

# DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

April 2026



**Board Meeting**  
**April 16, 2026**  
**at 3:00 P.M.**

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

**Disconnection Date**  
**April 21, 2026**

**Current Bills Due**  
**April 27, 2026**  
**before 3:00 P.M.**

**Office Closure**  
**April 3, 2026**

**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**

**HAPPY EASTER!**



**“April is a reminder that  
life is beautiful, ever-  
renewing cycle.”**  
**-E.E. Cummings-**

## **IMPORTANT NOTICE**

Beginning April 1st, 2026, any utility payments mailed to our old PO Box (PO Box 866, Doña Ana, NM, 88032) will now be returned to the member. Please Send All Payments To Our New Address: PO Box 15124, Sacramento, CA, 95851-0124. Those members who have Bill Pay with First Light will need to contact your bank to update the payment address. To ensure your payments are processed on time and to avoid any service interruptions, please update your records. If you have any questions please contact our Customer Service Department at customerservice@dawater.org.



## **CUSTOMER QUESTIONS**

**What is the minimum amount I must pay to keep my services from being shut off?** The entire outstanding balance must be paid in order to prevent the interruption of services.

## **EMPLOYEE SPOTLIGHT**



Juan Carlos

Doña Ana MDWCA is proud to recognize and congratulate Juan Carlos Bustamante and Jeremy Apodaca for passing their **Water Level 2 State Certification**. Your hard work and perseverance are truly paying off. Thank you for your continued commitment to the Association and we look forward to your continued success.



Jeremy

\* \* \* \* \*

We would also like to welcome Tray Evans, Brad Portillo and Jacob Walsh who joined our Operations Department in March. We at Doña Ana MDWCA believe your skills, experience and back ground will be a huge asset to our team. We look forward to working with you and achieving great things together. Welcome aboard!



Tray



Brad



Jacob

## **RECOMMENDED WATER SCHEDULE**

Doña Ana MDWCA's water schedule allows home owners with even address to water on Sunday, Wednesday, and Friday. Home owners with odd numbers water on Tuesday, Thursday, and Saturday. No residential watering on Monday. This recommended water schedule is in effect until September 30th. Water is a precious resource, every drop counts!



## **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.

## **USER SERVICE FEES**

Applicability:

**New Service Activation:** User request for utility service(s) to establish, process and activate a new utility account.

**Service Deactivation:** User request provided in writing to deactivate utility service account.

**Account Record Name Change:** Account name change on an existing utility service account requested by the user in writing due to and with proof of marriage, death of spouse, or divorce.

**Delinquent Account Service Deactivation:** Deactivation (shut off) of utility services due to non-payment of service. **Delinquent Account Service Activation:** Activation of a utility service account that has been shut off due to non-payment of service. Utility service will not be reactivated until all balances in arrears have been paid in full or other financial arrangements have been agreed to by Doña Ana MDWCA Executive Director and the user. Only when a delinquent user has made financial arrangements for their account will the service be scheduled for activation.

**Field Service Activation:** The dispatch of field service technicians to physically activate or deactivate utility services. Field service activation is fulfilled by service orders submitted at least one business day in advance. Service orders submitted will normally be scheduled for completion the following business day, Monday through Thursday, during regular business hours, 7:30 a.m. to 5:30 p.m., and Fridays 8:00 a.m. to 5:00 p.m. excluding holidays. However, from time to time, seasonal demand for service activations and other field service work may extend the following business day service order activation timeline by two (2) to three (3) days.

For the full policy please see pages 5 and 6 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**

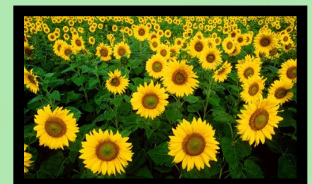
### **Website**

**[www.dawater.org](http://www.dawater.org)**

### **Servline**

**By HomeServe**

**575-449-8055**



**"April is a promise of  
what's to come."**

**-Gladys Taber-**