

Water

N E W S

Winter Averaging Starts in November

It's even more important to save water now

San Antonio is still in Stage One water restrictions, but there's another good reason why you should avoid or cut back on irrigation this time of year.

Your 2007 sewer bills will be based on your current water usage. So, if you water less during the upcoming months, you can actually lower your SAWS bill for 2007. That's right; using less water now means more savings next year.

SAWS uses winter averaging to calculate your fee for sewer service. Since most water during the winter is used indoors and will likely end up processed at SAWS treatment plants through the sewer system after use, this amount of water serves as your winter average. It's based on the average monthly use of water during three complete consecutive billing periods from mid-November through mid-March.

So whether you'd like to help the aquifer recover from its extended drought or simply save yourself a couple of bucks next year – now is the perfect time to cut back on outdoor water use.

If you'd like to learn more about your winter average, please call SAWS Customer Service at 704-SAWS.



2007 Budget Approved by SAWS Trustees

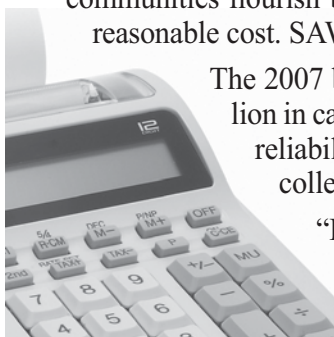
Commitment to no rate increase affirmed

As promised back in March, SAWS water, wastewater, and water supply rates will not increase in 2007. Financial managers at SAWS have been scrubbing budgets to produce an operating budget of \$397.2 million for next year. SAWS Trustees approved the budget on October 17.

The 2007 budget supports SAWS' recently-adopted mission statement, to help communities flourish by providing plentiful, quality water services at a reasonable cost. SAWS rates remain among the lowest in Texas.

The 2007 budget also includes an investment of \$254.9 million in capital improvement projects, further reinforcing the reliability of SAWS production, treatment, delivery and collection systems now and in the future.

"I think we've got a budget here that's going to be able to accomplish and to balance all those things we need to do," said Board Chairman Alex Briseño.



San Antonio Stays in Stage One for Now

S.A. aquifer levels above 650', but San Marcos springflow still low

We were all hoping the recent rain and cooler weather would end Stage One watering restrictions. But even though our local aquifer level has stabilized, low springflows in San Marcos have kept the entire region under stricter pumping limits, prompting SAWS to extend Stage One restrictions. SAWS will continue to re-evaluate weather conditions, aquifer levels and water use to determine when Stage One can be ended.

With your help, staying in Stage One for a bit longer will allow SAWS to avoid fines for excessive pumping, while helping the aquifer to further recover from the extreme drought conditions. See bottom right of page 2 for Stage One watering schedule.

City Stormwater Fee Increase Starts Nov. 1

Due to a recently-announced 6.8 percent increase in the City of San Antonio's federal stormwater fee, the average SAWS residential customer will see a \$0.19 increase in that line item on their SAWS bill beginning November 1.

The stormwater fee is collected through SAWS bills and credited to the city's Stormwater Utility to support and manage the operation and maintenance of the stormwater infrastructure, as well as for engineering, design, and capital improvements.

San Antonio's Stormwater Utility works to solve drainage problems and improve surface water quality, to prevent future problems, and to repair, maintain, and enhance the storm water infrastructure.

The full stormwater fee rate structure is available at www.sanantonio.gov/publicworks/stormwater.

Affordability Programs Offer Financial Assistance

Almost everyone experiences financial hardship during their lifetime. The loss of a job or serious family illness can lead to difficulty in being able to meet financial obligations. SAWS works with private donors and the Department of Community Initiatives to assist individuals and families in need. Here is an overview of some of our Affordability Programs:



Project Agua provides one-time (annually) water bill payment assistance to eligible residential customers having difficulty paying their bill.

Affordability Discounts are available to residential customers who qualify. The discount can range from \$3.15 to \$8.40 per month and is based on household size and income.

Plumbers to People is a water conservation program that assists eligible homeowners with certain plumbing costs for water leaks in their home.

Program qualifications include meeting the Federal Income Assistance Guidelines. If you would like to find out if you qualify for Project Agua, the Affordability Discount or Plumbers to People, please call the Department of Community Initiatives at (210) 207-7830 for the office nearest you.

Season to Save Conservation Challenge

Raising Money while Saving Water

Additional low-flow toilet information:

- Toilet model: Caroma 305 (White)
- \$400 Retail Value, FREE for qualified homeowners
- Two button dual flush system allows a half flush for liquid waste and a full flush for solid waste.



The SAWS Season to Save program is the perfect fundraiser for neighborhood groups, non-profit organizations, or church groups looking for an easy way to raise funds and serve the community.

Many of our customers are paying higher water bills due to their high-water-use toilets, and SAWS wants to replace their toilets with free, low-flow toilets. In fact, our goal for this year is to replace 4,000 high water toilets, but we need your help.

Organizations participating in the Season to Save program help us inform and sign-up homeowners for these free water-saving toilets. In return, organizations get \$25 for each toilet that is picked up and installed in their name.

The deadline for all homeowner sign-ups is December 22, but it's not too late to get your group involved. Please call 704-SAVE for more information.

If you are a SAWS customer who wants to replace your high-flow toilet, but have not been approached by a qualified organization, you can sign up online at www.saws.org/conservation/seasonotosave.

Electronic Payment Processing: "Where's the Check?"



If you write a check to pay your residential SAWS bill by mail, you may soon be noticing something missing in your statement... your check!

SAWS is working to reduce business costs to keep rates low. Processing checks is an area that provides great new opportunities for savings thanks to improving technology.

SAWS will soon be converting to electronic payment processing. That means that we'll be converting your check to a scanned image, and processing the payment electronically through your bank. As a result, your cancelled check will not be included in your bank statement. The detailed transaction on your bank statement will identify a payment made to SAWS, check amount and the check number. A \$30 fee will be charged on all returned items

Stage One Watering Schedule

Last Number of Street Address	Day for Watering
0 or 1	Monday
2 or 3	Tuesday
4 or 5	Wednesday
6 or 7	Thursday
8 or 9	Friday

No watering on weekends. Water before 10 a.m. or after 8 p.m. Metered accounts without an address water on Wednesdays.

Water News is published for customers of San Antonio Water System.

Numbers to Know

Customer Service	704-SAWS
T.D.D.	233-3153
CleanStream Hotline	212-5326
24-Hour Emergency	
Customer Service/	
Water Waste Reporting	704-SAWS

Visit our Web site at www.saws.org