

CALENDAR OF EVENTS:

Annual Meeting:

- **January 31**

Board Meetings:

- **January 4**
- **January 18**
- **February 1**
- **February 15**
- **March 1**
- **March 15**

Association Closures:

- **January 1**
- **January 15**
- **February 19**

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Newsletter



2018 Annual Membership Meeting

The Board of Directors would like to remind our membership of the upcoming Annual Meeting scheduled for Wednesday, January 31, 2018 at 7:00 pm at Dona Ana Elementary School. The meeting will include reports on any current issues regarding the Association, an updated financial report, and various reports on operations, projects, and new infrastructure. We are also in the process of redrafting the By-Laws

and Articles of Incorporation after extensive overview and proposed changes from public input. A proposed final draft will be presented at the Annual Meeting. Our Association is only as strong as each individual member and we strongly encourage personal participation. We ask the public to please attend in order to hear about our upcoming activities, as well as provide further opportunity for us to address any questions

or concerns. We hope that everyone can join us to learn more about your water Association.



2018 Board of Directors Election

The 2018 Board of Directors Election has commenced for Districts One (1), Three (3), and Five (5). The Association urges everyone who resides in these Districts to participate in the election. Early and absentee voting is under way and the general election will occur on Monday January 22, 2018 at Dona Ana County. The following candidates submitted their petitions to be placed on the ballot:

District 1 - James Melton District 3 - Vacant District 5 - Gregory Roberts

The results of the election will be announced at the Annual Membership Meeting on January 31, 2018

Welcome to Our New Website

The Association has been working diligently to revitalize our website in order to better serve our community and membership. The new website features updates on customer service, operations, and projects. Effective December 1, 2017 new policies were combined into one package in order to provide an easier and more

efficient way for membership to review in one location. Our updated policies can be found under the Customer Tab titled New Customer Resources. Anything to do with the daily function of the Association can be found throughout our new web browser. From all customer forms, requests to address the board, and our

yearly calendar of events, please take a moment to visit us at www.dawater.org for all of your Association needs.





**Committed to provide
quality water and
sanitation services for
members of our
community.**

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575-526-3491**

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575-644-4027**



New Leak Adjustment Policy featuring ServLine

The Association is excited to announce we have updated our policies, and have adopted a new Leak Adjustment Policy. As a customer, you are automatically enrolled in our Water Loss Protection, effective February 1, 2018. We have had questions arise from members with regard to leak insurance and whether or not this is something a property owner should enroll in. Whereas insurance is a very personal choice it is important to note that some

homeowner insurance policies do not cover water leaks. We realize leaks are never expected and have researched the benefits of leak insurance policies in order to better serve our membership. We have included an educational insert in the December and January billing statements with beneficial information regarding the new leak policy through a third party vendor called ServLine. We strongly encourage you to review this new policy as this is the only

way leaks will be adjusted that occur after February 1, 2018. If you prefer to opt out of this feature or have questions about water and sewer loss protection, or line protection insurance please contact ServLine directly at 575-449-8055. For any questions regarding your homeowner's insurance, please contact your personal insurance broker.



Upcoming Construction Projects

File Construction is in the final stages of completing Fairview Phase II. This project consisted of installing about 5,800 linear feet of 12 inch water line along with various water valves beginning at the intersection of Bamert Road and Picacho Avenue, and continued to run along Picacho Avenue until the light at Picacho Hills Drive. The water line now con-

nects to the existing line near the Pueblo Gardens Subdivision. This project provides the Fairview Estates area with a secondary source of water and is scheduled to be complete near the end of January 2018. The project for Via Norte went to bid on December 21, 2017 and is scheduled to begin construction near the end of January or early February 2018. We

anticipate construction to commence in Radium Springs to install new water lines and fire hydrants in late Summer 2018. Please watch our website for continued updates on these exciting new projects at www.dawater.org.



Wastewater Calculations

It is that time of year again where we begin to assess the next year's wastewater rates. We would like to remind all customers who receive wastewater services with Doña Ana MDWCA of the new wastewater calculation dates. Your annual wastewater calculations will be based on the following readings dates:

November 15, 2017-December 15, 2017.

December 15, 2017-January 15, 2018.

January 15, 2018-February 15, 2018.

During this time if you experience any water leaks the Association is able to review your account for

the possibility to make an adjustment on your wastewater calculation. You are required to provide proof that the leak occurred during the calculation review time and that the leak has been repaired. For questions on accepted forms of proof of a leak please contact our Customer Service Representatives at 575-526-3491 option 1.