



Your source for all things water

Give Your Irrigation System a Vacation This Season

This is the time of year to give your sprinkler system a break. Here are two reasons why: Once-a-week Stage 1 watering rules are in effect and your landscape doesn't need as much water as it did in summer.

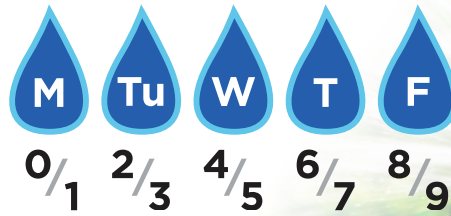
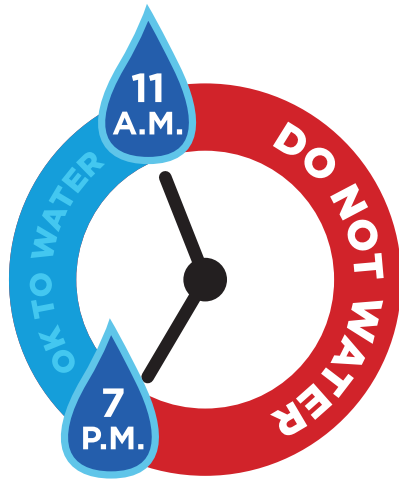
Consider your landscape's watering needs:

- Plants are preparing for dormancy. This means they don't take in as much water.
- Roots continue to grow at a snail's pace during dormancy. Apply mulch to conserve existing soil moisture and help protect plant roots from freezing temperatures.

- The cooler, wetter weather is usually sufficient for our soon-to-be-dormant lawns. Any additional irrigation — especially during certain times of the day — only encourages fungus growth.

Turning off your irrigation system is the single biggest way to keep your landscape healthy and save on your water bill.

Visit GardenStyleSA.com for weekly watering amounts and landscaping tips to keep your yard looking great using less water.



Watering day determined by last digit of address

saws.org/WhenToWater



How To Lower Your Monthly Sewer Service Charge

Did you know you have a say in how much you're charged for sewer service? It's true!

Here's how: SAWS sewer charges are based on your average winter water use. That means the less water you use from mid-November to mid-March, the lower your monthly sewer service charge will be starting in March or April 2021.

Turning off your automatic irrigation system is the easiest way to use less water. Your landscape is the single biggest water user. And in winter it goes dormant, which means it seldom needs any additional water other than what Mother Nature provides.

So watering your landscape less now can add up to big savings throughout 2021.

Note: Actual meter reading dates may vary slightly. If your sewer service is provided by San Antonio River Authority, your winter average is updated in July and calculated using water use from December, January and February of the previous year.

Winter Average Schedule 2020-2021

Billing Cycle	Winter Averaging Starts	Winter Averaging Ends	Month Billed
16	Nov. 12	Feb. 22	March
17	Nov. 13	Feb. 23	March
18	Nov. 16	Feb. 24	March
19	Nov. 17	Feb. 25	March
20	Nov. 18	Feb. 26	March
21	Nov. 19	Mar. 01	April
01	Nov. 20	Mar. 02	April
02	Nov. 23	Mar. 03	April
03	Nov. 24	Mar. 04	April
04	Nov. 25	Mar. 05	April
05	Nov. 30	Mar. 08	April
06	Dec. 01	Mar. 09	April
07	Dec. 02	Mar. 10	April
08	Dec. 03	Mar. 11	April
09	Dec. 04	Mar. 12	April
10	Dec. 07	Mar. 15	April
11	Dec. 08	Mar. 16	April
12	Dec. 09	Mar. 17	April
13	Dec. 10	Mar. 18	April
14	Dec. 11	Mar. 19	April
15	Dec. 14	Mar. 22	April

Join the MySAWS Conversation:





#WipesClogPipes — Before you flush, make sure it's one of the three Ps: pee, poo or (toilet) paper. Toss ALL wipes, paper towels, etc. in the trash.

SAWS Offices Close for Holidays

San Antonio Water System offices and payment centers will close for the Thanksgiving holiday, Thursday and Friday, Nov. 26-27.

SAWS offices and payment center also will be closed Dec. 24-25, Dec. 31 and Jan. 1. Regular business hours will resume Jan. 2, 2021.

Payments can be made online at saws.org/myaccount or through our pay-by-phone service at 210-704-7297. See a full list of payment options and locations at saws.org/pay.

As always, report emergencies or water outages 24/7 at 210-704-7297.



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

Need More Time To Pay Your Bill?

From lost jobs to unexpected expenses, the coronavirus pandemic has taken a toll on many families' finances.

If you can't pay the full balance on your SAWS bill, setting up a payment arrangement will keep your account in good standing while giving you more time to pay.

Here's how:

1. Visit saws.org/arrangement.
2. Select the number of months you'd like to pay (3, 6 or 9 months). Your total account balance will be divided up into equal, affordable monthly payments.

3. Starting with your next bill, you will pay the total current charges *plus* the payment arrangement amount.

You can also sign up for payment arrangements by calling 210-704-SAWS (7297).

Still struggling to pay, even with a payment arrangement? Apply for 14 assistance programs with one simple application at saws.org/uplift.

Payment Arrangement Calculation Example

 Customer's Total Account Balance: \$150	 Customer's Payment Plan: 3 months	Customer owes a payment arrangement amount of \$50 for the next three months in addition to their Total Current Charges.
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Total Balance	Months	Payment Arrangement Amount

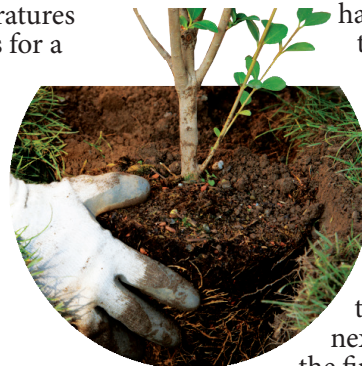
Fall Things Considered, Now Is the Time To Plant Trees

Spring may be the default season for planting. But when it comes to trees, fall is the perfect time to get them in the ground.

The mild soil and air temperatures provide excellent conditions for a tree's roots to begin to grow. And our typically mild South Texas winters mean the roots will continue to become established throughout the dormant winter months, allowing the young trees to be ready for the hot summer months to come.

To ensure healthy, fast-growing trees, remember to:

- Dig a wide, shallow hole and position the tree trunk straight up and down.
- Water twice — once with the hole half-filled with soil and once after the hole is filled.
- Cover the planting area with a layer of mulch (but not within two inches of the tree trunk).



Get your new tree established with the 3-2-1 hand-watering plan: Water three times a week the first month, twice a week the next month and just once a week the final month. After that, water no more than once a month.

Water You Putting Down the Drain?

Our holiday gatherings may be smaller this year, but greasy leftovers can still cause huge problems. When it comes time to clean-up, whatever you do — don't dump the scraps down the drain!

Fats, oils, and grease can clog pipes, causing nasty sewage backups and serious damage to your home. So instead of rinsing in the sink, scrape, pour and wipe your greasy scraps and toss them in the trash.

1

SCRAPE

grease solids directly into a lined trash can.

2

POUR

cooled liquid grease into a sealable container.

3

WIPE

remaining grease and debris with a paper towel.

DISPOSE OF ALL 3 IN YOUR BROWN CITY TRASH BIN.