



AGENDA

COMMUNITY EXPERIENCE COMMITTEE

SAWS Headquarters, 2800 U.S. Hwy 281 North, San Antonio, TX 78212

[Via WebEx Video Conference](#)

Tuesday, October 12, 2021, 11:30 a.m.

NOTICE TO THE PUBLIC. For the safety of the general public, SAWS is observing the recommended Covid-19 precautions. This meeting is being held completely online via video conference. **Do not come to SAWS Headquarters for this meeting.** Only the required number of CEC Committee Members to have a quorum per the Open Meetings Act will meet in person. Any member of the public who wishes to participate in the public comment portion of the meeting, but cannot attend the video conference, may do so by submitting written comments via email to cec@saws.org by 3:00pm on Monday, October 11, 2021. Please include your name and the number of the agenda item, if any, on which your comment applies. All comments must be limited to 300 words or less in total (not per item). All written public comments will be available to CEC Members prior to or at the beginning of the meeting and will become a part of the public record. At the CEC Chair's discretion, some, or all the submitted comments may read aloud.

If you do not wish to submit email comments, but want to comment during the video conference, please call 210-233-3689 by 3:00pm on Monday, October 11, 2021 and leave your name, phone number and the agenda item on which your comments apply. Access the meeting by clicking on the web URL below and you will be called upon during the meeting at the appropriate time. Each registrant who has submitted an interest to speak will be invited to speak for three (3) minutes in the order their registration was received.

Watch the meeting live by going to this link:

<https://saws.webex.com/saws/onstage/g.php?MTID=ec2c4ebb8643733ad3e914498bd60f833>

Anyone is invited to access the meeting via audio by calling 1-408-418-9388. The meeting number is 2485 140 6963.

To access the meeting from video system, dial: 24851406963@saws.webex.com

You can also dial 173.243.2.68 on the computer's browser and enter the meeting number (2485 140 6963).

1. **Meeting Called to Order by Chair**
2. **Citizens to be Heard – Three (3) Minutes Each**
3. **Action Item: Approval of September 2021 CEC Minutes**
4. **Announcements and updates**
5. **Discussion of CEC Committee Survey Results and Selection of Future Meeting Topics**
6. **A Customer Service Update: Water Shut-offs on Past Due Accounts by Eyenemi Dickson**
7. **Next Full CEC Meeting: November 9, 2021**
8. **Adjournment. The San Antonio Water System CEC meeting of October 9, 2021 is adjourned.**

SAN ANTONIO WATER SYSTEM HANDICAPPED ACCESSIBILITY STATEMENT

The San Antonio Water System Buildings and meeting rooms are accessible to individuals with disabilities. Accessible visitor parking spaces as well as the accessible entrance and ramp are located at the north side main entrance of the SAWS Customer Center Building, Tower II, 2800 U.S. Highway 281 North. Individuals with disabilities in need of auxiliary aids and services, including Deaf interpreters, must request such aids and services forty-eight (48) hours prior to the meeting. For assistance, contact the Board Administrator at 210-233-3537 or 711 (Texas Relay Service for the Deaf).