

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

December 2025



Board Meeting

**December 18, 2025
at 3:00 P.M.**

Last Day To Pay

**December 22, 2025
before 3:00 P.M.**

Disconnection Date

December 29, 2025

Current Bills Due

**December 29, 2025
before 3:00 P.M.**

Office Closure

**December 17 from
12:00 P.M.-2:00 P.M.
December 24, 2025
December 25, 2025**

Office Hours

**Monday-Thursday
7:30 A.M.-5:30 P.M.
Friday
8:00 A.M.-5:00 P.M.**



**“Sometimes the best
Christmas present is re-
membering what you’ve
already got.”**

-Cathy Guisewite-

IMPORTANT NOTICE: LOBBY SECURITY ENHANCEMENTS

To ensure the safety of our customers and staff, we are making several security-related improvements to our lobby area. These modifications are part of our ongoing efforts to provide a secure environment for everyone who visits our office.

During this transition, you may notice a new layout and changes designed to enhance security. Our team will continue to be available to assist you with all accounts and service needs, we appreciate your patience while these improvements are completed.

Customers are encouraged to use our online services, phone support or kiosks for payments. We have a drive-thru and a walkup kiosk for your convenience.

Additionally, you may find times in which our office may be closed due to the nature of construction. At that time, we will have information posted to the window adjacent to the front door on how you can reach us to further assist your service needs.

Thank you for your understanding and cooperation as we work to serve you safely and efficiently.

REMINDER—MAILING ADDRESS

Just a friendly reminder that the mailing address for monthly utility payments is PO Box 15124, Sacramento, CA 95851-0124.

Doña Ana MDWCA offers our members a variety of payment methods. Convenience fees will be applicable for Debit/Credit Card and E-Checks.

- On-line Payments at www.dawater.org. Payments can be made 24 hours a day
- Over the Phone Payments (IVR System) 1-877-275-7694
- Text to Pay
- Kiosk Payments-Kiosks are available 24 hours a day, 7 days a week
- Bill Pay through customers Financial Institution

TOYS FOR TOTS

CHRISTMAS TOY DRIVE

NOVEMBER 1ST THRU DECEMBER 19TH

The Holiday Season is just around the corner, and once again, we have the chance to spread joy and happiness to the less fortunate children in our community. Please help us fill the box with a new, unwrapped toy for children 0 to 16 years old.

SUGGESTED TOYS:

Basketballs, soccer balls, footballs, bikes, dolls, baby toys,
puzzles, action figures, board games, stuffed animals,
race cars, purses, educational toys



ANNUAL MEMBERSHIP MEETING

The Board of Directors would like to remind our members of the upcoming Annual Meeting which will be scheduled January 28th. More details to come in the next Newsletter.

2026 CALENDARS

The 2026 calendars have arrived and are available for pickup. Please feel free to stop by the office at your convenience.

PROTECT OUR SEWER LINES

Did you know that what goes down your drain affects our sewer infrastructure? The good news is many clogs can be prevented with a few simple habits right in your home!

- Do not flush wipes down the drain.
- Do not pour grease, oils, or fats down the drain.
- Do not flush non-degradable items such as cotton swabs, dental floss, feminine hygiene products, kleenex, gloves, bandages, and bandage wrappings.
- Do not flush cat litter.

By taking these small steps, you're not only protecting your own plumbing but also protecting Doña Ana MDWCA's sewer infrastructure. When in doubt, throw it out!

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.

NEW SERVICE REQUEST

Water meters must be installed in the public right of way or within a dedicated utility easement, which are typically located along the front of the property. Before the meter can be installed, the property owner is required to post the property address in the public right of way and clearly mark the desired location for the water meter. Water meter locations must be marked in blue, and wastewater locations must be marked in green, with a minimum separation of 15 feet between the two services. Dona Ana MDWCA will make every effort to install water and wastewater services as close as possible to the property owner's marked locations. However, final determination of water and wastewater service locations will be made by the Association staff.

The property owner is responsible for installing the customer water line that runs from the meter box to the home or other connection point. As part of this installation, the owner must also install a shut-off valve on their water line, located outside of the meter box. Although the water service will be installed, the water meter itself will remain locked until the shut-off valve has been properly installed.

Only employees of the Dona Ana MDWCA are authorized to open or close the meter box and operate the valve inside it. Any unauthorized use or tampering with the meter box or its components will result in a tampering fee.

Terms of Service

Doña Ana MDWCA will provide utility services only to those properties whose owners are members in accordance with Article IV of the Bylaws of the Doña Ana MDWCA.

For the full policy, please see pages 11-13 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**



**It's not what's under
the Christmas Tree
that matters it's who's
around it.**

-Charlie Brown-