

Water

N E W S

April 2004

Change in Leadership at SAWS

Interim President/CEO a Longtime SAWS Leader

Senior Vice President of SAWS Planning, Programming and Quality Control (PPQC) Leonard Young has been named as the water utility's Interim President/CEO. Young is an engineering graduate of Prairie View A&M, and has more than 20 years experience working for the City of San Antonio and subsequently for SAWS.

Young has extensive experience in developing and managing large projects. He has worked in the treatment, water resource, and operations areas. Young led the planning and construction of the \$125 Million recycled water project and provided leadership in the implementation of the Water Plan and Water Supply Fee. His areas of responsibilities as Senior Vice President have included water resource supply requirements and managing SAWS operations and water quality.

"I'd like to thank General Habiger for his leadership of SAWS over the past three years," said Young. "He played a significant role in streamlining our organization and helping us become one of the premier water utilities in the country. I'm very confident that our SAWS team will not miss a single beat in carrying out the important work we accomplish each day for our ratepayers."



*Leonard Young
Interim President/CEO*

National Recognition for SAWS Continues

SAWS continues to receive national recognition from organizations around the country:

- National Association of Environmental Professionals presented SAWS Conservation Department with the *NAEP President's National Environmental Excellence Award*. SAWS Conservation's entry was selected as the "best of the best" in a national competition among 30 entries, including federal agencies, state agencies and private firms. Thanks to Texas Governor Rick Perry who offered a big boost by providing a letter in support of the nomination.
- The American Water Works Association awarded SAWS Communications and Community Outreach Department with the *AWWA National Public Communications Achievement Award* for excellence in the field of communicating information about water industry issues to the public. SAWS innovative public information and involvement programs resulted in customer approval of the city's water resource management program increasing from 43% to 87% in just six years. Per capita water use dropped to the lowest level in Texas as a result of SAWS far-reaching communications strategies.

Infrastructure Work Starts Throughout City

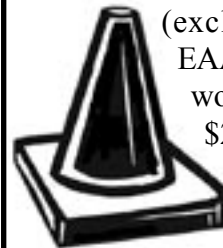
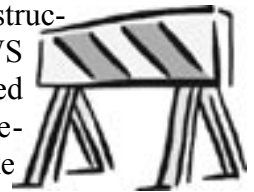
Critical infrastructure repair projects are beginning all over town as SAWS starts the tough work of preventive maintenance and repair of the city's water and wastewater infrastructure. That's in addition to the joint projects being done with the city and state.

Currently, there are 32 SAWS-initiated construction projects, plus 40 in conjunction with the city, and 43 with the state.

In addition to construction projects, SAWS crews have restarted preventive maintenance programs like testing water valves that control water flow and pressure in the water system throughout the city. There are thousands of these large valves in the system. Testing had to be delayed due to lack of funding.

Your April bill is the first to reflect the infrastructure-based increases in water and sewer fees. The average residential customer's water and sewer bill

(excluding water supply, EAA, and stormwater fees) would go from \$25.41 to \$27.69 – an increase of \$2.28. The new rates were enacted after an extended deliberation and public input process to determine how best to fund the necessary repairs. City Council authorized the new rates in February of this year.



Join us for

WaterFest 2004 Family Day!

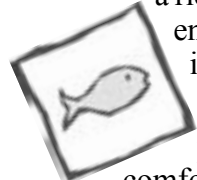


**Saturday, May 15
8:30am – 4:00pm
Freeman Coliseum**

Join us at WaterFest 2004 Family Day! You'll find plenty of adventure in four themed 'towns' where kids of all ages can learn, explore, and have a blast!!

H₂O Hero Village- Try out the H₂O Quest (obstacle course) and Cactus Callie's Challenge (a 24-foot climbing wall for older kids), plus lots of performances at the H₂O Hero Village Outdoor stage.

Learning Lab- Visit and explore more than 50 booths, displays and attractions inside the air-conditioned Freeman Coliseum. And don't miss the great entertainment throughout the day on the Main Stage. **Heritage Plaza-** Here you can soak in the rich history of San Antonio and our Lone Star State with colorful, entertaining performers and games. **The Water Works-** Looking for a place to get wet? Well then, The Water Works is the town for you! Take a run through Water Tag (our inflatable maze) and squirt others before they squirt you. Take a ride on the Water Works Train or visit an impressive display of front end loaders, drilling rigs and heavy machinery from our hard-working SAWS crews.



Remember, to attend SAWS WaterFest 2004 Family Day, parents or guardians must accompany children at all times. Wear comfortable clothes and sturdy shoes. Bring a few towels in case you have too much water fun. And no outside food or containers allowed inside the grounds.

For a brochure of the day's events, please call 704-7333.



May is busy at SAWS. Here are a few events to schedule in your calendar:

**Jazz Garden Party — May 2, 10am-2pm
San Antonio Botanical Garden**

Visitors can learn about seven xeriscaping techniques while enjoying great jazz music.

**Hike & Bike Fest — May 8,
9am-noon; Travis Park;** The fest is

just one of a packed schedule of events that celebrates walking and biking in San Antonio. For more info, call 227-8651 or check the web at www.hikeandbikesa.com.



May 8-9: Xeriscape Garden Tour,
Neighborhood to be Announced

**WaterFest 2004 Family Day — May 15,
8:30am-4pm; Freeman Coliseum**
See article below left.

**Festival of Flowers and Gardens —
May 22, 9am-5pm; Crossroads Con-
vention Ctr;** See COUPON below left.

Affordability Programs

SAWS offers a number of programs to help customers having financial hardship with their water bills. To determine if you qualify, please call San Antonio's Community Action Division at 207-7830.

Clip for savings!

\$1 Off

Admission \$4
Free for Kids
under 8.

Festival of Flowers

**May 22, 9am-5pm;
Crossroads Convention Ctr.**

This year butterflies in the garden are going to be featured. Seminars will include discussions on selecting plants that will attract butterflies and butterflies native to our area. Top horticulturalists and landscape experts will speak. For more information call 930-1100 or visit their website at SAFestivalofFlowers.com.

Mark Your Calendar for 8th Annual Jazz Garden Party

Enjoy both music and nature on Sunday, May 2, 10am-2pm, at SAWS Jazz Garden Party. This fun and educational event features great jazz, a 'xeriscape scavenger hunt' with prizes, and refreshments.

Gardening experts will answer all your questions on how to have a beautiful landscape with very little water.

Where: San Antonio Botanical Garden
555 Funston

When: Sunday, May 2, 2004,
10am - 2pm

Admission: FREE

SAWS Vision: SAWS will be the best water and wastewater utility in the United States by 2006.

Water News is published for customers of the San Antonio Water System. For more information regarding Water News, contact the Public Relations 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 website at www.saws.org