

Customers Requiring Special Consideration due to Medical Conditions

San Antonio Water System strives to supply customers with an uninterrupted source of water. It is especially critical to our customers who have certain medical conditions. With that in the mind, SAWS documents those customers who have advised us of the need for special circumstances due to a medical condition in the home.

If your SAWS account becomes delinquent due to nonpayment, the Courtesy Notice Program will provide you with a 24-hour notice before services are scheduled to be disconnected. This additional time should be used to contact SAWS, so that payment and/or payment arrangements may be made.

To qualify, the SAWS account holder must complete a program application stating whether the account holder or a family member, living in the home, requires special medical consideration. The application must be completed by both, the account holder and their designated physician. The application will include, but is not limited to, the following information:

- The account holder's name, address, telephone and account number
- What medical condition exists in the home
- Name of person and relation to account holder for which the service is medically required
- The doctor's name, address, telephone and license number

For more information on this and other SAWS programs, please call (210) 704-SAWS.