

# DOÑA ANA MUTUAL DOMESTIC WATER

## CONSUMERS ASSOCIATION November 2024



**Board Meeting**  
November 21, 2024  
at 3:00 P.M.

**Last Day To Pay**  
November 20, 2024  
before 3:00 P.M.

**Disconnection Date**  
November 21, 2024

**Current Bills Due**  
November 25, 2024  
before 3:00 P.M.

**Office Closure**  
November 11, 2024  
November 28, 2024  
November 29, 2024

**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

**“Gratitude unlocks  
the fullness of life.”**

**-Melody Beattie-**



### **WASTEWATER BILLING CALCULATIONS**

We would like to remind our members who receive wastewater services that your annual calculations will be based on the following reading dates; mid November 2024, thru mid February, 2025, and becomes effective on your April 1st, 2025 billing. During this time period if you experience a water leak, Doña Ana MDWCA will re-examine your account for a possible adjustment on your wastewater calculation. You must notify our Customer Service Department within 3 months of the leak. We will require that you provide us a receipt to show proof that the leak was repaired . Any questions please email our Customer Service Department at [customerservice@dawater.org](mailto:customerservice@dawater.org).

## **HAPPY THANKSGIVING!**

### **EMPLOYEE SPOTLIGHT**

We would like to introduce you to our newest team member Mataeus Bustamante who joined our Operations team in September. Mataeus has the skills and experience that the Association is looking for. We are ecstatic to have you alongside us.



Congratulations to Izaiah Escalante for obtaining his Level 1 Water Certification. The Association is incredibly proud of your accomplishments. You’ve worked so hard to make this success happen. Keep it up!



## **HOLIDAY TOY DRIVE**

**NOVEMBER 1ST — DECEMBER 20TH**

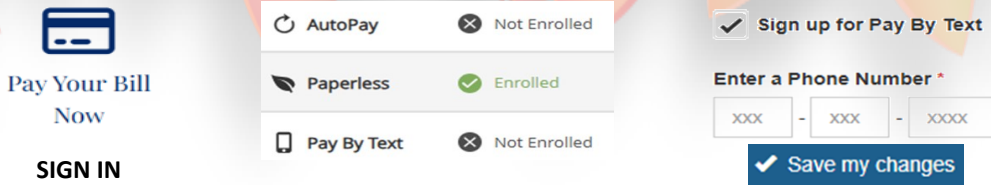
Please help us fill the box with a new, unwrapped toy for the less fortunate children in our community!

Ages 0 to 16 years old

**DROP OFF LOCATION: 5535 LEDESMA DR.**

## **PAY BY TEXT OPTION**

What is Pay by Text? Pay by Text allows Doña Ana MDWCA to send payment requests by text message, allowing customers to make a payment on their phone. You just click on the link and start the payment process. That's it! After the submission, the member will receive a confirmation message that the payment posted. It's easy, convenient and quick. No more logging onto the website and searching for the payment portal. Login to [dawater.org](http://dawater.org):



Your information has been updated successfully.

▪ Please check your mobile phone and read the details in order to complete the registration process.

## **CALENDARS**

We are pleased to let our customers know that our 2025 calendars have arrived. Please stop by our office and pick one up today.

## **COATS FOR KIDS**

The Association would like to thank our members for their generous donations to the Coats for Kids Drive that was held in September and October. The coats will be distributed in November to children in the Dona Ana County area. Your continued support plays a big role in ensuring children stay warm during these winter months. Thanks again for you donations!

## **PROJECT UPDATES-WEST MESA WATER SYSTEM PROJECT**

This project is currently in the design phase with Bohannon Huston, Inc. The West Mesa Water System project is intended to upgrade the existing water lines and expand services to a large unserved area in the West Mesa area. The current system has 2-inch and 4-inch water lines, this project will upgrade those lines to 6-inch, 8-inch, and 10-inch water lines to better serve our customers. The expansion of service will provide safe and reliable water sources, better water pressure, fire protection, and service for homes who currently have no option other than shallow water wells.

## **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.

## **WATER-COMMERCIAL SERVICE**

Available in the Doña Ana MDWCA water service area for any establishment engaged in the operation of a business, an institution, whether or not for profit, or government entities. Water service is not available for any business or enterprise engaged in commercial agricultural operation. Commercial agriculture means the growing of crops for food, fiber, consumption, or grazing or raising of livestock with the intent to sell the products for profit.

Such enterprises shall include, but not be limited to, clubs, hotels, motels, schools, hospitals, multi-unit complexes, churches, and municipal, county, state, and federal buildings. All commercial services require an approved backflow prevention device. See Backflow Prevention and Control Policy

Landscape water meter available per Landscape Meter schedule terms and conditions.



**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**

**“Thanksgiving is a  
time of togetherness  
and gratitude.”**

**-Nigel Hamilton-**

