

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



**Board Meeting**  
November 16, 2023  
9:00 A.M.

**Last Day To Pay**  
November 20, 2023  
before 3:00. P.M

**Disconnection Date**  
November 21, 2023

**Current Bills Due**  
November 27, 2023  
before 3:00 P.M.

**Office Closure**  
November 10, 2023  
November 23, 2023  
November 24, 2023

**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

***“Thanksgiving is a  
time of togetherness  
and gratitude.”***

***-Nigel Hamilton-***



## **CALENDARS**

We are pleased to let our customers know that our 2024 calendars have arrived. Please stop by our main office and pick one up today.

## **WASTEWATER CALCULATIONS**

We would like to remind our members who receive wastewater services that your annual calculations will be based on the following reading dates; mid November 2023, thru mid February, 2024, and becomes effective on your billing April 1st, 2024. During the time period if you experience a water leak, Dona Ana MDWCA will re-examine your account for a possible adjustment on your wastewater calculation. You must notify our Customer Service Department within 3 months of the leak. We do request that you send us a receipt showing the parts that were used to fix the leak. Any questions please email our Customer Service Department at [customerservice@dawater.org](mailto:customerservice@dawater.org).

## **INVOICE CLOUD – WEB DRAFT PAYMENT**

Just a reminder to our members who were signed up through Municipal on-line Web payments, you **MUST** re-register on our new payment portal in order to set up your autopay. Web pay will send an email confirmation of your payment transaction as the invoice is paid. No more late payments, it's safe and secure! <https://www.invoicecloud.com/DonaAnaMDWCA>

## **KIOSK**

We are happy to announce that we will be installing our third Kiosk in the lobby. Need help with the Kiosk? Our Customer Service Representatives are available and eager to assist you. It's safe and easy! To look up an account, users can either scan the barcode on their bill, enter their account number, or enter their service address and last name. That's it! The Kiosks are accessible 24/7, including holidays. They accept Cash, Checks and Credit Cards. Come give it a try!

**HAPPY THANKSGIVING FROM DONA ANA MDWCA!**

## **EMPLOYEE SPOTLIGHT**

We are thrilled to welcome Riley Fairbanks and Jaime Silva to our Operations Department as the newest members of our team. They joined the Association in late October, and both employees bring valuable experience. Dona Ana MDWCA are delighted to have them on board.



Riley Fairbanks



Jaime Silva

**WELCOME TO OUR TEAM!**

### **Southeast Wastewater Collection System**

We are excited to announce that Morrow Enterprises, Inc. is scheduled to begin construction on November 13, 2023. Our office will notify members who have applied for connection once construction is expected to begin on your street via email.

The Vacuum Valve Pit, pictured is an example of what the system will look like, while it is not the exact model it is very similar.

For more information or if you would like to sign up for connection please email our Customer Service Department at [customerservice@dawater.org](mailto:customerservice@dawater.org).



Vacuum Valve Pit

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**

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.

For the full policy, please see pages 3 and 4 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

***“Be present in all  
things and thank-  
ful for all things.”***

***-Maya Angelou-***

