

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

February 2026



Board Meeting
February 19, 2026
at 3:00 P.M.

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

Disconnection Date
February 23, 2026

Current Bills Due
February 25, 2026
before 3:00 P.M.

Office Closure
February 16, 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



"Love doesn't make the world go 'round. Love is what makes the ride worthwhile."

-Franklin P. Jones-

CUSTOMER UPDATE INFORMATION

At Doña Ana MDWCA, we are committed to provide you with the best service possible. To maintain accurate records and ensure you continue receiving important information, we kindly request that you take a few moments to review and update your phone number, change of address, add or remove a name, and e-mail. All customer forms can be found on our website at dawater.org under the Customer Tab. You may email the completed form to customerservice@dawater.org along with a copy of your ID. Also, stay informed by subscribing to our website at www.dawater.org to receive alerts, news, notices and updates.

IMPORTANT NOTICE REGARDING OUR PAYMENT ADDRESS

If you are mailing your utility payment, please use the new address listed below. If your bank sends payments for you, please update our new mailing address with your financial institution to avoid payment delays and ensure your payment is received and credited on time. Send all payments to PO Box 15124, Sacramento, CA 95851-0124. We appreciate your prompt attention to this change.

LOBBY UPDATE

We are pleased to announce that our lobby is officially open, and we look forward to welcoming you back. Thank you for your understanding and cooperation as we work to serve you safely and efficiently.

STATEMENT BILLING

For accounts that are on Statement Billing, please remit your Account Detail page for all mail payments to make sure your account is credited correctly. If you have any questions please e-mail our Customer Service Department at customerservice@dawater.org

EMPLOYEE SPOTLIGHT

Doña Ana MDWCA would like to congratulate the following employees for their years of service with the Association. Jennifer Horton-15-year work anniversary, Julie Fraire-10-year work anniversary and Jeremy Apodaca-2-year work anniversary. Your dedication and hard work over the past years have been nothing short of extraordinary. Thank you for being such an integral part of the team!



Jennifer



Julie



Jeremy

Congratulations!

NOTICE OF LOST PAYMENTS

Doña Ana MDWCA is NOT responsible for lost payments thru the United States Postal Service. If your payment is received after the due date you will accrue all late penalties for the outstanding balance. If you have any questions or concerns, please email our Customer Service Department at customerservice@dawater.org.

METER BOXES

Just to remind our members to email our Customer Service Department at customerservice@dawater.org for all meter box emergencies. After hours please call 575-644-4027. Attempting to fix the meter yourself will result in tampering fines.



"If your actions inspire others to dream more, learn more, do more, and become more, you are a leader."

-John Quincy Adams-

TOILET LEAKS

Did you know that worn-out or outdated toilet flappers, such as valve seals may result in a leak. To maintain a good seal and prevent leaks, the flapper should be inspected and replaced at least every five years due to the rubber's potential to wear out. A damaged or aged flapper can cause your toilet to leak thousands of gallons annually. A quick and simple solution that will save you money and water is to replace the flapper.



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.

METERED SERVICE ERROR

Where a user has been overcharged or undercharged for metered service due to a reading or billing error, the period to be retroactively billed or refunded shall not exceed three (3) months.

Where the user believes that the water meter is not functioning properly, the user may request a meter test be conducted only after a data log has been performed on the meter. Should the meter test show the meter to be accurate, a service charge will be applied as provided in Doña Ana MDWCA User Service Fees and Charges schedule.

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.

It is the user's responsibility to maintain their lines and to remediate any leaks that occur on the user's side of the outlet of the meter.

For the full policy please see page 2 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



**"There is only one
happiness in this life,
to love and be loved."**

-Paulo Coelho-