

# **DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION** August 2023



## **Board Meeting**

August 17, 2023 at  
9:00 A.M.

## **Last Day To Pay**

August 21, 2023, before  
3:00 P.M.

## **Disconnection Date**

August 22, 2023

## **Current Bills Due**

August 25, 2023, 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

***“Once you replace negative thoughts with positive ones, you’ll start having positive results.”***

***-Willie Nelson-***



## **KIOSK-UPDATE**

Dona Ana MDWCA is excited to announce that our new Kiosk machines are up and running! We have two Kiosks available, one in the drive thru, and one near the front door. Now that our Kiosks are functioning our Drive Thru and Drop Box **WILL NOT** be utilized. The Kiosk accepts all forms of payments, with the exception of American Express. Using the Kiosk allows for a faster check-out experience and multiple ways to pay your bill seamlessly.



## **INVOICE CLOUD-COMING SOON**

Dona Ana MDWCA is excited to announce we will be launching a new and improved bill pay service! Invoice cloud is a fast, secure, convenient billing and payment system that is web-based. Members may click and pay online while saving the environment by minimizing the need for paper checks by selecting paperless billing. The new payment portal will also update our over the phone payments and Text to Pay. We strongly encourage you to register, because it will allow you a faster checkout experience. You will also have the option to enroll with Auto Pay and Paperless Billing. How-to-Videos are available to assist you along the way. Please watch for more information in the September Newsletter.



(Pictured left Jose Quintela; right Javier Ybarra)

## **EMPLOYEE SPOTLIGHT**

Dona Ana MDWCA would like to introduce our newest team members Javier Ybarra and Jose Quintela. Javier and Jose joined our Operations Department in June of 2023. We hire individuals that will make a difference within our Association and believe these two employees will be a great asset to the company. Welcome to the team Javier and Jose!

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## **CONGRATULATIONS**

Anthony Legarda  
Lead Operator

We are pleased to announce the promotion of Anthony Legarda as Lead Operator for our service area.



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## **BACK TO SCHOOL SUPPLY DRIVE**

We would like to thank our members for another successful BACK TO SCHOOL DRIVE. The school supply donations that were collected throughout the month of July will benefit many local students and teachers in our community. The school supply drive helps ensure all students start the school year out right. We would like to thank our members for their dedication and kindness. The Associations could not have done it with out your generous support.

## **PARKING LOT PROJECT**

We are happy to inform you that our ADA parking lot next to our building is complete! It has 3 ADA stalls, one of which is a van accessible as well as 2 stalls that are not ADA. If you do not need an ADA parking stall and would like to come into the building, please utilize our parking lot across the street. We appreciate your patience while this project was under construction!



## **SOUTHEAST WASTEWATER COLLECTION SYSTEM**

The bid opening for this project was held on July 7, 2023. We received bids from Spiess Construction and Morrow Enterprises, Inc. The low bidder for the project was Morrow Enterprises, Inc. The Board of Directors approved the award on July 20, 2023, and we are currently waiting for concurrence from our funding agency to begin this project.

This project has received \$15,252,100 in funding from the United States Department of Agriculture Rural Development and Rural Utilities Services and \$6,000,000 from the NMFA Colonias Infrastructure Board. The construction will include roughly 55,000 Linear Feet of 4-inch, 6-inch, and 10-inch vacuum sewer pipe, division valves, and vacuum valve pits. The project includes funds to cover the impact fees, decommissioning of septic tanks and the connection from the home to the system. Once the funding is depleted homeowners will be responsible to pay all connection and impact fees. They will also be required to hire a certified plumber to connect the home to the system. For more information, please contact our Customer Service Department at 575-526-3491. For more information on the area covered by this project please visit <https://www.dawater.org/current-projects>.

As with any construction, we ask the public to 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.

## **POLICY FEATURE: PAST DUE AND DELINQUENT ACCOUNT PROCESS**

Payments not received by 3:00 PM on the due date stated on the bill will be deemed past due and will be noted on the next bill as "PAST DUE" and assessed a Late Payment Penalty Fee of 10% of the outstanding balance.

The process outlining each pertinent phase of user billing, payment due date, application of late payment penalty fees, past due notifications, delinquent classification, shutoff of service notification and eventual shutoff of service is presented in the sample timeline below:

A user's monthly bill (the initial bill) is mailed or electronically sent for payment on the 1st of each month.

Roughly 25 days later, the user's bill is due by the payment due date printed on the bill. If payment is not received by 3:00 PM on the due date, then;

Any past due amount over will be assessed the Late Payment Penalty Fee equal to 10% of the outstanding balance. If the initial bill remains unpaid;

Roughly 30 days after the initial bill, the user will receive the next (the second) bill for utility service with the bill stating it is "Past Due". The unpaid balance for utility service from the initial bill, and the Late Payment Penalty Fee, will be due by 3:00 PM on the 20th of the month, unless it falls on a weekend or holiday in which case it will be the next business day.

For the full policy please see pages 13 and 14 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



***"Don't waste  
your time in  
anger,  
regrets, worries,  
and grudges. Life  
is too short to be  
unhappy."  
-Roy T. Bennett-***