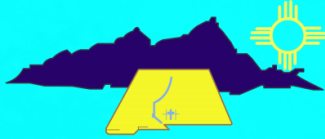


DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

November 2025



Board Meeting

**November 20, 2025
at 3:00 P.M.**

Last Day To Pay

**November 20, 2025
before 3:00 P.M.**

Disconnection Date

November 24, 2025

Current Bills Due

**November 25, 2025
before 3:00 P.M.**

Office Closure

**November 11, 2025
November 27, 2025
November 28, 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**



**"November is the month
to remind us to be thank-
ful for the many positive
things happening in our
life."**

-Rebi Simple Living-

WASTEWATER BILLING CALCULATIONS

This is a reminder that your annual wastewater calculations will be based on your water usage from mid-November 2025, through mid-February 2026. The new calculation will be reflected on your billing effective April 1, 2026. If you experience a water leak during this time period, we will re-examine your account for a possible adjustment to your wastewater calculation. You also must notify the Customer Service Department within 3 months of the leak and provide us a receipt that the leak was repaired. For questions, please contact our Customer Service Department via email at customerservice@dawater.org.

WATER OUTAGES, ALERTS & NEWS

If you are NOT receiving notices about our water outages, alerts & news, you need to subscribe to stay informed with Doña Ana MDWCA. Go to our website at www.dawater.org hit the Subscribe Button> Name> Email> Cell Number> Subscribe. It's that simple!

PAY BY TEXT OPTION

This service is offered by Doña Ana MDWCA that will allow you to pay your bill directly from your mobile phone. Just click the link and start the payment process.

- ◆ Visit our website-www.dawater.org
- ◆ Select-Pay Your Bill Now
- ◆ Sign In-enter email and password
- ◆ Sign up for Pay By Text
- ◆ Enter Phone Number
- ◆ Save my Changes
- ◆ You will get confirmation that your information has been updated successfully

REMINDER—MAILING ADDRESS

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

GIVING BACK TO THE COMMUNITY

Thank you members for all your donations to the Cats Meow Adoption Center. Your kindness allows us to continue our mission of helping our community.

2026 CALENDARS

We are pleased to let our customers know that our 2026 calendars have arrived. Stop by our office and pick one up today!

TOYS FOR TOTS

CHRISTMAS TOY DRIVE

NOVEMBER 1ST THRU DECEMBER 20TH

The Holiday Season is just around the corner, and once again, we have the chance to spread joy and happiness to 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

PROTECT YOUR WATER LINES THIS WINTER

As winter approaches, freezing temperatures can cause significant damage to water lines, which can lead to costly repairs. Take a few precautions to protect your water lines this winter.

- ◆ Insulate your outdoor faucets with a cover
- ◆ Drain any remaining water from pipes
- ◆ Wrap your outdoor pipes with insulated sleeves
- ◆ Disconnect all garden hoses
- ◆ Turn off your irrigation system
- ◆ Turn off your sprinkler system

HAPPY THANKSGIVING!

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.

PAST DUE AND DELINQUENT ACCOUNT PROCESS

Payments not received by 3:00 PM on the due date stated on the bill will be deemed past due and will be noted on the next bill as "Past Due" and assessed a Late Payment Penalty Fee of 10% of the outstanding balance.

The process outlining each pertinent phase of user billing, payment due date, application of late payment penalty fees, past due notification, delinquent classification, shutoff of service notification and eventual shutoff of service is presented in the sample timeline below:

A user's monthly bill (the initial bill) is mailed or electronically sent for payment on the 1st of each month, and

Roughly 25 days later, the user's bill is due by the payment due date printed on the bill. If payment is not received by 3:00 PM on the due date, then

Any past due amount over will be assessed the Late Payment Penalty Fee equal to 10% of the outstanding balance.

If the initial bill remains unpaid;

Roughly 30 days after the initial bill, the user will receive the next (the second) bill for utility service with the bill stating it is "Past Due". The unpaid balance for utility service from the initial bill, and the Late Payment Penalty Fee, will be due by 3:00 PM on the 20th of the month, unless it falls on a weekend or holiday in which case it will be the next business day. If the account balance remains unpaid, then;

At 3:01 PM 50 days after the initial bill the account will be assessed a non-payment fee of \$35.00 plus applicable tax, then

The following business day (51 days after the initial bill) the account will be shut off by Field Services personnel within that business day for any account with a past due balance of \$10.00 or more.

30 days after the account was shutoff (81 days after the initial bill) the account will receive the first notification regarding the outstanding amount,

For the full policy please see pages 14 and 15 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**

**"As we express our
gratitude, we must
never forget that the
highest appreciation is
not to utter words, but
to live by them."**

-John F. Kennedy-