

CITY CONNECT

AUGUST 2026

Daupler Notification Numbers: What to Expect

There's been some confusion about what number Daupler notifications come from, so we want to make sure everyone has the correct information. Daupler uses local phone numbers for both alerts and callbacks. If you report a water or wastewater issue, the callback will come from (575) 223-1254. Notification calls and texts are sent from (575) 223-1273.

To report an outage, contact Daupler directly at (575) 223-1930. When speaking with a representative or using the automated system, you can opt in to text updates. Cell-phone users can receive a text with a unique link to their incident tracking page, where photos and notes can be uploaded. We encourage residents to opt into citizen engagement so the Water Department can keep you informed about progress. We may reach out to the reporter for clarification.

Sorting Smart: Cardboard vs. Paperboard

Not all boxes belong in the cardboard recycling pile. Only corrugated cardboard, such as shipping and moving boxes made with a wavy inner layer, should be recycled as cardboard. Items like cereal boxes, cracker boxes, frozen dinner boxes, tissue boxes, and soda cartons are made from paperboard and should be placed with mixed paper instead. Taking a few extra seconds to sort these materials correctly helps improve recycling efficiency and ensures recyclable materials can be put to their best use.

Major Grant Award Supports Marie Street Improvements

The City has been awarded \$1.36 million through the New Mexico Colonias Infrastructure Fund for the Marie Street Improvements Project. The funding package includes approximately \$1.23 million in grant funding and a \$136,000 low-interest loan. Planned improvements include roadway reconstruction, drainage upgrades, curb and gutter repair, ADA-compliant pedestrian facilities, and other safety enhancements. The project is intended to address flooding concerns, improve accessibility, and enhance safety for motorists, pedestrians, and cyclists.

Cemetery Maintenance Update: Fewer Spurs This Season

Parks & Recreation is continuing work with Superior Weed and Pest Control to reduce grass spurs at the cemeteries. The contractor applied pre-emergent treatments this spring and will return later this summer and again in the fall. Staff are focusing on cleanup as well as prevention, and the department is purchasing a mower-pulled sticker-roller to collect remaining spurs more efficiently. These combined efforts have already led to noticeable improvement across the grounds.



SMART TIP - August pavement gets dangerously hot. Walk pets early or late, and never leave animals in vehicles.

OUR CITY WORKS STATS FOR JULY

ELECTRIC

- 11 Poles Replaced
- 5 New Services

WATER SERVICES

- 20 Leaks Repaired
- 30 Active Leaks
- 4 Lines Replaced/Installed

Gallons:

- Reuse water produced
21,638,000
- Reuse water sold
5,883,170
- Reuse water to golf course
5,245,480
- Reuse water to ball fields
537,000
- Reuse water to truck fill
100,690
- Reuse water to river
14,754,830
- Reuse water to pond
1,000,000

SANITATION & RECYCLING

In June, the refuse hauled out and send to SCSWA was:

- 1,510,620 pounds
- 755.1 tons

ANIMAL SHELTER

- 71 intakes
- 32 adoptions
- 38 return to owner
- 6 transfers
- 3 return to field
- 95.08 % save rate

Interested in other city stats?
Email cgaston@torcnm.gov





Message to Community about Conservation & Infrastructure Improvements

In recent weeks, the City has seen questions and comments regarding water conservation efforts, water leaks, and ongoing infrastructure projects. One resident recently asked why the City encourages water conservation while repairs and leaks continue throughout the water system. Because this question reflects concerns shared by many members of our community, we wanted to provide additional information.

First, it is important to clarify that the City is not rationing water. Residents are being asked to follow the City's long-standing water conservation ordinance and use water responsibly. Water conservation measures have been part of City policy for decades and are not a new requirement. The City's water conservation ordinance was originally adopted in 1996 and updated in 2016. The current ordinance, including the seasonal watering schedule, remains in effect as part of the City's Municipal Code.

The water conservation ordinance and the City's ongoing infrastructure improvement projects are related but separate issues. While residents are encouraged to use water responsibly, the City is simultaneously investing significant resources into repairing and modernizing an aging water system. As many residents have seen through City updates, public meetings, and social media, Truth or Consequences is currently undertaking multi-million-dollar water and wastewater infrastructure improvement projects, with additional work continuing over the next several years. Information about these projects is available at torcnm.gov/blueprint.

One challenge with repairing aging infrastructure is that improvements to one section of the system can sometimes expose weaknesses in another. When older pipes have operated under reduced pressure for years, repairs and upgrades may restore normal operating conditions, causing previously weakened sections of pipe to fail. While this can be frustrating, these failures often reveal infrastructure issues that must be addressed as part of a comprehensive system overhaul.

The City also faces the reality of maintaining and upgrading infrastructure that has accumulated decades of deferred needs. Utility crews work diligently to identify, monitor, and repair leaks throughout the system, prioritizing repairs based on severity, public safety, service impacts, and available resources. While some repairs can be completed quickly, others require engineering, material procurement, contractor coordination, or incorporation into larger capital improvement projects.

Water conservation remains an important responsibility for all of us. Every gallon saved helps reduce demand on the system, supports ongoing repair efforts, and helps ensure reliable service for the entire community. Conservation is not a substitute for infrastructure improvements, nor are infrastructure improvements a substitute for conservation. Both are necessary parts of maintaining a reliable and sustainable water system.

We appreciate residents who report leaks and share concerns. Community feedback helps us identify problems, improve communication, and continue making progress toward a stronger water system.

Thank you for your patience, understanding, and continued support as we work through these much-needed improvements.

Carrie Gaston
Public Information Officer & Tourism Coordinator
cgaston@torcnm.gov

Front Header - Artistic rendition of City Hall; **Back Header** - Used waterline pipe



CITY OF TRUTH OR CONSEQUENCES

(575) 894-6673

CITY HALL: MONDAY - FRIDAY 8 AM - 5 PM