

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

January 2023



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Board Meetings

- ◆ January 5, 2023
- ◆ January 19, 2023

Last Day To Pay

- ◆ January 20, 2023
Before 3:00 p.m.

Disconnection Date

- ◆ January 23, 2023

Current Bills Due

- ◆ January 25, 2023
Before 3:00 p.m.

Office Closure

- ◆ January 2, 2023
- ◆ January 16, 2023

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

“What a wonderful thought it is that some of the best days of our lives haven’t even happened yet.”
-Anne Frank-

ATTENTION

Dona Ana MDWCA would like to inform our members this mailing was NOT sent out from our office. Please do not attempt to reply to this notice. If you have any questions please contact our Customer Service Department at 575-526-3491.

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ANNUAL MEMBERSHIP MEETING

The Board of Directors would like to inform our members of the upcoming Annual Membership Meeting scheduled at Dona Ana Elementary School on Wednesday, January 25, 2023 at 7:00 p.m. The meeting will include reports on our current events, operations, projects and financials. Please join us to learn more about our upcoming projects. The agenda will be available on our website at www.dawater.org. We hope that everyone can join us to learn more about the Association.

REPORTING SUSPICIOUS ACTIVITY

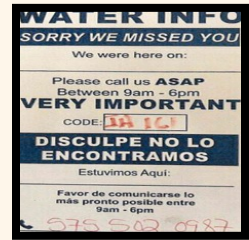
Should any of our members see any suspicious activity around hydrants, meters, or any of our facilities please contact Law Enforcement Authorities and our office at 575-526-3491. If after hours please contact our emergency on-call operator at 575-644-4027.

PHONE SCAM AWARENESS TIPS

- ◆ Scammers have you IDENTIFY yourself.
- ◆ Scammers say there is a PROBLEM.
- ◆ Scammers PRESSURE you to act immediately.
- ◆ Scammers tell you to PAY in a specific way.

CALENDARS

We still have 2023 calendars available for our members. Please stop by the main office and pick one up today.



HAPPY NEW YEAR FROM DONA ANA MDWCA!

CELEBRATE LAUGH GRATEFUL HAPPY FAMILY

SE COLLECTION PROJECT

The SE Collection Project is pending approval from the Federal level in Washington, DC. At this time we are still accepting applications 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.

RED CHILI POSOLE

Ingredients

- ◆ Red chili sauce (frozen or fresh)
- ◆ Garlic cloves (6-8), minced
- ◆ Bush’s White Hominy (108oz)
- ◆ Salt
- ◆ Pork shoulder (5-6 pd)
- ◆ Dried Mexican oregano
- ◆ Shredded cabbage
- ◆ 1 bay leaf
- ◆ Chopped onion
- ◆ Lime wedges
- ◆ Radishes
- ◆ Cilantro

Directions

- ◆ Cut pork into chunks, and sear for 2 minutes on each side in a skillet
- ◆ Add pork to stock pot, cover with water, add garlic and salt
- ◆ Cook pork 3 to 4 hours, skim the fat off the top
- ◆ Remove pork, and shred into bite size pieces, then add back to stock pot
- ◆ Remove bay leaf
- ◆ Add in your red chili and hominy and cook for an additional 30 minutes
- ◆ Garnish with cilantro, radishes, onion, cabbage, lime wedges, oregano



NEVER FLUSH DOWN THE TOILET

- ◆ Fats, Oils, and Greases (FOG)
- ◆ Disposable "Flushable" Wipes
- ◆ Baby Wipes
- ◆ Feminine Hygiene
- ◆ Coffee Grounds
- ◆ Egg Shells
- ◆ Rags or Towels
- ◆ Sticks, Pebbles, Sand
- ◆ Cat Litter
- ◆ Antifreeze
- ◆ Medicines and Pharmaceuticals
- ◆ Needles and Razor Blades
- ◆ Pesticides, Herbicides, and Fertilizers
- ◆ Poisons including Rat / Mice Bait
- ◆ Gloves
- ◆ Plastic Bags
- ◆ Cigarette filters
- ◆ Kleenex

COMING SOON - SELF-SERVICE KIOSKS

A self-serve Kiosk offers a secure and convenient way to make your utility payments anytime. We will have two Kiosks available for our members, one in the drive thru lane and the other will replace the drop box at the front door. A scan bar will be provided on the utility bill to expedite the payment process. Here are some benefits of the self-serve Kiosk.

- ◆ The Kiosk will be available in English and Spanish.
- ◆ The Kiosk offers around the clock assistance to pay your utility bill– not just during regular work hours. (24 hours a day, 7 days a week)
- ◆ Kiosk will also promote social distancing for our members.
- ◆ Kiosk will be ADA compliant.
- ◆ The Kiosk will accept checks, cash and credit cards with the exception of American Express.
- ◆ Kiosk allows members to pay their utility bill without the help of a staff member.
- ◆ Kiosk eliminates the long lines at the counter.
- ◆ Kiosk will provide quicker service to pay your utility bill.

More information about the Kiosk will be announced in the coming months. We are excited to share this information with our members.

GALLONS PUMPED

For the month of November Dona Ana Mutual Domestic Water Consumers Association pumped 44,036,864 gallons of water for our members.

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.

BILLING FOR UTILITY SERVICE

Doña Ana MDWCA will bill on a cyclical billing basis based on a billing period of approximately thirty (30) days "or a standard billing month". The Association will administer all applicable fees, penalty fees, nonpayment fees and procedures in compliance with Doña Ana MDWCA Billing and Service Policies. Meters will be read as nearly as possible at regular intervals on a monthly basis. In the event that meters cannot be read due to inaccessibility, register failures, damage, tampering, bypassing, or other causes, the metered values will be estimated based on the following: Previous consumption by metered service to the premises; Average consumption for the corresponding billing periods during which the meter(s) are known to have registered correctly; Consumption as registered by a secondary meter if installed, or Estimation based on the nature of use, volume or business, seasonal consumption, and/or any other factors that may assist in determining consumption. For the full policy please see page 13 in our Policy Handbook.



**COMMITTED TO
PROVIDE QUALITY
WATER AND
SANITATION
SERVICES FOR
MEMBERS OF OUR
COMMUNITY.**

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Las Cruces, NM
88007

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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

***"You are never
too old to set
another goal or
to dream a new
dream."
-C.S. Lewis-***

FELIZ AÑO NUEVO

2023