

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

July 2025



Board Meeting
July 17, 2025
at 3:00 P.M.

Last Day To Pay
July 21, 2025
before 3:00 P.M.

Disconnection Date
July 22, 2025

Current Bills Due
July 25, 2025
before 3:00 P.M.

Office Closure
July 4 2025

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

HAPPY 4TH OF JULY

**“One Flag, One Land, One
Heart, One Hand, One Na-
tion Forevermore!”**

-Oliver Wendell Homes-

UPDATED POLICIES AND PROCEDURES HANDBOOK

As of July 1st, our 2025-2026 Policies and Procedures Handbook will be available online for our members to view at www.dawater.org under the customers tab.

CONSUMER CONFIDENCE REPORT (CCR)

The annual Consumer Confidence Report (CCR) will be mailed out with our July billing and will also be available on our website at www.dawater.org under the customers tab.

WHAT SHOULD I DO IF I HAVE BROWN WATER?

- * Contact Doña Ana MDWCA immediately at 575-526-3491, to have our operators flush the lines in the affected area.
- * Once the line is flushed, run your outdoor faucet 5-10 minutes until clear.
- * Please AVOID doing your laundry until the water clears to prevent stains.
- * If residue remains in your toilets, sinks, tubs, dishwasher and water softener, stop by our office and pick up some RED-B-GONE.

METER BOXES

When a member installs a new meter with Dona Ana MDWCA, the first meter box is included with the price of the installation. However, when the meter box becomes broken or damaged the member will be responsible for the cost. Please email Customer Service at customerservice@dawater.org for replacement cost or any questions you might have.

CONNECTING WITH DONA ANA MDWCA

Stay informed! Subscribe to our website for news, notices, updates, water outages, and other important information. Ready to enroll? All you have to do is visit our website at www.dawater.org, click subscribe, then enter your email or cell phone number. It's that simple, no more guessing if a water outage was scheduled maintenance, or an unplanned Emergency Leak!

LA CASA, INC. NON-FOOD DRIVE

July 1st thru August 31st

SUPPLIES NEEDED:

- | | | | |
|----------------|---------------------|-----------------|--------------------|
| * Body lotions | * Laundry detergent | * Baby wipes | * Pullups (size 5) |
| * Toothpaste | * Shampoo | * Baby shampoo | * Diapers |
| * Toilet paper | * Conditioner | * Baby wash | * Hand soap |
| * Body wash | * Deodorant | * Dental floss | * Hygiene products |
| * Paper towels | * Band-aids | * Air freshener | * Fabric softener |

DROP OFF LOCATION: 5535 LEDESMA DR.

RECOMMENDED WATER SCHEDULE

Doña Ana MDWCA's water schedule allows home owners with even addresses to water on Sunday, Wednesday, and Friday. Home owners with odd numbers water on Tuesday, Thursday, and Saturday. No residential watering on Monday. This recommended schedule is in effect until September 30th. If you have any questions please email our customer service at customerservice@dawater.org



PROJECT UPDATE

Starting the week of June 16th, construction will begin for Dona Ana Village Forcemain project in the area of Cristo Rey and Thorpe. This project is essential to improve the wastewater system's reliability and efficiency. During construction, you can expect heavy equipment like excavators and trucks, as well as road signs, cones, and barriers to manage traffic safely. There may be minor delays between 7:00 AM and 5:00 PM on weekdays. Access to homes and businesses will be maintained, though brief disruptions may occur. Please exercise caution, follow all posted signs, and be mindful of construction crews working in the area. Emergency vehicle access will be prioritized at all times. Thank you for your understanding and cooperation during this important upgrade.

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.

SUSPENSION OF UTILITIES FOR DEPLOYED MILITARY PERSONNEL

Pursuant to NMSA 1978 § 20-1-8.1 (2017), a member of the U. S. armed forces, reserves, or the New Mexico National Guard may suspend some or all utility services without penalty and reconnect/reactivate utility services without having to pay reactivation fees. The qualifying military user requesting suspension of all or some of their utility services provided by Doña Ana MDWCA must submit his/her request to Customer Service and certify that:

1. He/she has orders and provides copy of the orders to Customer Service to deploy or to be temporarily assigned outside the qualifying user's community for more than thirty days and,
2. The service account is in the qualifying user's name and,
3. The qualifying user owns the home or has a lease that does not preclude the suspension of municipal utility services, and,
4. Family members or other persons will not be residing in the home while the qualifying user is deployed or temporarily assigned.

Doña Ana MDWCA will suspend/deactivate some or all utility services at the service address as requested by the qualifying user at no penalty and, will not charge a fee to reactivate or establish service(s) upon notifying Customer Service of their return from deployment or temporary assignment. It is the qualifying user's responsibility to notify Customer Service of their return from deployment to activate suspended utility service(s).

In the event the qualifying user suspends/deactivates all or some of the utility services provided by Doña Ana MDWCA and during the period the qualifying user is deployed or on temporary assignment outside their community, or does not notify Doña Ana MDWCA Customer Service of his/her return from deployment, and monthly consumption records indicate that the residence is occupied, Doña Ana MDWCA will resume billing all suspended service(s) without notice.

For the full Policy, please see page 24 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**

**Servline
By HomeServe
575-449-8055**



"Liberty, when it begins to take root, is a plant of rapid growth."

-George Washington-