

**PINOS ALTOS MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION
(PAMDWCA) OPERATIONS POLICY (22 October 2025)**

BOARD OF DIRECTORS AUTHORITY

Article III of the Association's amended bylaws establishes the Board of Directors authority to establish rules necessary for the construction, maintenance and management of the Association's water system.

INTERRUPTION TO SERVICE

The Association shall not be liable for any damage to any Member for supply failure or other interruption of service.

The Association reserves the right to interrupt water service without notice in case of emergencies. Whenever an interruption to service occurs, affected customers will be notified as circumstances permit via email or text message (SMS).

The Association reserves the right, at any time, to restrict or prevent the use of any water furnished by the Association in circumstances deemed to require such restriction or prevention of use.

MEMBERSHIP APPLICATION

Landowners in the Pinos Altos area desiring water service furnished by the Association must fill out an application for membership to the Association by completing the appropriate Application. Applications for new service or transfer of service are available at the Association website, <https://pamdwca.org>, by email, or if requested, by USPS mail. Only fully completed applications will be considered for approval by the Board, generally at its next meeting after submission.

Transfers of memberships to a new owner of the underlying property are allowed. The transferring Member must file a notarized or recorded form showing such transfer. The new owner must apply for membership and pay the fees as stipulated for new members. Until the transfer of membership is satisfactorily completed, the original member shall be liable for the payment of all bills.

For assumption of new membership, the Bookkeeper/Office Manager has authority to start service once the deposit and all required paperwork are received, contingent upon the Board voting and approving membership at the next scheduled or emergency meeting

SECURITY DEPOSIT

New members with no history of payments with the Association must make a Security Deposit which will be refunded after 12 consecutive months of paying monthly bill on time, or after termination of service having paid all indebtedness to the Association.

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FEES

The current fee schedule is at the end of this document.

EQUIPMENT AND MAINTENANCE

The Association installs, maintains and owns all service connections and water lines up to and including the meter, meter box and yoke. For new service connections, the Association installs the member's shutoff valve on the member's side of the meter, at the member's expense. The member is responsible for all leaks and repairs on the member side of the Association's meter. In the case of transferred membership, the new Member must install a shut-off valve-within two feet after the meter in less than 60 days after the transfer or the meter will be locked incurring a Lock Out Fee.

Any unauthorized person who alters, operates, disturbs or tampers with Association property shall bear all costs of repair.

Members are responsible for providing safe and unobstructed access to their meter. The member will be billed for the cost of clearing brush from around the meter.

Clear the area around your meter to provide safe, monthly access to read your meter. If your meter can't be read, you are still liable for the cost of the water you have used, even though your bill may not show a charge for water used. After one month of not being able to read your meter, a \$25.00 charge will be charged to your account for each additional month we are unable to read your meter. This is in addition to the cost of water used since your meter was last read.

Here are a few tips:

1. Locate your meter. Determine if there is a safe, direct and unobstructed path to your meter-- free of debris, overgrown trees or bushes.
2. Ensure there are no holes or objects in the path to the meter that may cause the reader to trip, slip or fall.
3. Make sure your pets are secured where they cannot break loose and bite a meter reader.
4. As a reminder, homeowners will be liable for any injury sustained by the meter reader while performing their job on their property.

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USE OF WATER

All water sold by the Association shall be metered.

No one may resell any water service obtained from the Association to others except by special arrangement with the Association, nor divert water to any premises other than the one for which the water connection is authorized, nor interfere with the proper registration of flow through meters. Any such unauthorized sale, diversion or interference may result in loss of membership in the Association and prosecution under criminal and civil law.

Members are required to maintain their plumbing system in good repair.

WATER SERVICE AND BILLING

Water service is billed in arrears for each month. Meters are read at month's end; the water bill is issued shortly afterward. Due date for payment is the last day of month as indicated on the bill. Each member is liable for the payment of all rates and charges to the member's account.

The basic cost of monthly water service is the sum of the Administration Fee plus the Cost of Water used plus Gross Receipts Tax (GRT).

It is the member's responsibility to call the bookkeeper if the monthly bill has not been received by the 15th of the month.

If a Member is paying for more than one account, underpayments or overpayments will be divided among the accounts at the bookkeeper's discretion.

Payments must be made by valid check, money order or online (when available). Cash, post-dated or incomplete checks will incur a Late Fee per Association. NSF checks incur an NSF Fee. The NSF Fee shall not be construed nor constitute a defense to complaint filed pursuant to the Worthless Check Act, Section 40-49-1 et seq., NMSA, 1978.

Payment must be received by the bookkeeper by the due date, which is the last day of the month. If the account is delinquent, a Late Fee will be charged to the member. Notification of this delinquency will be mailed to the member's billing address, highlighted on the next monthly bill. If the account is 60 days delinquent, a Disconnect Notice will be mailed, and 15 days following this; the water will be disconnected. In order to re-establish water service, member must pay all current and past due charges, late fees and the re-connection fee.

Ninety days after a meter is locked out (which is 180 days of non-payment), the Association will remove the meter. In order to re-establish water service, the member must pay all current and past due charges, late fees, lock out fee, and a Reinstall Fee.

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A members wishing to discontinue the use of water service must give written notice to the Association. Until such written notice has been received, the member remains liable for the payment of all charges.

REFUSAL OF SERVICE

At the sole discretion of the Board of Directors, the Association shall have the right to disconnect, refuse to connect or reconnect any water service to members for the following reasons:

1. Violation of the rules and regulations pertaining to water service.
2. Nonpayment of bills by delinquent due date.
3. Willful or negligent waste of service due to improper or imperfect pipes, fixtures, appliances or otherwise.
4. Molesting any meter, seal or other equipment controlling or regulating the supply of water service.
5. Theft or diversion and/or use of service without payment.

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PAMDWCA FEES AND CHARGES – Effective July 2024

Monthly Administration Fee	\$25
Monthly water cost per 1,000 gallons:	
First 3,000 gallons	\$7.70
Next 7,000 gallons	\$10.45
Over 10,000 gallons	\$12.70
Right to New Connection Fee	\$4000
Estimated New Installation Cost	\$3500 - 5000
New Member Application Fee	\$25
Transfer Fee (no outstanding balance)	\$75
Transfer Fee (outstanding balance)	\$175
Security Deposit	\$50
Late Fee	10% of past due amount, minimum \$5.00
Certified Letter Fee	\$15
NSF Fee	\$20
Lock Out Fee	\$100
Reinstall Fee	\$500

Legal Fees incurred by the Association in relation to collecting any outstanding fees may be charged to the Member whose account is delinquent.