last Day to Pay

- ◆ April 20
Before 3:00
p.m.

Current Bills Due:

- ◆ April 27
Before 3:00
p.m.

WITH THE NEW DAY COMES NEW STRENGTH AND NEW THOUGHTS

-Eleanor Roosevelt-



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www.dawater.org

Water Conservation Corner

- ◆ Do not use running water to thaw food.
- ◆ Washing dark cloths in cold water saves water and energy.
- ◆ One drip every second adds up to five gallons per day! Check your faucets and shower-heads for leaks.
- ◆ While you wait for hot water, collect the running water and use it to water plants.
- ◆ Monitor your water bill for high usage. Your bill and water meter are tools that can help you discover leaks.
- ◆ Learn how to use your water meter to check for leaks.
- ◆ Next time you add or replace a flower or shrub, choose a low-water-use plant and save up to 550 gallons each year.
- ◆ Use a pool cover to help keep your pool clean, reduce chemical use and prevent water loss through evaporation.



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 Adjustments

Wastewater discharge billing volume for residential service is updated yearly using the Winter Quarter Average (WQA) calculation based on potable water consumption measured in the billing months of December, January, and February, and becomes effective on the April 1st bill. In the event a potable water leak affects the WQA calculation, the user must notify Customer Service within (3) months of the affected wastewater billing. A request for a billing adjustment beyond the notification deadline will not be processed. The adjustment will be applied to the applicable billing months that were initially billed based on the affected WQA calculation. In the event a user's meter is found not to register, or to register more than three percent (3%) slow, Doña Ana MDWCA will bill the user for the undercharge based on an average billing, if this estimated undercharge amount exceeds \$100.00. The bill will be computed based on an estimate of the user's consumption during the prior month in the same season or on the consumption in the same period of prior years that were not affected by the meter failure.



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
www.dawater.org

ServLine:

575-449-8055

