

# DONA ANA MUTUAL DOMESTIC WATERS CONSUMERS ASSOCIATION

May 2020

## Thank You

### Inside this issue

- ◆ Thank you
- ◆ Monthly Water Bills
- ◆ Water Outages
- ◆ Water Conservation Corner
- ◆ Staff Updates
- ◆ Policy Feature

### Board Meetings:

- ◆ May 7- Telephonically
- ◆ May 21-Cancelled

### Last Day to Pay

- ◆ **May 20**  
Before 3:00 p.m.

### Current Bills Due:

- ◆ **May 26**  
Before 3:00 p.m.

### Association Closures:

- ◆ **May 25**

*If Love is as sweet as a flower, then my mother is that sweet flower of Love.*

-Stevie Wonder-



On behalf of Dona Ana MDWCA we would like to extend a special thanks to our customers for their patience, our friends and partners during the intermittent outages throughout the Dona Ana System. We all are experiencing our lives and businesses turned over by this crisis. Yet during this pandemic we are thankful you were able to lend a helping hand in keeping our community safe, provide water and showing your dedication not only for your business but to ours. Thank you for sharing the same interest in protecting our community during a time of uncertainty. We would also like to express our sincere gratitude for the water bottle donations received on April 4, 2020. Thanks to your contributions our customers were able to receive a case of water during the outage. Thank you again, may you stay safe and united.

Kelly Hamilton-New Mexico Homeland Security

Nathan Smalls- State Representative

David Maestas-Interim City Manager

Dr. Jorge Garcia-Utilities Director

James Kennedy- Cabinet Secretary

New Mexico Environment Department

Cullen Combs-Office Emergency Management of Dona Ana County

Various Staff who assisted from the City of Las Cruces and Dona Ana County

Fernando Macias-County Manager

Chuck McMahon-Assistant County Manager

Adrienne Widmer-City of Las Cruces

American Red Cross

Sheriff's and Fire Department



## Monthly Water Bills

With so much uncertainty, we also know some customers might be worried about paying their bills. We understand the hardship local businesses and residents are facing and we will not be disconnecting customers for non-payment at this time. Please keep in mind that accounts with balances will continue to incur late penalties and nonpayment fees. We encourage our customers to continue making their payments to prevent additional fees on their accounts.

Payments can be made in the following methods:

Drop Boxes: Payments can be made with check or money order:

1. 5535 Ledesma Dr. Las Cruces, NM 88007 – This box will be checked several times a day to ensure payments are posted in a timely manner.
2. 12695 Leasburg State Park Rd., Las Cruces, NM 88007 – This will be checked once a week – As long as the building remains open to the public.
3. 6861 Via Campestre, Las Cruces, NM 88007- This will be checked once a week – As long as the building remains open to the public.

On-Line: [www.dawater.org](http://www.dawater.org): Payments can be made 24 hours a day. You will be required to have either registered the account or by quick pay. This could be done with either a credit/debit card or e-check. Please be aware that there will be a surcharge of \$1.25 per transaction.

Over the phone: Payments can be made through our IVR System, Via Text and Phone by calling our office at 575-526-3491 option 1, this feature is available 24 hours a day 7 days a week. The system will require you to have your account number and the numerical number of the address you would like to pay. Payments can be made with a credit/debit card.

## Unscheduled vs Scheduled Outages

- ◆ **Unscheduled Outages-** There will be times when you will experience a water outage or possible low water pressure occurs. We apologize we are unable to provide advanced notice during these unscheduled outages. For information refer to our website for updates and alerts. If you haven't subscribed please go to [www.dawater.org](http://www.dawater.org) to receive notifications via text, phone or email . While our goal is to restore water services as quickly as possible, it must be done safely and without risking additional damage to the system. We ask our customers for their patience during time of repair.
- ◆ **Scheduled Outages-** All scheduled water outages are planned and posted to our website with the necessary information to better inform our customers.

## Water Conservation Corner

### INTRODUCE A NEW, **VOLUNTARY** WATERING SCHEDULE

- Seasonal Watering Schedule (April through September)
- Alternate Days for Watering/ restricted times
- Based on Home Addresses (Even / Odd)
- No watering on Mondays
- Hand watering unrestricted



## Watering Schedule

EVEN Address	ODD Address	EVEN Address	ODD Address	EVEN Address	ODD Address
TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

No residential watering on Monday.  
APRIL 1 - SEPTEMBER 30  
WATER BEFORE 10AM - AFTER 6PM

### Tips for Outdoor Watering

- 1) Adjust your sprinklers to water your lawn and garden.
- 2) Water early in the morning (before 10:00 am or later in the evening (after 6:00 pm).
- 3) Inspect your overall irrigation system for leaks, broken lines or blockage in the lines.
- 4) Consider replacing some turf area with [low water use plants](#) and ornamental grasses.
- 5) Add a shut-off nozzle to your garden hose and save about 5-7 gallons each minute your hose is on.
- 6) Adjust your mower to a higher setting. A taller lawn provides shade to the roots and helps retain soil moisture, so your lawn requires less water.

### Staff Updates

Dona Ana Water would like to introduce our newest Customer Service Representative Gustavo Marquez. Welcome to DAMDWCA!



### 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.

### Leak Adjustment Policy

The Association's leak adjustment program provides for payment of water bills up to \$1,000 during a covered period resulting from a leak. Each user will be automatically billed a monthly fee for each meter covered under this program policy, but each user has the option to opt out. The program will cover only the 'cost of water' associated with a leak, once a year, for up to \$1,000 (normal/average usage remains the obligation of the user). For leaks resulting in water bills over \$1,000, Doña Ana MDWCA will allow payment arrangements for the amount exceeding \$1,000. Those who choose to not participate in the program will be eligible for payment arrangements. Upon discovering and correcting a leak, a participating user must call the Doña Ana MDWCA ServLine phone number, report the leak, and tell them the amount of the bill. Doña Ana MDWCA will calculate the average/normal bill for the identified period of the leak – up to three months - and discount the water bill up to \$1,000 above the value of the average or normal monthly bill (for that user). Evidence of repair must be provided to Doña Ana MDWCA. This payment coverage is available on a rolling 12-month basis – for example, a leak is reported on June 2nd, an adjustment will be provided, and the user is not eligible for another leak adjustment until June 2nd of the following year.

*This program is only available to users with a meter up to 2 inches. All meters over 2 inches are eligible for payment arrangements but not adjustment.*

*For the full Policy please see pages 3 and 4 in our Policy and Procedures Handbook.*

**HAPPY MOTHER'S DAY!**



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

[www.dawater.org](http://www.dawater.org)

### ServLine:

575-449-8055



Our thoughts are with every person that has been impacted by COVID-19. We will continue to provide you with updates on any additional changes to our operations.

**STAY SAFE!!**