

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

August 2026



Board Meeting
August 20, 2026
at 3:00 P.M.

Last Day To Pay
August 20, 2026
before 3:00 P.M.

Disconnection Date
August 24, 2026

Current Bills Due
August 25, 2026
before 3:00 P.M.

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



**"Let the sunshine of
August inspire you to
shine your brightest."**

-Unknown-

NEW RATE SCHEDULE

Doña Ana MDWCA would like to remind its members the new rate schedule approved by the Board of Directors, will take effect September 1, 2026. You can view the detailed breakdown of the new rates online. Please visit www.dawater.org and navigate to: **Customers Tab > Customer Policies > Related Documents > Customer Policies FY27**. If you have any questions, please do not hesitate to email our Customer Service Department at customerservice@dawater.org. We are happy to help!

WATER OUTAGES, ALERTS & NEWS

Are you missing important water outage notices, alerts and news? Make sure you are subscribed to receive updates from Doña Ana MDWCA. Visit www.dawater.org then **Click Subscribe > Enter Your Name > Enter Your Email > Enter Your Cell Number > Click Subscribe**.

CUSTOMER UPDATE INFORMATION

For Doña Ana MDWCA to better serve you, please update all your contact information including your name, contact number, e-mail, etc. All forms are available on our website at www.dawater.org under **Customer Tab > Customer Resources > Customer Forms > Customer Update Form** and email it back to customerservice@dawater.org.

PARKING REMINDER

To ensure all our members have a safe and comfortable experience, we kindly ask that you keep our designated handicap parking spaces clear. If the main parking lot is full, please note that we have additional parking across the street. Thank you for your courtesies!



EMPLOYEE SPOTLIGHT

On behalf of the Association, we would like to extend our warmest congratulations to Cynthia Ormseth for her 9th-year Work Anniversary and Anthony Legarda for his 5th-year Work Anniversary. Thank you both for everything you do! We look forward to many more successful years ahead!



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RECOMMENDED WATER SCHEDULE

To help conserve our precious water resources, Doña Ana MDWCA's recommended water schedule is in effect until September 30th. Even-Numbered Addresses water on Sunday, Wednesday, and Friday. Odd-Numbered Addresses water on Tuesday, Thursday, and Saturday. No residential watering on Monday. **SAVE EVERY DROP, FOR A BETTER TOMORROW!**



WATER CONSERVATION IN THE KITCHEN

- Thaw frozen foods in the refrigerator instead of under running water.
- Soak pots and pans instead of letting water run while scrubbing.
- Steam vegetables rather than boiling them to use less water.
- Wash fruits and vegetables in a bowl rather than under the running faucet.
- Run the dishwasher only when it is fully loaded.
- Scrape food scraps into the trash or compost rather than rinsing plates before washing.

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.

PAYMENT OPTIONS

On-line: 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 method can be done with a credit card, debit card or e-check. Please be aware there will be a convenience fee per transaction.

Over the Phone Payments (IVR System): Payments can be made over the 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. Payments can be made with a credit/debit card or e-check. Please be aware there will be a third-party convenience fee per transaction.

Pay Via Text (IVR System): Users wanting to pay by text will need to register the account online or request a text link to be sent to them from customer service. The system will then send a link allowing the customer to register their account or proceed to payment. Once registered the billing system will send text messages once a balance is available. Payments can be made using a debit/credit card or e-check. Third party convenience fees will be applicable for each transaction.

Kiosk Payment: The Kiosks are available 24 hours a day, 7 days a week. There is a Kiosk available in the drive-through lane and another adjacent to the main entrance. Payments can be made by simply selecting the payment option you prefer, Cash (round to the nearest whole dollar), Check or Debit/ Credit Card (third party convenience fees will apply), Scan your bill, manually enter the account number or utilize the name and street number option.

For the full Policy, please see page 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**

**“August days are long
and bright, allowing
dreams to soar high and
far.”**

-Remez Sasson-