

# **DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION** *March 2025*



**Board Meeting**  
**March 20, 2025**

**Last Day To Pay**  
**March 20, 2025**  
**before 3:00 P.M.**

**Disconnection Date**  
**March 24, 2025**

**Current Bills Due**  
**March 25, 2025**  
**before 3:00 P.M.**

**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**

**“Spring will come and so  
will happiness. Hold on.  
Life will get warmer.”**

**-Anita Krizzan-**



## **WHO IS RESPONSIBLE FOR THE LEAK?**

This question comes up frequently from our Homeowners. If you have a leak between the meter and your home, the homeowner is responsible to fix the leak. If the leak is from the meter to the street, then Doña Ana MDWCA will be responsible to fix the leak. Please email our Customer Service at [customerservice@dawater.org](mailto:customerservice@dawater.org) for more information on this matter.

## **PARKING**

Just to remind our customers that additional parking is available across the street on Ledesma Dr. Please do not block the drive thru lane as this lane is open for business at all times.

## **NATIONAL EMPLOYEES APPRECIATION DAY-MARCH 7TH**

On behalf of Doña Ana MDWCA, we would like to take the time to say thank you to our valued employees for all your outstanding work and dedication to the Association. You are all greatly appreciated for everything you have done throughout the year.

**“Happy Employee Appreciation Day!”**

## **BILLING DUE DATES**

Bills are due in full by the 25th of each month. If the 25th falls on a weekend or a holiday, then bills will be due the next business day before 3:00 P.M. If payments are not received by 3:00 P.M., the account will be accessed a Late Payment Penalty Fee.

## **EMPLOYEE SPOTLIGHT**

Way to go! We would like to congratulate Juan Carlos Bustamante and Jeremy Apodaca in our Operations Department for passing their Water Level I State Certification Exam. Your hard work has paid off.



Juan Carlos Bustamante



Jeremy Apodaca

# **CASA DE PEREGRINOS FOOD DRIVE**

**ACCEPTING DONATIONS**  
**March 1ST - April 30th**

## **SUGGESTED CANNED OR BOXED ITEMS:**

Fruits, vegetables, meats, stews, beans, soup, tomatoes, and tuna, (low sodium), pasta, rice, whole grain cereals, peanut butter, and jerky. Other items such as ensure, baby food, formula, toiletries, and feminine hygiene products.

**Join us to help fight hunger in our community!**

**DROP OFF LOCATION: 5535 LEDESMA DR**

## **DONA ANA VILLAGE LIFT STATION AND FORCEMAIN PHASE 2**

Doña Ana Village Lift Station and Forcemain Phase 2 has been awarded to Morrow Enterprises, Inc., they are expected to start construction in the next 60 days. This is a continuation of the rehab process for the forcemain that was recently completed on El Camino Real Rd and tied in at the north side of Los Venados Subdivision. The second phase of this project will start down on the south side of Cristo Rey street and tie in at Pedro Madrid Rd. The original system has extensive levels of corrosion and deterioration as it was originally built in 1997. The rehabilitation of this project will upgrade the existing 8-inch forcemain to a 12-inch forcemain. This phase of the project is expected to be completed early 2026.

As with any construction, we ask the public to be mindful of the construction workers and our staff. There is heavy equipment involved in these projects with traffic controls, orange barrels, and flaggers directing traffic. Please be cautious, drive slowly and be respectful to the workers and their safety.

If you have any concerns or questions please email our Customer Service Department at [customerservice@dawater.org](mailto:customerservice@dawater.org).

# **HAPPY ST. PATRICK'S DAY!**

### **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 .

### **PAYMENT OPTIONS**

**On-line: [www.dawater.org](http://www.dawater.org):** Payments can be made 24 hours a day. You will be required to have either registered the account or by quick pay. This method can be done with a credit card, debit card or e-check. Please be aware there will be a convenience fee per transaction .

**Over the Phone Payments (IVR System):** Payments can be made over the phone by calling our office at (575) 526-3491 option 1. This feature is available 24 hours a day 7 days a week. The system will require you to have your account number. Payments can be made with a credit/debit card or e-check. Please be aware there will be a third party convenience fee per transaction.

**Pay Via Text (IVR System):** Users wanting to pay by text will need to register the account online or request a text link to be sent to them from the Customer Service Department. The system will then send a link allowing the customer to register their account or proceed to payment. Once registered the billing system will send text messages once a balance is available. Payments can be made using a debit/credit card or e-check. Third party convenience fees will be applicable for each transaction.

**Kiosk Payment:** Users can look up accounts by scanning the bar-code on their bill, searching their account by entering the service address or first and last name on the Kiosk. The kiosk system will take cash, check and credit/debit cards. Cash payments will round up to the nearest dollar. Third party convenience fees will be applicable for each credit/debit card transaction.

For the full policy please see page 15 in our Policy Handbook



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

**Physical  
5535 Ledesma Dr.  
Las Cruces, NM  
88007**

**Mailing  
P.O. Box 866  
Dona 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**

**“March is an  
example of how  
beautiful new  
beginnings  
can be.”  
-Anamika Mishra-**