

DONA ANA MUTUAL DOMESTIC WATERS CONSUMERS ASSOCIATION

September 2020



Inside this issue

- ◆ Leaky Faucets
- ◆ Payment Options
- ◆ Job Opportunities
- ◆ Subscribe to Website
- ◆ Suspicious Activity
- ◆ Water Conservation
- ◆ Policy Feature

Board Meetings:

- ◆ September 3, 2020
- ◆ September 17, 2020

Last Day to Pay:

- ◆ September 21, 2020
Before 3:00 p.m.

Current Bills Due:

- ◆ September 25, 2020
Before 3:00 p.m.

Office Hours:

- ◆ Monday thru Friday
7:30 a.m. – 5:30 p.m.

Association Closures:

- ◆ September 7, 2020



Leaky Faucets

Can a leaky faucet increase your water bill? A leaky faucet can indeed raise your monthly water bill by 10 percent. This is a costly mistake on the homeowner and the environment. A slow drip will waste 7 to 10 gallons of water per day, which could add up to 3,600 gallons of water each year. By repairing the leaky faucet yourself it can save you hundreds of dollars on a plumber. For more information go to epa.gov/watersense.



Payment Options

With so much uncertainty, we also know some customers might be worried about paying their bills. We understand the hardship local businesses and residents are facing and we will not be disconnecting customers for non-payment at this time. Please keep in mind that accounts with balances will continue to incur late penalties and nonpayment fees. We encourage our customers to continue making their payments to prevent additional fees on their accounts.

- ◆ Drop Box: 5535 Ledesma Dr. Las Cruces, NM 88007 – This box will be checked several times a day to ensure payments are posted in a timely manner. Check or money order.
- ◆ On-Line: 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 could be done with either a credit/debit card or e-check. Please be aware that there will be a surcharge of \$1.25 per transaction.
- ◆ Over the Phone: Effective July 1, 2020 we will no longer be taking over the phone payments, please use the IVR system.
- ◆ Dona Ana Water is asking our customers to use the exact change at this time due to the coin shortage. If you are paying with cash, any excess will be applied as a credit. We also take checks, debit and credit cards.

We are NO longer accepting payments at 12695 Leasburg State Park Rd and 6861 Via Campestre.

Job Opportunities

Dona Ana Water is looking for a Certified Operator to join our team. We offer variety of highly competitive and comprehensive benefits for our employees, from health insurance to retirement. Please refer to our website at www.dawater.org to apply.

Subscribe to our Website

Subscribe today to have News, Notices and Alerts delivered directly to you via Email or Text.

www.dawater.org

Water Conservation Initiative

The Association strives to encourage our water users to conserve water when it is possible. In our Southwestern community water is a precious commodity that must be carefully conserved to ensure we continue to have adequate supplies well into the future. While our current ground water (wells) are adequate for our current needs this may not be the case in the future. As such we must look for various ways of stretching those supplies. Water conservation represents one of the best ways to provide for our future needs.

Water Conservation can be accomplished through a various ways such as conservation programs that utilize educational outreach to the schools, incentives to change how we use water as well as end users being more proactive with there indoor and outdoor watering habits.

Other communities have instituted conservation policies and programs that have significantly reduced their per-person water consumption. For instance, El Paso, since 1985, after introducing water conservation as a main policy effort has successfully reduced their per-person consumption by more than 35%, going from 205 gallons per person per day (GPCD) to 128 GPCD in 2019. Alamogordo has had similar success going from 261 GPCD to 121 GPCD by 2004. We hope to have similar results as we look to focus on water conservation programs and goals for Dona Ana Mutual Domestic Water Consumers Association.

Reporting Suspicious Activity

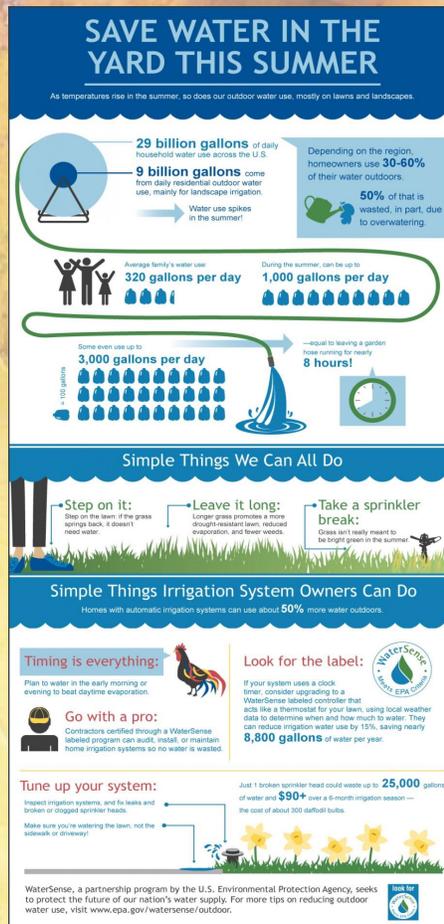
Should anyone see any suspicious activity around hydrants, meters or any of our facilities please contact Law Enforcement Authorities and our office at 575-526-3491. If after hours please contact our emergency on call operator at 575-644-4027.

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.

Shut Off Valve

The Board of Directors would like to remind our membership that the meter and everything that is housed in the meter box is the property of Dona Ana Water, and is for the sole use of the Association. We acknowledge there is an angle valve, also known as a shut off valve, within the meter box; however we strongly discourage the use of this. Should the valve be accidentally or intentionally broken there is a \$300 tampering fee; there are no exceptions to this fee. We realize emergencies do occur, which is why we encourage homeowners to install their own shut off valve on the user's side of the meter; as required in your User's Agreement. If you do not currently have a shut off valve located outside of the meter box, please contact a plumber or handyman to complete this installation. Any maintenance that requires the water to be turned off will necessitate an Association Operator to complete a service call to turn off the meter and then restore services; which we do charge a round trip fee of \$35 plus tax.



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:

575-449-8055

"Ah, September!
You are the doorway to
the season that awakens
my soul..."
-Peggy Toney Horton-

