

Twenty Things You Need to Know about La Misión Water Company

1. La Misión Water Company is a not-for-profit, private utility incorporated and registered in Mexico under our legal name COMITÉ DE AGUAS DE VECINOS DEL FRACCIONAMIENTO PLAYA LA MISIÓN Y DE LA COLONIA SANTA ANITA, A.C.
2. We operate under license from COANGUA, the federal water authority of Mexico. They specify exactly how much water we can pump from the aquifer, so please conserve!
3. Both the water company and our HOA known as LMPOA hold their annual meetings on Saturday of US Labor Day weekend and all members are invited to attend, review our finances, and participate in decision-making and election of Directors.
4. The Board of Directors runs the Water Company and manages daily operations without receiving any salary or perquisites. You are eligible to serve on the Board if you are a member.
5. All homeowners who receive our water service are “members” of La Misión Water Company.
6. To receive water, you must be a member of our community’s HOA known as LMPOA, and you must keep current on all dues. Failure to do so will violate your water contract.
7. If you are a new customer and do not yet have water service, there is an application you must fill out, accompanied by suitable proof-of-ownership such as a fideicomiso, bill of sale, or escritura.
8. If a new water meter is needed for property that has never had service, the fee is \$900 for installing the meter and register; annual fees for water are prorated for the balance of the year.
9. Fees for water service are collected once annually in January. For 2024, the fee is \$365 USD.
10. LMWC’s responsibility ends at the meter; plumbing beyond the meter and into the house is the owner’s responsibility.
11. Permissible water usage is currently 16,200 gallons per quarter (three-month period). If you exceed that amount for any quarter, you will be fined \$.05 (five cents) per gallon used beyond 16,200 gallons. Overuse invoices are issued at the end of each quarter.
12. Overuse invoices are due upon receipt and must be paid by the end of the month.
13. Please pay your annual and over-use fees on time to avoid late fees or termination of service, and please use PayPal or pay cash. Note: you do not need to have a PayPal account to use PayPal. Simply register as a “guest” and use any one of your credit cards.
14. We will make every effort to contact you if we see water streaming out of your house, but maintaining up-to-date contact information is up to you.
15. The water company endeavors to treat all customers fairly and equally, so there is no “favored customer” status, and there are no “earned credits” for good behavior.
16. We have an Appeals Policy. If you feel you have been billed unfairly, or you believe there was an error made in calculating usage, or for any other reason, you may appeal before the due-date shown on your Invoice. We will contact you, investigate and reply to you within 45 days.

17. Selling or sharing LMWC water is strictly prohibited and will result in termination of service.
18. Removing water from your property, except to put out a fire, is strictly prohibited.
19. Homeowners with water service from both LMWC and CESP must utilize a “Y” valve or a check valve to prevent backflow of our water into the CESP system, or vice versa.
20. We have a website where you can view the latest meter readings (to make sure you are being billed accurately), examine the latest water quality test results, pay any fees you may have that are due, and peruse our detailed Policies and Procedures: www.lamissionwaterco.org

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