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waternews



Your source for all things water



Don't Worry — Your Water Is Safe and Secure

Whether the COVID-19 virus situation finds you at home or out providing essential services, San Antonio Water System continues to work 24/7 to ensure the community has safe, reliable water and wastewater services.

Here are some tips to help make this experience a little easier to manage:

There's no need to stockpile bottled water.

Public water systems such as SAWS meet strict state and federal standards set by the U.S. Environmental Protection Agency and the Texas Commission on Environmental Quality. That includes testing our water throughout the city every day to make sure it's safe and secure.

Only flush the 3 Ps.

The last thing any of us want during this time is a sewage backup flooding our home. Remember the three Ps: pee, poo and (toilet) paper — they're the only things you should flush.

If you run out of toilet paper and must use something else, make sure it's thrown in a

trash can, not the commode. (Yes, even those so-called "flushable" wipes.)

Money tight? SAWS can help.

If you're having trouble paying your water bill, you might qualify for one of our Uplift payment assistance programs. Learn more at saws.org/uplift.

SAWS has also temporarily stopped water service disconnections. (Remember, unpaid balances will still accrue on your account during this period.)

Give our crews a little space.

SAWS field crews operate 24/7 to bring you safe, reliable services. If you see them working in your neighborhood, please keep a safe distance. Instead, maybe give them a thumbs up or a friendly honk.

Follow @mysaws on Facebook, Twitter and Instagram for the latest COVID-19 news. Or visit saws.org/covid19.

A Note From SAWS President/CEO Robert R. Puente



The current coronavirus situation is unprecedented. And we have risen to the challenge to ensure continuous water and wastewater services to our 1.8 million customers.

Have confidence in your water supply that is rigorously tested thousands of times a year. It always has been, and continues to be safe to cook with, bathe in and drink.

We have temporarily stopped water disconnections for all customers and are looking for other ways to ease any financial burden arising from the COVID-19 crisis while ensuring access to clean water.

We are protecting our employees, our most important asset, with a business continuity plan that allows many to work from home. Know they are working around the clock to ensure you have reliable, uninterrupted services.

We will continue to adapt to this quickly changing situation. We are in this together.

Join the MySAWS Conversation:



Work Out In Your Garden

Combine your exercise endeavors and garden goals by:

- Building a compost bin (and your upper body strength).
- Raking leaves (and tossing 'em into that new bin) for heart health.
- Digging up grass and digging holes for WaterSaver Coupon plants.
- Learning the names of 10 different plants in your yard (to sharpen your mind).



Customer Service and 24-hour Emergency
210-704-SAWS (7297)
saws.org/waternews

Irrigation Consultations Are Just a Phone Call Away

Due to public health concerns, SAWS conservation specialists won't be making house calls for a while. But hold the phone — our expert advice is still just a call or email away!

You can schedule a free over-the-phone irrigation consultation by email at consult@saws.org or call **210-704-SAVE (7283)**. You can also request to be added



to the waiting list for an in-person consultation when they resume.

If you already have an appointment set for an irrigation consultation, you don't have to do anything — we'll call you at your scheduled time.

For more ways to reduce outdoor water costs and still have the prettiest yard on the block, visit GardenStyleSA.com.

Pay Your Bill the Easy Way

Did you know you can pay your SAWS bill from the comfort of your own home?

The simplest and safest way to pay is online at saws.org/myaccount. (While you're there, why not sign up for paperless billing?)

No internet access? No problem. You can pay your bill over the phone by calling **210-704-SAWS (7297)**.

If you need to visit a payment center, our East Side (Comerica Building, W.W. White

Road) and West Side (Las Palmas Shopping Center) locations remain open for now. Please check our website at saws.org/covid19 for updates on customer center hours and possible closures.

Our partner agencies, including H-E-B stores, also accept payments.

Of course, you can always pay by mail using the return envelope included with your bill. Just be sure to add a first class stamp to guarantee delivery.

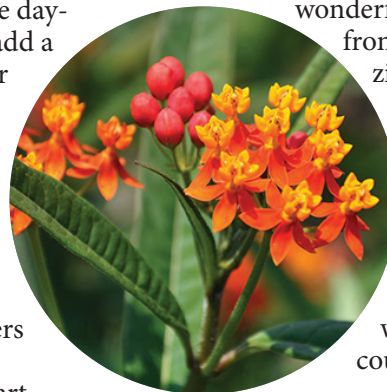
WaterSaver Coupons Extended Through Fall

Spending both work and play time hours at home can be stressful. But gardening can offer a respite from the day-to-day monotony — and add a little beauty to your corner of the world.

We've extended our WaterSaver Coupons application window through Oct. 16 so you can do just that.

SAWS residential customers can get up to four \$100 coupons to help replace part of your thirsty lawn with colorful, drought-hardy plants and permeable patio pavers. That's \$400 in savings! Apply today at GardenStyleSA.com/coupons.

And have you seen our amazing approved plant list? There are more than 100 wonderfully water-saving varieties, from A to Z — asparagus fern to zizotes milkweed!



If you have an irrigation system, we'll schedule you for a phone consultation.

Landscape and Patioscape Coupons must be redeemed by Nov. 15. Successful projects will receive a bonus \$30 mulch coupon.

Be sure to check current city travel restrictions before heading out to the garden center.