

LA LUZ MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

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August 19, 2020

Dear Member(s),

I hope you are safe and well. Here is an update on what measures the Board is taking during the COVID-19 pandemic. The office remains closed to the public. Please continue to make payments via postal service or the drop-box. Our operators continue to maintain and monitor the water to ensure the safety and health of all, protect the environment, and comply with current governmental regulations.

On March 26, 2020, a letter went out to all members providing a temporary measure of relief for anyone impacted financially due to COVID19. This relief is still available to anyone experiencing a financial hardship due to COVID19 by providing a letter from your employer.

However, if you are delinquent in your payment or payment plan and have not contacted the office at (575) 437-7717 (Mon-Fri. 9am to 2pm) to make arrangements, *water cut offs will start effective September 1, 2020, to include water shut off and turn on fees.* The Board is aware of the financial impact this may cause to some of our members and are willing to work with members. However, the responsibility of payment remains on the member(s).

Our community is important to us. We strive to manage this business wisely.

We would like to encourage our member(s) to sign up for updates on our website <https://llmdwca.myruralwater.com>. We look forward to continuing our service for you in different ways.

Respectfully,



Cheri C. Moore
President