

# **DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION** *September 2023*



## **Board Meeting**

September 21, 2023  
9:00 A.M.

## **Last Day To Pay**

September 20, 2023,  
before 3:00. P.M

## **Disconnection Date**

September 21, 2023

## **Current Bills Due**

September 25, 2023,  
before 3:00 P.M.

## **Office Closure**

Labor Day  
September 4, 2023

## **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

***It always seems impos-  
sible until it's done."***

***-NELSON MANDELA-***



## **ATTENTION ATTENTION ATTENTION ATTENTION ATTENTION**

Just a reminder! The Drive Thru Window and Drop Box are permanently closed. Please use the two self-service Kiosk machines for processing your utility payments. The Kiosks are located in the drive thru lane and near the front door entrance. They are available 24/7, cash, check, debit card, and credit card are all accepted which will provide you a more secure way to pay your bill.

## **FORGOT TO PAY YOUR BILL?**

Invoice cloud will be initiating soon! It will make the process of paying your utility bill more convenient and easier for members to pay the way you want. We encourage you to sign up and take advantage of these self-serve options which include pay by text, pay online, or by phone anytime from anywhere. Other options include:

- Schedule Single Payments and Setup Recurring Payment Reminders.
- Enroll in Autopay, and Paperless Billing.
- Monitor your Usage, and Account History.
- Available 24/7.

The payment process is simple and secure, Invoice Cloud accepts cash, check, and all major credit cards including Mastercard, Visa, and Discover (American Express not accepted). More details to come!



(Pictured left Ernesto Pena; right Mark Lopez)

## **EMPLOYEE SPOTLIGHT**

The Association is pleased to announce Mark Lopez has successfully passed his Wastewater Level IV State Certification and is now a double four operator! Congratulations Ernesto Pena for passing your Water Level II State Certification. We are extremely proud of your dedication and hard work that you both have demonstrated.

## **DISTRICT 3 BOARD MEMBER**

Dona Ana MDWCA would like to welcome our newest Board Member Brian Cox to District Three. Brian was born and raised in Las Cruces, New Mexico. He completed High School at Mayfield and continued his studies at NMSU. For the past 30 years, he has been the President of Sports Accessories, Inc. which serves Southern New Mexico and West Texas, specializing in custom screen printing and embroidery. **WELCOME TO THE TEAM!**





### **Dona Ana Village Lift Station and Forcemain**

Spartan Construction will continue installing the 12" forcemain on El Camino Real. They are currently working south of Taylor Rd between Dressage Ct and Avis Dr. Please be advised that this could interrupt water usage. The 12" forcemain will tie into the 18" main line south of Los Venados Subdivision. They will be installing over 10,000 feet of pipe as part of this project. The work will continue on El Camino Real until September 2023.



### **Southeast Wastewater Collection System**

We are excited to announce Morrow Enterprise Inc., will begin construction on this project in November of 2023. This project has received \$15,252,100 in funding from the United States Department of Agriculture Rural Development and Rural Utilities Services and \$6,000,000 from the NMFA Colonias Infrastructure Board. The construction will include roughly 55,000 Linear Feet of 4-inch, 6-inch, and 10-inch vacuum sewer pipe, division valves, and vacuum valve pits. The project includes funds to cover the impact fees, decommissioning of septic tanks and the connection from the home to the system. Once the funding is depleted homeowners will be responsible to pay all connection and impact fees. They will also be required to hire a certified plumber to connect the home to the system. For more information, please contact our Customer Service Department at 575-526-3491. For more information on the area covered by this project please visit <https://www.dawater.org/current-projects>.

### **INACTIVE METERS WITH NO OWNER**

All meters must have an owner assigned to them. In certain cases when properties change ownership meters will not have an owner assigned to them. Meters can go without an owner for 30 days, after that time period contact with the property owner shown on the property tax account with Dona Ana County will be attempted.

30 Days after the account ownership was terminated the account will receive the first notification regarding ownership of the meter,

45 days after the ownership was terminated the account will receive the second notification regarding ownership of the meter,

15 days after the second notification is sent all services will be removed from the property. When the new property owner request to transfer the meter to their name the Association will charge a \$750 fee to reinstall the meter, yoke, and meter box. The property owner will be responsible for connecting their plumbing to the meter.

For the full Policy please see pages 8 and 9 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

***"As we celebrate  
Labor Day, honor the  
men and woman who  
fought tirelessly for  
workers' rights,  
which are so critical  
to our strong and  
successful labor  
force."***

***-Elizabeth Esty-***

