

Prep Your Pipes for Winter and Get a \$75 SAWS Rebate

Leaks happen. The worst part is we don't often realize it until a whopper of a water bill arrives in the mail or a flood of water bursts through a wall.

That's where our Be Ready rebate can help.

As winter approaches, SAWS is offering a \$75 rebate when residential customers hire a licensed plumber to check their homes for leaks and opportunities to winterize plumbing.

Protecting pipes from freezing temperatures can be as simple as wrapping them up in old towels. But since every house is different, a licensed plumber can help identify risks that may not be so obvious. This may include:

- Installing valves to shut off water in an emergency.



- Insulating exposed pipes under pier-and-beam houses, in crawl spaces or other locations.
- Identifying if water heaters, washing machines, water softeners or water lines are vulnerable to a freeze.

To qualify for the \$75 rebate, customers must:

- Complete the Be Ready rebate application at GardenStyleSA.com/plumbing.

- Hire a licensed plumber to perform the assessment.
- Submit an invoice and rebate checklist from the licensed plumber.

Once all rebate requirements are met, a \$75 credit will be applied to the customer's water bill.

The offer is limited to the first 2,000 qualified customers. Full program details will be available starting Nov. 8 at GardenStyleSA.com/plumbing.

SAWS Account Past Due? Stay Connected With a Payment Plan

In October, SAWS resumed disconnecting water service to customers with past-due accounts. The good news? Our COVID-19 relief plan can keep your water turned on and give you more time to pay your past-due balance.

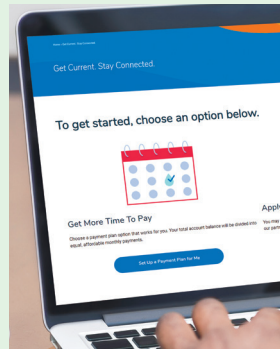
Many residential customers who owe less than \$2,000 have been automatically enrolled in a 48-month payment plan to keep their water service from being disconnected.

If you were automatically enrolled, you should have already received a letter from SAWS explaining the payment plan. Details will also appear on your next SAWS bill.

Not on a SAWS payment plan yet? Here's what you need to do:

- Visit saws.org/getcurrent and choose the "payment plan" option.

- Follow the prompts to sign up for a payment plan online. Your total account balance will be divided into equal, affordable monthly payments.
- Need more time? Call **210-704-SAWS (7297)** to discuss options.



Please don't miss a payment.

If you're enrolled in a payment plan and you miss a payment, the agreement is considered broken. That means the entire amount is due and your water could be disconnected.

Owe more than \$2,000? And what about commercial and multifamily accounts?

Call us at **210-704-SAWS (7297)** to discuss customized options to avoid disconnection.

If you're still having trouble paying your bill, you may qualify for need-based assistance from SAWS or our partner agencies. Visit saws.org/getcurrent and select the "financial assistance" option or call **210-233-CARE (2273)**.



San Antonio locals — enjoy a day at the Zoo discounted just for you! From 11 a.m. to 7 p.m. Dec. 14, admission is only \$8 for City of San Antonio residents. It's the Zoo's way of saying, "Thank you!" Proof of residency required. Learn more at sazoo.org/zoo-events.

Event Calendar

Deck the Paws Parade

Dec. 5

San Antonio Botanical Garden
555 Funston Place
sabot.org

Cinema On Will's Plaza: The Man Who Invented Christmas

Dec. 10

Tobin Center for the Performing Arts
100 Auditorium Circle
tobincenter.org/cinema

Guided Bird Tour

Dec. 26

Mitchell Lake Audubon Center
10750 Pleasanton Road
mitchelllake.audubon.org

2021 Valero Alamo Bowl

Dec. 29

The Alamodome
100 Montana St.
alamobowl.com



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

Lower Your Monthly Sewer Service Charge in 2022

The amount you pay for your sewer service is up to you.

Here's why: 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 for the rest of 2022.

Your landscape is the single biggest water user. So turning off your automatic irrigation system is the easiest way to use less water. Besides, your landscape goes dormant in winter and seldom needs any additional water other than what Mother Nature provides.

Watering your landscape less now can add up to big savings throughout 2022.

Winter Average Schedule 2021-2022

Billing Cycle	Winter Averaging Starts	Winter Averaging Ends	Month Billed
16	Nov. 16	Feb. 23	March
17	Nov. 17	Feb. 24	March
18	Nov. 18	Feb. 25	March
19	Nov. 19	Feb. 28	March
20	Nov. 22	Mar. 01	March
21	Nov. 23	Mar. 02	April
01	Nov. 24	Mar. 03	April
02	Nov. 29	Mar. 04	April
03	Nov. 30	Mar. 07	April
04	Dec. 01	Mar. 08	April
05	Dec. 02	Mar. 09	April
06	Dec. 03	Mar. 10	April
07	Dec. 06	Mar. 11	April
08	Dec. 07	Mar. 14	April
09	Dec. 08	Mar. 15	April
10	Dec. 09	Mar. 16	April
11	Dec. 10	Mar. 17	April
12	Dec. 13	Mar. 18	April
13	Dec. 14	Mar. 21	April
14	Dec. 15	Mar. 22	April
15	Dec. 16	Mar. 23	April

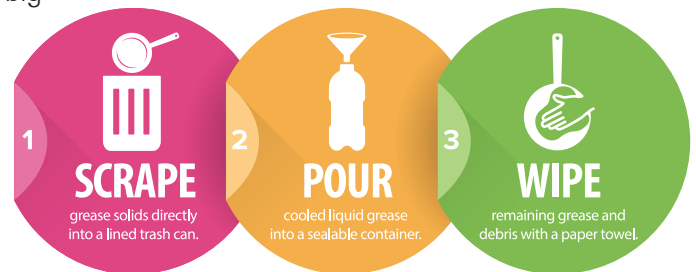
Note: Actual meter reading dates may vary slightly.

Note: If your sewer service is provided by San Antonio River Authority, your winter average is updated in July, based on average water use billed the previous December, January and February.

Don't Dump It Down the Drain — Ditch the Grease

Whether your holiday gathering is big or small, greasy leftovers don't discriminate. When it's clean-up time, 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.



DISPOSE OF ALL 3 IN YOUR BROWN CITY TRASH BIN.

SAWS Offices Close for Holidays

San Antonio Water System offices and payment centers will close for the Thanksgiving holiday, Thursday and Friday, Nov. 25-26.

SAWS offices and payment centers also will be closed Dec. 24, 27, 31 and Jan. 3. Regular business hours will resume Jan. 4, 2022.



Payments can be made online at saws.org/myaccount or through our pay-by-phone service at 210-704-7297. See a full listing of more than 100 in-person payment partner locations throughout the city at saws.org/pay.

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