

New Location for SAWS Features Efficiencies/Convenience

Near downtown site offers one-stop service for customers

This month SAWS will start a staggered, two-month move to the new headquarters. The relocation is expected to be complete by the end of October. Most Customer Service functions will be relocated to the new location in mid-October.

SAWS new Headquarters address is 2800 U.S. Hwy. 281 North.

Departments and employees from six different locations will be combined at the new headquarters. The majority of workers (about 700) are coming from the Central Office on Market and from Cypress Tower on Main Street.

“This is obviously a huge undertaking for the company,” said **Mike Brinkmann**, Corporate Initiatives Manager. “But we’ve been working hard in getting the buildings ready and are excited that the move is upon us.”

The two buildings at the new location feature centralized access for customer and commercial services. The building facing the access road to U.S. Hwy. 281 North is the Administrative Offices Building which includes executive offices and the Board Room.

The building on the north side of the property is the Customer Center Building with central access for the many types of services that SAWS offers our customers – whether residential or commercial. Here customers will be able to pay their bills, speak with a Customer Service representative, obtain maps, or apply for employment.

To meet the parking needs of the SAWS work force, two floors were added to the parking garage. Wiring and cabling were updated throughout the buildings, and several interior walls were retrofitted.

SAWS employees are also expected to benefit from having one central location. Efficiencies will result by reducing travel time to and from other offices. Savings due to eliminating several office rental contracts will also result.

To reduce the impact of the move on customers, departments will move during weekends and will close business at the old location on Fridays and reopen at the new location on Mondays.

SAWS central customer service phone number, 704-SAWS, will remain the same. Individual employee phone numbers will be changing.



SAWS will be moving into our new Headquarters buildings during August through October.



SAWS new Headquarters buildings are located just north of Mulberry on Hwy. 281.

Outreach on Water Resource Update Continues

SAWS continued public outreach on the *Water Resource Plan 2005 Update*. Briefings to the community started in June, over 130 briefings had been conducted so far.

SAWS *Water Resource Plan 2005 Update* is the result of a review identifying and recommending the best selection of water supply projects provide an affordable, diversified, and sustainable supply of water.

If you’d like more information on the update to San Antonio’s long-term water plan, call SAWS at 704-7333, or visit our web site at www.saws.org.



SAWS Symposium on the Water Resource Update at the Witte Museum.

Watering Reminder

Remember daily landscape watering times:

- Before 10 a.m.
- After 8 p.m.

Mid-day watering is only allowed with a hand-held hose or a five-gallon bucket.

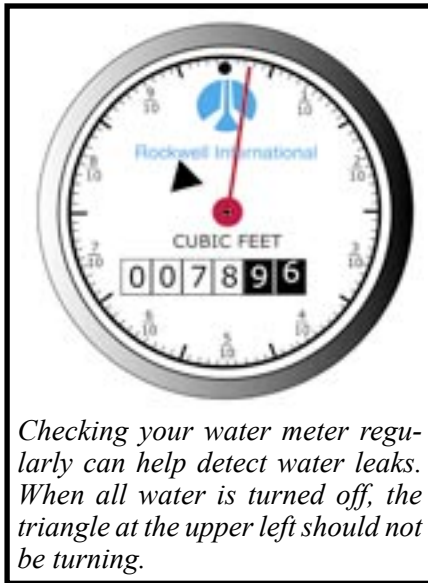
Charity car washes are only permitted at certified commercial car wash facilities.

Water waste is prohibited at all times.

Tips to Finding Leaks at Home

Water loss can happen in unexpected places around your home. Here is a checklist for you to consider if water use on your bill seems to be more than what you think you're using. If you still have concerns, call SAWS Customer Service line at 704-SAWS (704-7297).

1. **CHECK THE CURRENT READING ON YOUR SAWS METER:** See the example on the back of your water bill under "How To Read Your Meter."
2. **CHECK FOR FLOW ON METER:** First, make sure that no one is using water inside or outside the home. You will be checking for movement on the fine flow indicator. The fine flow indicator is a small triangle or diamond located on the meter. Watch your meter five to ten minutes to see if the fine flow meter moves. If the flow meter continues to turn clockwise, then leaks exist on your property and need to be located.
3. **CHECK YOUR TOILETS:** If you can hear water running in your toilet or if you hear it "self-flushing," you have a leak. You can test your toilets for leaks by adding a few drops of food coloring or a dye tablet to the water in the tank. Do not flush the toilet. If the coloring appears in the bowl of commode within a few minutes, the toilet has a leak that needs to be repaired. A toilet with a bad or unseated valve seat can easily waste five gallons of water per minute.
4. **CHECK FOR BROKEN PIPES UNDERGROUND:** Walk around your property and check for the following: green patchy areas, moist areas, or saturated soil.
5. **CHECK YOUR WATER HEATER:** Look for standing water around your water heater.
6. **CHECK FOR BROKEN PIPES:** You will need to check the following areas for broken pipes: ceiling, between walls, and under slab. Always remember that if your walls, floor, or ceiling have stains, mildew, or moisture, you may have a water leak.
7. **CHECK YOUR FAUCETS:** When you learn to repair your own faucets, drips can be repaired promptly. It is easy, costs very little, and can give you substantial savings in plumbing and water bills.
8. **CHECK YOUR VALVES:** Check the following valves for leaks: cut off valves, sprinkler valves, and valves under sinks.
9. **CHECK YOUR WATER SOFTENER:** Make sure that your water softener is working correctly. You may need to refer to your owner manual or contact someone to verify if your softener needs to be serviced.
10. **CHECK YOUR SPRINKLER SYSTEM & SOAKER HOSE:** A 5/8" water meter runs 13 gallons per minute! It is essential to check your sprinkler valves, heads, main line, and length of time you water to keep a low water bill.
11. **CHECK YOUR ICEMAKER:** Check to see if your icemaker is dripping or look for water stains on the floor near your refrigerator. Also, make sure that your icemaker is connected properly at the wall.



Checking your water meter regularly can help detect water leaks. When all water is turned off, the triangle at the upper left should not be turning.

In Our Community

September 3-11

2005 Parade of Homes

Get great ideas and landscape advice at the 2005 Parade of Homes at Anaquia Springs. SAWS and the Garden Volunteers of South Texas (GVST) will be at three homes to answer landscape questions – Mike Hollaway Custom Homes, Steve Heflin Custom Homes, and Stadler Custom Homes. Call GSABA at 696-3800 for specific event times, ticket prices and directions.

October 15: 9am – 5pm

14th Annual San Antonio Herb Market Aggie Park, 6205 West Ave.

This popular event showcases everything about herbs: an herb sale, health-related herb speakers; demonstrations with herbs. Food booths will be around the grounds. Admission is free. For more information, call 688-9421 or visit www.sanantonioherbmarket.org.

October 22: 8am - 4pm

Mitchell Lake Audubon Center Wildlife Festival and Plant Sale

Join in the fun and help benefit Mitchell Lake Audubon Center – a wonderful wildlife sanctuary on San Antonio's south side that is home to thousands of migrating birds each year. SAWS will be onsite with free conservation information and xeriscape plants. For more information, contact Mitchell Lake at 628-1639 or e-mail at mlac@audubon.org.

Water News is published for customers of the San Antonio Water System. For more information regarding Water News, contact the Communications Department at (210) 704-7320.

Numbers to Know

Business Office	704-SAWS (704-7297)
Customer Account Information	704-SAWS
Jobline	704-SAWS
T.D.D.	704-1852
CleanStream Hotline	212-5326

24-Hour Emergency

Customer Service/ Water Waste Reporting	704-SAWS
Visit our web site at www.saws.org	



Drinking, bathing, cleaning, cooking....

Many people take water for granted. But everyday, families risk losing water service because they can't afford to pay their water bill. If you'd like to help keep water flowing to our neighbors in need, you can contribute to Project Agua, a non-profit program from SAWS helping customers pay their water bill. It's simple and no contribution is too small to help. Just look for the donation box on the return portion of your SAWS bill.