

Your source for all things water

Take the #SAWSsummer 2020 Virtual Vacation!

This season's activities may look drastically different than summers BC — that's before COVID-19. But San Antonio Water System is ready to help you make the most of it with a virtual #SAWSsummer celebration!

From whipping up savory summer snacks with a celebrity chef to landscaping with gardening gurus, your video tour guides will take you on a first-class virtual vacay of SA. You'll even visit waterful-ly historic San Antonio treasures and tour state-of-the-art SAWS facilities, all from the comfort (and safety) of your own home.

But wait, there's more! Families can submit their names into a drawing for a chance to win

an exclusive #SAWSsummer-in-a-box surprise! This kit contains all the kitsch you'll need to celebrate summer in sizzlin' SAWS-style — including a picnic mat, beach ball, sunglasses, towels and more! If you're lucky, SAWS' famous running toilet mascot may even deliver the goods personally.



Can't tune in to the live events — or just want to relive the fun? Select #SAWSsummer webcasts and videos can be replayed on our social media channels.

The #SAWSsummer celebration continues through mid-August. Follow @MySAWS on Facebook, Instagram, YouTube and Twitter to find out what's next and how you can join the virtual fun! Who knows — maybe you'll even learn something about water along the way!



Do You Know When To Water?

Well-timed rain events have helped keep things moist and green heading into summer. But triple-digit temps are likely to make a comeback, especially as the season wears on. Before you turn the sprinkler on full blast in the middle of the day, remember there is an ideal time to water.

Our year-round guidelines encourage you to water your landscape before 11 a.m. or after 7 p.m. To avoid overwatering — and running up your water bill — make sure your irrigation system is set to water just one day a week.

Of course, the most water-wise way to keep your landscape happy in the heat is to water

with a hand-held nozzle or water wand. Our clay soils don't allow water to soak in rapidly so watering by hand is always the best method. Plus, it's an enjoyable, relaxing way to spend time in your yard. And your water bill will be lower for it.

For the latest drought stage information, visit saws.org/drought and follow @mySAWS on Facebook, Instagram and Twitter. And remember to visit GardenStyleSA.com for weekly watering advice and landscaping tips to keep your yard looking great using less water.

Be safe and considerate of others — wear a mask when in public.

For the latest coronavirus guidance for San Antonio and Bexar County, visit sanantonio.gov/covid19. You can also text "COSAGOV" to 55000 or call 311.

See if You Qualify for a Monthly Discount

Qualify for up to \$28.35 off your monthly bill.

Check your family size and income on the same row of the chart to see if you qualify.

Family Size	Annual Income at or below
1	\$15,950
2	\$21,550
3	\$27,150
4	\$32,750
5	\$38,350
6	\$43,950
7	\$49,550
8	\$55,150

125% federal assistance guidelines. For households with more than eight members, add \$5,600 for each additional person.



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

SAWS Uplift Helps Neighbors in Need

Job loss, medical emergency, car troubles — we've all been there. But this year with the coronavirus pandemic, it's been harder than ever for many families to pay their utility bills.

For those experiencing financial hardships, SAWS offers qualifying residential customers a shoulder to lean on through our Uplift assistance program.

"The purpose of SAWS Uplift is to help our neighbors," said Gavino Ramos, vice president of Communications and External Affairs. "Sometimes that means giving them a little extra time to pay their bill. In other cases it might mean helping them fix a plumbing issue."

Established in 2018, Uplift assists more than 32,000 families each year with monthly bill assistance up to \$28.35 depending on family size and income.

Uplift makes it easy to apply for 14 different assistance programs through a

single, simple online form, including a new option that gives disabled veterans a payment extension on their monthly SAWS bill.

Additional programs are offered to assist customers in need of plumbing repairs they may not be able to afford.

"On the surface it seems like we're just ensuring that their water isn't turned off," explained Rebecca Gonzalez, SAWS Uplift assistance specialist. "But from the one-on-one conversations we've had with our customers, we've realized that to them it's so much more than that."



"Whether it's the senior benefit, disability benefit or affordability discount, our programs allow customers to use those funds on other vital necessities such as purchasing groceries," Gonzalez said.

To learn more and apply online, visit saws.org/uplift.

Temporary Financial Setback? Project Agua Can Help Pay Your Bill

The loss of a job or serious family illness can lead to difficulty meeting financial obligations. Fortunately, immediate help is available.

Project Agua provides emergency payment assistance to eligible residential customers who are having difficulty paying their water bill.

Eligibility requirements are based on 2020 Federal Income Assistance Guidelines, including household income and family size, type of emergency and funding available.

To find out if you qualify for Project Agua, visit saws.org/uplift.

Can You Help a Neighbor in Need?

Bill payment assistance through SAWS Uplift's Project Agua is made possible by voluntary contributions from local residents, business and even SAWS employees.

You can also help keep the water flowing to our neighbors during this difficult time.

It's simple to donate and every tax-deductible contribution — no matter the size — helps. Just locate the donation box on the return portion of your SAWS bill and simply add the amount you'd like to contribute to your monthly payment.

You can also donate online at saws.org/uplift. Just click the "I Want to Help" button.