

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION October 2022



Inside This Issue

- ◆ Get to Know Us
- ◆ Office Closure
- ◆ On-line Payments
- ◆ Water Conservation Facts
- ◆ Keep Meter Clear
- ◆ SE Collection
- ◆ Policy Feature

Board Meetings

- ◆ October 6, 2022
- ◆ October 20, 2022

Last Day To Pay

- ◆ October 20, 2022
Before 3:00 p.m.

Disconnection Date

- ◆ October 24, 2022

Current Bills Due

- ◆ October 25, 2022
Before 3:00 p.m.

Office Closure

- ◆ October 10, 2022

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

“Autumn shows us how beautiful it is to let things go.”



GET TO KNOW US

In 1976 Dona Ana MDWCA was founded utilizing only 76 connections and was supplied by one single well. Since then, forty six years later, we have expanded and now provide water service to over 6000 connections and 1500 wastewater connections. Dona Ana MDWCA maintains 12 wells and 7 tanks with a capacity of holding 4.5 million gallons of water. We also maintain a 200,000 gallon wastewater treatment facility. In 2013, the Association merged with three other water systems including Fort Seldon which had 400 connections, Fairacres with 52 connections, and Picacho Hills with 900 connections.

The Association has a five member Board of Directors, whom are elected from our Association’s membership. The Board of Directors are responsible for running the organization, each represent one of the five districts within the service area. Here are your Board Members:

- District 1-James Melton, President
- District 2-Dr. Kurt Anderson, Secretary/Treasurer
- District 3-Jamie Stull, Vice President
- District 4-Brian Clouse, Board Member
- District 5-Clayton Berryman, Board Member



DONA ANA MDWCA TAKES PRIDE IN THE WATER WE SERVE THE COMMUNITY

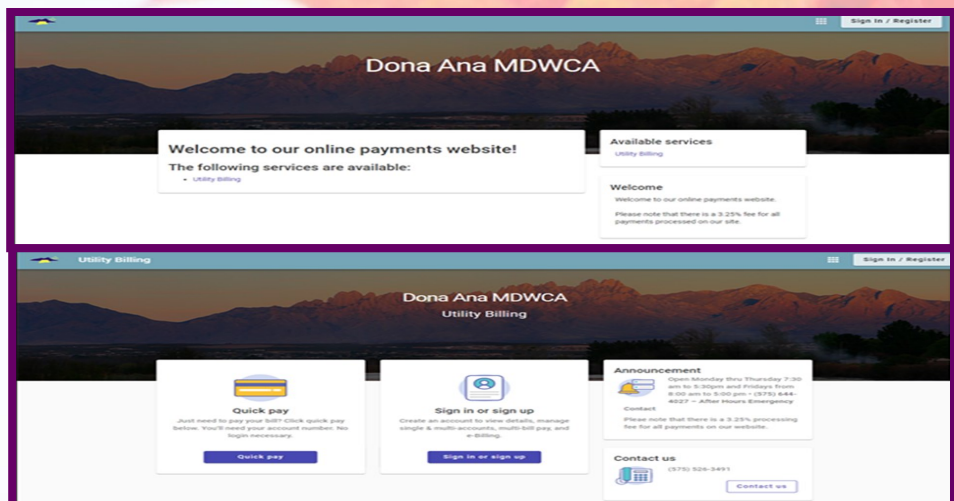
OFFICE CLOSURE

In observance of Columbus Day, our office will be closed October 10, 2022. We will resume normal business hours on October 11, 2022.

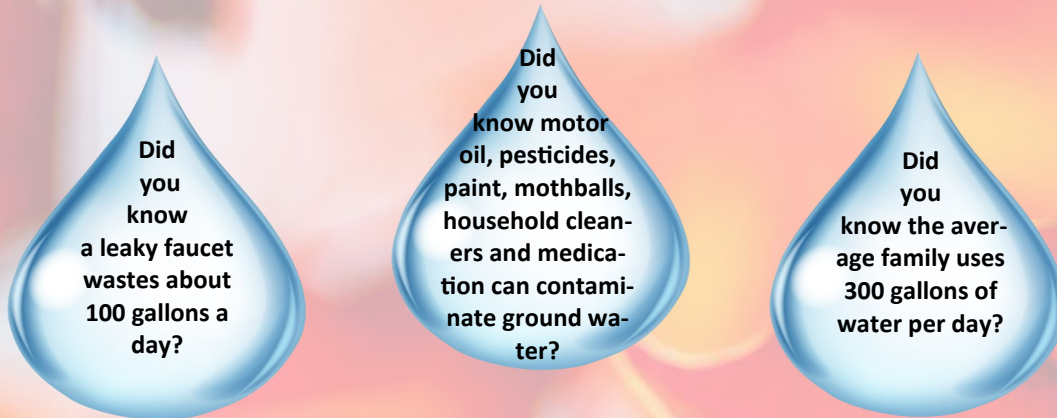
ON-LINE PAYMENTS

When making your payments online, go directly to our website dawater.org. Please do not go through a third party website (DOXO), these payments could take up to 15 days or more to post and could result in a late payment or possible disconnection with additional fees.

- | | |
|-------------------------------------|--------------------------------|
| ◆ Dawater.org | ◆ Enter Last Payment Amount |
| ◆ Payment Options | ◆ Find Bill |
| ◆ Pay Your Bill Now | ◆ Enter Payment Amount |
| ◆ Utility Billing | ◆ Continue |
| ◆ Quick Pay/Sign In or Sign Up | ◆ Enter Credit Card or E-check |
| ◆ Enter Account Number (include all | ◆ Submit Payment |



WATER CONSERVATION FACTS



Visit epa.gov/watersense for more information about Water Conservation

PLEASE KEEP YOUR WATER METER CLEAR

Dona Ana MDWCA requires clear access to water meters at all times. Please keep vehicles, overgrown plants, trash cans, recycling bins, and debris away from meter boxes. This prevents our operators from doing their jobs. Thank you for your help!

SE COLLECTION PROJECT

The SE Collection Project is still awaiting approval from the Federal level in Washington, DC. We are still accepting applications at this time to meet the minimum of 500 connections. Please stop by our office for additional information or call our customer service department at 575-526-3491. Thank you for your patience in this matter.

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.

DELINQUENT ACCOUNT COLLECTION AND PROCESSING

When a user fails to pay their delinquent account balance, the user will be mailed a notice 30 days after the meter is locked notifying them of the potential removal of their services should the account not be brought current. The second notice will be mailed 45 days after the meter has been locked.

Even if a Third-Party contractor or bill paying agent fails to pay a delinquent utility account balance on behalf of a user, the user will be charged a nonpayment fee fifty (50) days after the initial bill.

The total amount shown as "Past Due" on the bill must be paid before 3:00 PM on the 20th of the month. Actual shutoff of utility services will be subject to availability of field service technicians to be performed the next business day following the 20th.

If ownership or stewardship of a property with an unpaid account transfers either to a realty company (temporary), or to a financial institution (as in repossession or foreclosure), services will not be restored in the name of a final purchaser of the property until all fees, penalties and assessments owed are paid in full. If the service has been locked for non-payment and remains off, or the meter has been removed, services will be restored to allow for preparation and sale of the property at the request of the realtor on behalf of the financial institution. Such service requires a \$250.00 deposit and a signed agreement by the realtor or financial institution that all fees, penalties and assessments owed shall be paid at closing or at the time of property transfer, in order for service to commence or continue in the name of the final purchaser of the property. For the full policy please see pages 8 thru 10 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

*I've learned that
people will forget
what you said,
people will forget
what you did, but
people will never
forget how you
made them feel."*
-Maya Angelou-

