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- ◆ August 26
Before 3:00 p.m.

SUCCESSFUL BACK TO SCHOOL SUPPLY DRIVE

Dona Ana MDWCA is excited to announce the successful completion of our Back to School Supply Drive. The donations we collected will help students, parents, and educators throughout their school year by providing essential materials needed in a classroom to meet yearly academic goals. The Association could not have done this without the support of our caring and generous membership. We would like to thank you all for your heartfelt impact in helping our youth and educators start their school year with the tools they need to thrive. We collected a range of school supplies from notebooks, pencils, and glue sticks to markers and more. Thanks to the kindness of our customers, students in our community have access to proper school supplies and together we are able to help them on their educational journey.

Water Rights Policy

The Village of Dona Ana is growing! If you drive for a few minutes in any direction in the Village you are very likely to see that we are surrounded by new construction of subdivisions and individual homes. While we are extremely excited for the new growth, this also brings to light the responsibilities the Association holds for a sustainable water system. As such the Board has approved updates to our policy handbook to include new requirements for water rights on upcoming subdivisions. Any development proposing to connect to the Association that is not a family exempt subdivision will be required to transfer ownership of sufficient water rights to meet the needs of the subdivision. The developer must provide the Association with the water rights information at the time service is requested so that the proposed water rights can be evaluated for suitability. The developer may submit water rights information at any time during the development and plan approval process for evaluation. The Association will notify the Developer within thirty (30) days of the date of submission of the water rights information if the proposed rights are suitable and acceptable to the Association. The large influx of subdivisions being built requires a significant amount of time and resources from the Association. As a reminder, Utility plan sets are reviewed in the order received and can take up to thirty days to complete. The review process can take longer than thirty days, dependent on the number of projects we are hosting in house and the amount of subdivisions being built. For the full details of our Water Rights Fee Schedule and Subdivision Review Fee Schedule please visit our website at www.dawater.org under Policies.

Staff

We are proud to announce that Clarissa De Leon, Eloy Castillo, and Jennifer Horton passed their next level certifications through our ongoing training program. The dedication from staff in obtaining their certifications continues to grow. Congratulations to our Operations Department for their commitment to the training program and excellence with continuing their education.

We would also like to welcome Brian De La O Rodriguez, Jared Madrid, and Andres Serna to our Operations Department, and Ashley Padilla to the Customer Service Department. We are excited to have them join our team. Please visit our website to learn about employment opportunities and ongoing events at Dona Ana Water.



Committed to provide
quality water and sanitation
services for members of our
community.

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Mexico 88032

Office:
575-526-3491

Emergency:
575-644-4027

ServLine:
575-449-8055



New Automated Payment System:

We are excited to announce the implementation of a new Automated Payment System. This means that you now have access to pay your bill at any time of day, simply by calling Dona Ana Water and selecting the payment option. Customers will also have the ability to save postage, access your account information instantly, hear real-time balances, payment amounts, and due dates; all over the phone. Most importantly this new feature adds additional security measures to protect your private information. This new feature will also allow our Customer Service staff to spend more time addressing concerns and questions.

When you call Dona Ana Water to pay your bill you will be directed to our new Automated Payment System where you will be prompted to enter your account information using your phone's keypad, including account number and address. The account's balance and due date will be given, as well as the option to make a payment. Once you have entered your payment information a confirmation number is provided. This roll out will occur starting August 12th. If you have any questions or concerns, please contact our office at 575-526-3491.

Housekeeping Reminders

As a reminder we would like to direct our membership to the many ways we have to stay connected with the Association. Our enhanced website features information on Customer Service, Operations, Projects, Policies, and our Board of Directors.

Our policies are the foundation of how we function and can be found under the Customer Tab titled Customer Policies. We also have new notification opportunities through email and texting. Members can now log into their account online at our portal to enroll in notifications so that the Association can keep you up to date in the event of an outage or emergency. In order to update your address or contact information you must complete a form requesting the modification with our office. We do not know when an individual changes their phone, mailing, or banking data, and as such it is a member's responsibility to notify the Association of any changes. It is important to note that if your mailing address changes and you do not receive a bill it does not exempt you from paying your account each month on time. If you would like to be enrolled in notifications for scheduled outages, emergencies, or billing please visit our website at www.dawater.org.

We function on a standard billing calendar, based on an approximate 30-day month. All accounts are due in full no later than 3:00 p.m. on the 25th of each month; however, if that day falls on a weekend or holiday the due date will be pushed to the next business day. Any payment received after the cut off time of 3:00 p.m. will be considered past due. On the next billing cycle an account holders bill will be noted as "Past Due" and assessed a Late Payment Penalty Fee of 10% of the outstanding balance. The total amount shown as "Past Due" on the bill must be paid before 3:00 p.m., and the due date now falls on the 20th of the month. Actual shutoff of utility services will be subject to availability of field service technicians to be performed the next business day following the 20th. We will never disconnect a service over a weekend or holiday. There are no exceptions to our policies; even if a bill is not received.

We appreciate your continued patience with both scheduled and emergency outages. We ask the public to please 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. We would like to remind our membership that all fire hydrants must be visible and accessible. When an emergency occurs, fire crews must have the ability to quickly locate and make usable a fire hydrant in order to take advantage of critical time. It is important that fire hydrants are kept clear of landscaping, debris, or parked vehicles. Trying to paint, disguise, or landscape over a fire hydrant is strictly prohibited.

In addition, it is imperative that we have access to the water meter at all times. Vehicles, foliage, and fencing can prevent our operations staff from accessing the meter and restrict them from doing their day to day jobs. Please be aware that the Association does have the right to remove any objects that are obstructing our access at the customer's expense.