

Dona Ana Mutual Domestic Water Consumers Association

JUNE 2018

CALENDAR OF EVENTS:

Board Meetings:

- June 7
- June 21
- July 5
- July 19
- August 2
- August 16

Association Closures:

- July 4

Past Due Bills Due:

- June 20

Disconnection Day:

- June 21

Current Bills Due:

- June 25

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Rate and Policy Review

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Data Logging &
Meter Testing

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Board of Directors

In 2016 the Association completed a rate analysis hosted by a nationally recognized rate specialist. With this study we adopted new procedures of reviewing rates and policies every year at the start of a new fiscal year to go into effect July 1. We do not anticipate major policy changes and it will be at the discretion of the Board of Directors to determine any rate changes that may come into place for water and wastewater.

We are also hosting two public meetings as we continue to pursue funding to strengthen our infrastructure. The Association is completing a funding application from the United States Department of Agriculture (USDA) Rural Development for financial assistance to advance the Southeast Collection Wastewater System. This project helps create a regional partnership with the City of Las Cruces as they will be the permanent treatment provider for all wastewater collection from the Association east of the Rio Grande. Many areas within the SE Collection System have either failing septic tanks or cesspools. This project will help to protect the current drinking water source and help with possible health risks associated with these problem areas. The meeting is scheduled on May 31st. The second meeting will be on June 6th to review the 2020-2024 Infrastructure Capital Improvements Plan (ICIP) and obtain public input on improvements to water or wastewater infrastructure. The ICIP is a plan that establishes scheduling priorities for anticipated capital projects. The state coordinated the ICIP process to encourage entities to plan for development to ensure they do not find themselves in emergency situations, but can plan for, fund, and develop infrastructure at a pace that sustains their activities. The public input will help to build the 2020-2024 ICIP.

POLICY FEATURE OF THE MONTH: Data Logging & Meter Testing

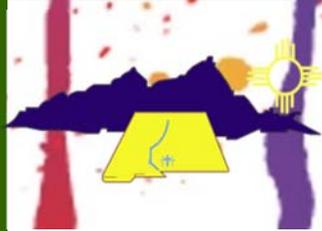
The warm weather is back in full force and so is watering season. If you open your monthly water bill to find the surprise of a larger than expected invoice please contact our Customer Service Representatives as soon as possible so that we can attempt to assist with locating the issue or answering any questions you may have. We can send an operator to inspect your meter to determine the possibility of a leak if this is a concern for your household. This does require someone to be present

in order to ensure all services are off on the property. A customer can also request a data log, which will document the hourly water usage for the past 90 days. There is a data logging fee of \$50.00 plus all applicable taxes. If a leak is found and a customer opted to participate in our Leak Insurance Program through ServLine a claim can be filed. Once the data log is complete, if you prefer to move forward with having the meter tested then a meter testing fee of \$50.00 per meter plus applica-

ble taxes will be charged for user requested testing. There is no charge if the meter is tested and found to be outside metering accuracy standards. Doña Ana MDWCA bases its meter accuracy testing on a third-party test results. Our goal is to ensure you understand your monthly bill and have confidence in understanding where the charges come from. If you have any questions or concerns please contact our office at 575-526-3491 or visit us on our website at www.dawater.org

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

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Office:

575-526-3491

Emergency:

575-644-4027

ServLine:

575-449-8055



ServLine

Quality On Tap!
Our Commitment Our Profession

Staff Updates

In January 2018 the Association began a new training program in Operations that assists our staff with obtaining their next level certification in water and wastewater. The program is hosted by our Administrative Specialist Margo Lopez, and provides six weeks of study material, homework, pretests, and tutoring to better prepare each individual for their exam through the New Mexico Utility Operator Certification Program. There are four levels for water certifications and four

levels for wastewater certifications; with each exam requiring a process of applications, education, and evaluation. Each operator is expected to study and prepare for their practice and State certifications, which requires their commitment and dedication to set aside time to make good use of their study guides and all training material they are given. In April and May there were two exam opportunities, and we are happy to announce that Alfonso Chavez prepared

for his Level II, Carlos Sanchez prepared for his Level III, and Ernest Armendariz prepared for his Level III. All have successfully passed their next level water certifications. We are very proud of the dedication and hard work our operators have demonstrated. In the short time the program has been in effect we have had seven successful passing certifications.



"We all have dreams. But in order to make dreams come into reality, it takes an awful lot of determination, dedication, self-discipline, and effort." Jesse Owens

Construction Projects

As many have seen in Picacho Hills, we are currently under construction along the Via Norte area. We do wish to remind the public that there will be extensive heavy equipment throughout Via Norte with traffic controls, flaggers, and orange barrels directing traffic. Please be cautious, drive slow, and be respectful to the workers and their safety. We are pleased with the current progress, and anticipate the Via Norte portion to be complete in early Fall.

We have two major upcoming projects out for advertisement; the Wastewater Treatment

Plant (WWTP) in Picacho Hills, and the Radium Springs Water System Rehab Project. The bids will be opened in early June and we should know who our apparent low bidders are by end of June. The construction dates for each project will vary based on when the awards and funding agencies approve the apparent low bidders. The WWTP Project consists of upgrades and improvements to the ever expanding District 5 wastewater system. The rehabilitation of Radium Springs is extremely exciting as it will bring new 6-inch water lines,



fire hydrants, pressure reducing valves, and a new booster station to our District 1 that is very much in need of improvements. This project is funded from USDA through a 3.2 million dollar grant and an 800,000 dollar loan. We will continue to publish updates and potential start dates for construction on our website at www.dawater.org and in our newsletters.