

# DONA ANA MUTUAL DOMESTIC WATERS CONSUMERS ASSOCIATION

March 2020



## News from Dona Ana Mutual Domestic Water Consumers Association: Annual Membership Meeting Presentation

The Association holds its Annual Membership meeting each year on the last Wednesday in January. This year our membership meeting was scheduled for January 29, 2020. Unfortunately, the Association did not have a sufficient number of members in order to call the meeting to order. The Association would like to ensure that the membership has an opportunity to still receive the information and reports that would have been provided at the meeting had it been held. Below is a link for the presentation for the meeting. The presentation covers general updates, project updates, a financial report, as well as water conservation presentation.

### Board President Report

- The various phone books have the incorrect phone number for the Association. Our correct phone number is 575-526-3491 and the after hours emergency number is 575-644-4027.
- The Association has recently gone to new business hours. The office is now open from 7:30 am to 5:30 pm and closed during lunch from 11:00 am to 12:00 pm.
- The Association staff has been working hard to obtain additional certification for the field staff and during 2019 our staff obtained 8 new certifications.
- The Association will be offering a new pay by phone option which will allow customers to pay their bill and check their balance 24 hours a day over the phone.
- The Association completed two projects last year: Via Norte Water Improvement Project and Southeast Collection Phase 2. Please see the slide show for more information.
- The Association currently has three projects under construction: District 5 Wastewater Plant Rehabilitation & Expansion, Radium Springs Water System Rehabilitation and Southeast Collection Phase 3. Please see the slide show for more information.
- The Association currently has four projects in the design phase. Please see the slide show for more information. The Association is currently seeking funding for four projects. Please see the slide show for more information.

### Board Secretary/Treasurer Report

- The presentation provides the FY19 final financial statement and the FY 20 current budget.
- The presentation provides a listing of the current state and federal funding sources for our current projects.

### Litigation Report

- The Association currently has two cases pending before the NM Appeals Court. The Association is hoping to have both cases resolved prior to the next annual meeting.

### Water Conservation Presentation

- The Association believes that water is a precious commodity and we want to encourage our membership to remember to conserve water when they can. The presentation covers a voluntary watering schedule as well as resources to help customers conserve water. Please see the slide show for more information.

The presentation is available on our website at <https://www.dawater.org/membership-meetings> under Power Point Presentation. There is also a copy available in our office for review. Should you have any additional questions regarding anything in our presentation please contact our office at (575) 526-3491.

### Inside this issue

- ◆ Staff Updates
- ◆ New Business Hours
- ◆ Phone Directory
- ◆ Water Conservation Corner
- ◆ Board President Report

### Board Meetings:

- ◆ March 5
- ◆ March 19

### Last Day to Pay

- ◆ March 20  
Before 3:00 p.m.

### Disconnect Day:

- ◆ March 23

### Current Bills Due:

- ◆ March 25  
Before 3:00 p.m.

### Office:

575-526-3491

### Emergency:

575-644-4027

### ServLine:

575-449-8055





### STAFF UPDATES

We would like to welcome our newest Customer Service Representative Leila Pino. We are excited to have her join our team here at DAMDWCA. Please visit our website to learn about employment opportunities and ongoing events at Dona Ana Water.

Dona Ana Water has been actively pursuing and perfecting our training program in Operations that assists our staff with obtaining their next level certifications in water and wastewater. The program is hosted by our Office Manager, 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 materials they are given.

We are proud to announce that Paul De La O and Cody De La O passed the State Certification for Water Level 1. We would like to congratulate our Operations Department for their commitment to the training program and excellence with continuing their education.



## New Mexico Rural Water Association

## Aqua es Vida! Essay Contest Win up to \$500.00!

- Are you in High School?
- Do you live in New Mexico?
- Do you have a story to tell about how clean drinking water is important to you in your life?
- Contest entries will be accepted until **March 20, 2020.**
- Find Complete contest rules at **[www.nmrwa.org](http://www.nmrwa.org)**.



### Water Conservation Corner

- ◆ Deep soak your lawn.
- ◆ Plant drought-resistant trees and plants.
- ◆ Put a layer of mulch around trees and plants.
- ◆ Use a nozzle on your garden hose.
- ◆ Do not water lawns between 9am and 5:00pm.
- ◆ Do not water on windy days.
- ◆ Always use a broom to clean walkways, driveways, decks, porches, rather than hosing off these areas.

Conserve Water



### New Business Hours

- ◆ Disconnect Day hours we will be open until 5:30 pm. We will no longer be open until 6 pm as we have extended our new business hours.
- ◆ The Association now has extended operating hours! Our office is now open from 7:30 am to 5:30 pm Monday - Thursday and 8:00 am to 5:00 pm on Friday. We will be closed from 11:00 am to 12:00 pm for lunch. However, if you have a water or wastewater emergency during the lunch hour please contact our emergency On-Call Operator at (575) 644 - 4027.