

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

APRIL 2019

CALENDAR OF EVENTS:

Board Meetings:

- April 4
- April 18
- May 2
- May 16

Past Due Bills Due:

- April 22

Before 3:00 pm

Disconnection Day:

- April 23

Current Bills Due:

- April 25

Before 3:00 pm

Association Closures:

- May 27

The Cost of Hidden Leaks:

Have you ever been lucky enough to find a leak? That's right; we said, 'lucky enough'. That is because we live in an area where more often than not a leak is extremely difficult to locate. On average a leak in a household can total over 10,000 gallons of water wasted each year, and our desert environment can absorb enough of the moisture to leave a homeowner struggling to find the source. We usually think of the more visible leaks in a home that occur from worn toilet flappers or dripping faucets, however one of the most common problems come from joint fittings in pipes. Warmer weather usually means spring has arrived which results in increased irrigation and water use for landscaping, pools, and all manner of events to try to relieve the pressure of the heat. Inspecting your outdoor system for any damage from frost or freezing is important. Warning signs do exist to assist residents in early leak detection before receiving the surprise of a high water use bill. These signs can go unnoticed but are extremely beneficial to a homeowner when pinpointing a water leak. These indicators can include, but are not limited to, lower water pressure or the appearance of water damage, stains, and new greenery. Many leaks can be easy to fix and can save precious resources and your pocketbook. To detect a leak you must shut down all water use inside your home or contact a plumber for assistance. A professional can assist in not only correcting the issue but increase the efficiency of your home. Locating a leak in a timely manner and preventative maintenance can save your household a lot of stress, and keep your home safe.

As a customer, you are automatically enrolled in our Water Loss Protection, however if you prefer to opt out of this feature, or have questions about water and sewer loss protection, and line protection insurance please contact ServLine directly at 575-449-8055. 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. We realize leaks are never expected and have researched the benefits of leak insurance policies in order to better serve our membership. We strongly encourage you to review our policies at www.dawater.org.

Statistics on Average Water Loss Per Month:

- Leaking Toilet @1/2 GPM = 21,600 Gal/mo.
- Drip Irrigation @1 GPM = 43,200 Gal/mo.
- Watering Garden for 2 hours @ 5 GPM = 18,000 Gal/mo.
- Watering Garden for 2 hours @ 10 GPM = 36,000 Gal/mo.
- Stuck Ice Maker @ 2 GPM = 86,400 Gal/mo.
- Stuck Check Valve in Washing Machine - 30 minutes = 240 Gal
- Stuck Float Valve in Watering Trough @ 5GPM = 216,000 Gal/mo.

INSIDE THIS ISSUE:

Hidden Leaks 1

Projects 1

Know Your Meter 2

Understand Your Bill 2

"We do not need magic to change the world, we carry all the power we need inside ourselves already. We have the power to imagine better."

- JK Rowling

Know Your Water Meter



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

**5535 Ledesma Dr., Las
Cruces, New Mexico
88007**

**P.O. Box 866, Doña Ana,
New Mexico 88032**

Office:

575-526-3491

Emergency:

575-644-4027

www.dawater.org

ServLine:

575-449-88055



As a water consumer understanding how to read your meter can be very beneficial and our meters are equipped with an LCD display to provide a modern, easy to read experience should you wish to review your water usage. This benefit allows a consumer the access to be able to view their meter reading for calculations of water usage and the rate of flow. The display also has a leak indicator which, if present, will display during the possibility of a leak. The indicator is a dripping faucet icon that will show in the upper left corner of the LCD panel. Instructions are provided below for reading your meter.

We do wish to remind everyone that the meter and everything that is housed in the meter box is the property of Dona Ana Water, and for the sole use of the Association. We realize there is an angle

valve within the meter box, however we strongly discourage the use of this. Should the valve be accidentally or intentionally broken a \$300 tampering fee is applied to the account; there are no exceptions to this fee. We realize emergencies do occur, which is why we encourage homeowners to install their own shut off valve as required in your User's Agreement. If you do not currently have a shut off valve located outside of the meter box, please contact a plumber or handyman to complete this installation. Any maintenance that requires the water to be turned off will necessitate an Association Operator to complete a service call to turn off the meter and then restore services. If you have any questions or concerns, please contact our office at 575-526-3491.



Instructions for reading the meter:

First, open the top cover using the tab located near the bottom of the meter. The top cover should swing open and an LCD display should be visible. If there is enough sunlight, the LCD display will come to life and present a series of 8's which will then lead you to the normal display mode. If your meter display does not come on, please shine a flashlight close to the face of the meter display which will activate the meter. Once the meter turns on, you should see the display flashing between two screens intermittently. The first screen is the total number of gallons of water that have passed through the meter, called the "reading". The second screen, which is the rate screen, shows the rate of flow in gallons per minute as water flows through your meter when you are using it.

Understand Your Bill:

Dona Ana MDWCA would like to take the opportunity to clarify our base rate, and the process for current and past due accounts. We have received questions regarding our base charge and need to clarify this charge does not include any water usage. The base charge is for the meter and having water available when you turn on your faucet. This covers fixed costs and overhead with the Association and is not driven by the water that is pumped. The water usage charge is more of a variable charge that assists in covering personnel costs, system repairs and maintenance, and electricity costs.

We function on a standard billing calendar, based on an approximate 30-day month. All accounts are due in full no later than 3:00 p.m. on the 25th of each month; however, if that day falls on a weekend or holiday the due date will be pushed to the next business day. Any payment received after the cut off time of 3:00 p.m. will be considered past due.

On the next billing cycle an account holders bill will be noted as "Past Due" and assessed a Late Payment Penalty Fee of 10% of the outstanding balance. The total amount shown as "Past Due" on the bill must be paid before 3:00 p.m., and the due date now falls 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. We will never disconnect a service over a weekend or holiday.

There are no exceptions to our policies; even if a bill is not received. If you have not received a copy of your billing statement, please contact our office so that we can assist you. We accept payments in numerous ways, including online and over the phone. Even if a Third-Party contractor or bill paying agent fails to pay a delinquent utility account balance on behalf of an account holder, the account will be charged accordingly. This includes the Late Payment Penalty Fee after thirty (30) days, and a Nonpayment Fee fifty (50) days after the initial bill.

If you have any questions or concerns, please contact our Customer Service Representatives at 575-526-3491. All our policies can be found in our Policy and Procedures Handbook located on our website under the Customer Service tab at www.dawater.org