

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

June 2021



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Board Meetings:

- ◆ June 3, 2021
- ◆ June 17, 2021

Last Day to Pay:

- ◆ June 21, before 3:00 p.m.

Disconnection Date

- ◆ June 22, 2021

Current Bills Due

- ◆ June 25, before 3:00 p.m.

Office Hours:

- ◆ Monday thru Thursday
7:30 a.m. - 11:00 a.m.
12:00 p.m. - 5:30 p.m.
- ◆ Friday
8:00 a.m. - 11:00 a.m.
12:00 p.m. - 5:00 p.m.

*"To the world
You are a dad.
To our family you
Are the world."*

-Unknown-



DISCONNECTION DATE ALERT

As you are aware disconnections were previously suspended of all water service due to the COVID-19 pandemic. Effective June 2021 disconnection of past due accounts will resume. If your account contains any past due balance after 3:00 p.m. on June 21, 2021 your account will be scheduled for disconnection the following morning on June 22, 2021.

REOPENING THE LOBBY

Face masks will be required upon entering the lobby, while maintaining a 6 foot separation from other customers. Thank you for helping slow the spread.

ACE PROGRAM

Dona Ana MDWCA is actively seeking a high school senior student enrolled in the 2021 – 2022 Ace Program to earn credit towards graduation by participating in a hands-on career opportunity, while getting paid! This office position will provide & develop new skills, form positive relationships with professionals and can provide valuable references for full-time employment, college admissions, and scholarships. To be considered you must reside in the district, submit a letter of interest, a completed application (which can be found on our website www.dawater.org) and a resume to Margo Lopez, Office Manager at margo@dawater.org. This position will remain open until filled.

BROWN WATER

Please call Dona Ana MDWCA **IMMEDIATELY** when you experience discolored or brown water to have our operators flush the lines in the affected area. Our office number is 575-526-3491.

HAPPY FATHER'S DAY FROM DONA ANA MDWCA!

CREDIT CARD FEES AND WEB DRAFTS

Just a friendly reminder, as of March 25, 2021 we no longer draft credit card payments. You can go to our website and draft your payment from there, each transaction will cost \$1.25.

To set up or cancel your web credit card draft you will need to login to our website, click payment options, select pay your bill now, enter your login information, click on utility billing, and manage autopay or cancel. Select cancel to delete your web credit card draft.

COVID-19 ASSISTANCE RELIEF PROGRAMS (IF AVAILABLE)

- ◆ If you have been financially impacted by the COVID-19 pandemic there are grant programs available to assist with outstanding utility accounts. The Emergency Rental Assistance Program (ERAP), via Dona Ana County, continues to accept applications from constituents who are renters and have been financially affected by COVID <https://www.donaanacounty.org/rent-utilities-assistance>. This program can help eligible renters with covering back rent and renter's utilities. Landlords can apply on behalf of their tenants for this program as well.

- ◆ If you are a property owner and are financially struggling due to the pandemic please contact New Mexico Department of Finance <https://www.nmdfa.state.nm.us/office-of-the-secretary/emergency-rental-assistance-program/>.

DISTRICT 3 BOARD MEMBER

DAMDWCA is seeking a Board Member who resides in District 3. A Board Member is expected to maintain their leadership role through the use of reasonable care and good judgement for making decisions on behalf of the interest of the Association while complying with governing documents. Please contact our office at 575-526-3491 for more details.

WATER CONSERVATION

Dona Ana MDWCA water schedule allows home owners with even addresses to water on Sunday, Wednesday, and Friday. Home owners with odd numbers water on Tuesday, Thursday, and Saturday. No residential watering on Monday. This schedule is in effect from April 1 through September 30.

- ◆ Water plants deeply to encourage deep root growth and drought tolerance.
- ◆ Use mulch around plants to reduce evaporation
- ◆ Start vegetable plants from seed. They will develop stronger and deeper root systems this way.
- ◆ Pruning properly can help your plants use water more efficiently.

**Make sure to water
on the correct day
for your address!**



SOUTHEAST COLLECTION SYSTEM UPDATE

We are excited to begin our final phase of the Southeast Collection System Project. The project is currently at 95% complete for design and is being reviewed by the funding agency. This phase is expected to begin construction in Winter of 2021. The construction will include the installation of approximately 55,000 Linear Feet (LF) of 4 - inch, 6 - inch, 8 - inch, and 10 - inch vacuum sewer pipe and related infrastructure including vacuum calve pits and buffer tanks. There will be over 500 new sewer connection that will be installed including service piping, wyes, cleanouts, air terminals, and septic tank abandonment.

This project will provide over 600 homes the option to connect to the sewer system and have their septic tank or cesspool removed. The project has received \$15,252,100 in funding with \$11,026,100 in grant funds and \$4,226,000 in a low cost loan. The funding for this project will include covering the cost of the impact fee or decommissioning of septic tank and cesspools for customers in the project area for over 500 homes. Starting March 1, 2021, the Association will begin accepting applications for homeowners who wish to connect to the system. The grant funds that will pay for the impact fee, decommissioning of the septic tank or cesspool, as well as the customers connection to the system will be granted on a first come first serve basis. Once we run out of funding for that part of the project any homes who wish to connect will be required to pay the full connection and impact fee as well as hire a certified plumber to complete the work on their private property. Refer to our website for a brief presentation under upcoming projects. Please contact one of our Customer Service Representatives for more information on signing up for service. Watch your mail for letters that were sent out in April.

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.

RENTAL PROPERTIES

LANDLORD UTILITY TRANSFER AGREEMENT A Landlord Utility Transfer Agreement (LUT Agreement) is available to rental property management entities or property owners that provide continuous Doña Ana MDWCA utility service to rental properties and consolidates account administration as specified by the landlord in the LUT Agreement. The LUT Agreement authorizes Doña Ana MDWCA to transfer water and wastewater without interruption in service to the landlord or property manager, as rental properties transition between tenant occupancy. In the event that a tenant is delinquent, Doña Ana MDWCA will deactivate services pursuant to the process stated in Doña Ana MDWCA Billing and Service Policies. Property management entities that do not want to execute an LUT Agreement to administer utility services for rental properties and want the utility account in the name of the property owner, will be required to provide the same information for a utility service application as stated in Application, Billing, and Payment for Service Section of Doña Ana MDWCA Billing and Service Policies and, a tax identification number if applicable, before service to tenants will be processed and activated. Failure of the property management entity to provide the property owner's information as stated above, may result in Doña Ana MDWCA placing a hold on the tenant's activation of utility services.



**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

**Servline
By HomeServe**

575-449-8055

*"My father didn't
tell me how to live:
He lived and let me
watch him do it."
-Clarence Budington Kelland-*

