

LA MESA WATER COOPERATIVE

WaterGram – September 2025

Billing Changes Are About to Happen

As we announced last month, over the next few months, LMWC will be transitioning to new billing and electronic payment systems. Monthly water bills will look different, and we expect that the new electronic payment system will be more user-friendly than the current system.

We anticipate that you will find the new monthly water bills easier to read, with less extraneous information.

Subject to testing, we plan to roll out the new billing and payment systems with the September bills to be sent the first week of October.

If you would like to update your contact information, now would be a good time to do so. Contact changes/updates can be sent to:

water-bill@lamesawatercoop.org

Look for future announcements as we make the transition to the new billing and payment systems.

Go Paperless - Receive Your Water Bill Electronically

If you are still receiving a paper water bill, the rollout of the new billing system is the perfect time to go paperless! To receive your monthly bill by email, send a message to:

water-bill@lamesawatercoop.org

Pay Your Water Bill Electronically

Likewise, the new payment system, known as Intuity, presents the perfect opportunity to start paying your La Mesa Water Cooperative monthly water bill electronically. Intuity will have options to pay by American Express, MasterCard, Visa, Discover and bank electronic draft (echeck).

You will be able to pay your bill every month, use it occasionally when it's convenient, or set Intuity to automatically charge

your credit card or debit your bank account every month. As is the case with the current payment system (Xpress-pay), when paying through Intuity, a small service charge is added. The exact amount depends upon whether the bill is paid by credit card or bank draft (echeck). La Mesa Water Cooperative does not have access to your credit card or bank account numbers. You will still receive your water bill each month, either by paper mail or email. You will still be able to pay your water bill with a personal paper check or bill pay service.

Who Is Responsible for What?

La Mesa Water Cooperative is responsible for maintaining the water system from your water meter to the bottom of our wells, including the meter itself, our water tanks, fire hydrants, and pipelines. Homeowners are responsible for the water system from the water meter into the home. If you suspect any type of problem with your water supply, including water pressure issues or a leak anywhere on the home side of the meter, we urge you to contact your plumber right away to identify and repair the problem to prevent damage and conserve water. If you or your plumber identifies a problem with the system from the water meter to the road, please contact us immediately. We contract with water system maintenance specialists, and they can implement repairs quickly and professionally.

Want to know more?

Members are encouraged to attend Board meetings. These are held at 10:00 AM on the second Monday of the month at the Placitas Community Library, 453 State Highway 165. Meeting agendas are posted on the bulletin boards at the mailboxes approximately a week in advance of the meeting. You can contact individual Board members at the phone numbers or address listed below.

Board of Directors

Karl Becker 402 274-8822
Sharon Chong 505 269-6401

Jock Embry 505 771-2330
John Streicher 503 547-3805
Larry Ward 830 822-4583

Bob Wilkins 201 245-2069
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La Mesa Water Cooperative

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