

SAWS Resumes Water Shut-Offs on Past Due Accounts

Here's How To Keep Yours Turned On

If you're struggling with unpaid bills that have stacked up during the pandemic, you're not alone. SAWS is here to help.

In October, SAWS will resume disconnecting water service to customers with past-due accounts. The good news is there's a COVID-19 relief plan to keep your water turned on and give you more time to pay.

Is your account past due? We want to keep your water on, but we need your help. Here's what you need to do:

- Visit saws.org/getcurrent and choose the "payment plan" option.
- Follow the prompts to sign up for a payment plan online. Your total account balance will be divided into equal, affordable monthly payments.
- Need more time? Call **210-704-SAWS (7297)** to discuss options.

Your website says I'm not eligible for a payment plan. Now what?

If you're already in a payment plan, our website



will not allow you to enroll again. There are also some other reasons your account may not be eligible. **Please note that some past-due accounts have been automatically enrolled in a payment plan.** If you're unsure whether you have a payment plan in place or need help setting one up, please call us at **210-704-SAWS (7297)**.

I'm in a payment plan. What happens next?

You'll receive a letter from SAWS explaining your plan. The amount you need to pay will also appear on your SAWS bill. Each month, you will

need to pay the payment plan amount PLUS your current monthly charges by the due date.

If you miss a payment, the agreement is considered broken. That means the entire amount is due and your water could be disconnected.

Is there other help available?

You may qualify for one or more need-based SAWS assistance programs or other financial help from our partner agencies. Visit saws.org/getcurrent and select the "financial assistance" option or call **210-233-CARE (2273)**.

SAWS Offers Extra Help for Costly Water Leaks

For a limited time, SAWS is offering enhanced leak adjustments as part of the utility's COVID-19 recovery plan.

To qualify for a one-time leak adjustment credit on your bill:

- Provide proof that the leak has been repaired.
- Have a SAWS account 60 days or more past due since Aug. 1.
- Set up a payment plan and make

required payments for three months (if payments toward the balance have not already been made).

Apply online at saws.org/leakadjust or call us at **210-704-SAWS (7297)**. SAWS will review your account in detail to see what bill adjustment amount you may be eligible for.

Can't afford to repair your leak? SAWS Plumbers to People offers emergency leak repair assistance to residential customers who qualify. Apply online at saws.org/uplift or call **210-233-CARE (2273)**.

Enjoy a wild, winter wonderland of life-sized animals illuminated in twinkling lights during **Zoo Lights**, starting Nov. 19 at the San Antonio Zoo. Included with standard admission and free for members. Get tickets at sazoo.org.

Event Calendar

Native Plant Guided Tour

Nov. 6

San Antonio Botanical Garden
555 Funston Place
sabot.org

Second Saturday Habitat Clean-Up

Nov. 13

Mitchell Lake Audubon Center
10750 Pleasanton Road
mitchelllake.audubon.org

Outdoor Film Series: The Polar Express

Nov. 20

Mission Marquee Plaza
3100 Roosevelt Ave.
missionmarquee.com

Good Market: Holiday Popup

Nov. 27

Brick at Blue Star
108 Blue Star
ethicalnetworksa.org/goodmarket



Customer Service and 24-hour Emergency
210-704-SAWS (7297)
saws.org/waternews

Fall Back on Watering

Shorter days are on the way, temperatures are cooling down, and your landscape is preparing for its long winter's nap. That means it doesn't absorb as much water and soil evaporation drops significantly.

Autumn is the ideal time to stop widespread watering — especially with your irrigation system. It's as easy as 1-2-3.

1. **Cut run times in half.** For a lawn in full sun, reduce the run time from 22 minutes to 11 minutes.



2. **Use the seasonal adjust.** If your controller has this feature, use it to decrease all settings by 50 percent.

3. **Turn it off.** In most years, natural precipitation supplies almost all the water a plant needs to survive and grow. If rainfall is below historic averages, you can run your system manually.

Hand watering is always the most efficient way to save water and money. Visit

GardenStyleSA.com for weekly watering amounts and tips to keep your yard looking great using less water.

Talking About the Future of Water and Power



"San Antonio used to be a one-aquifer town. Now we also draw water from other water sources, including a desalination plant," said Robert R. Puente, SAWS president/CEO. He shared these facts and more during the "State of Utilities San Antonio" luncheon, Wednesday, Sept. 15. Hosted by the North San Antonio Chamber of Commerce, the discussion also included CPS Energy's President & CEO Paula Gold-Williams. The two leaders of San Antonio's city-owned utilities discussed their collaboration and future innovation plans, and winter storm Uri.

Make Sure SAWS and CPS Energy Can Reach You

When there's a water or power emergency, like low water pressure, loss of electric service or a gas leak, it's important for us to keep you in the loop.

To do that, SAWS and CPS Energy need to have your current phone number and email address. It's simple to do.

Log in at saws.org/myaccount and look for the "Manage Accounts" button in the upper right corner (or main menu on mobile). Select "Mobile Number" or "Email" to enter your updated information.

You can also give us a call at **210-704-SAWS (7297)** and we'll be happy to update your contact information.

Log in at cpsenergy.com using the "Manage My Account" box. If your emergency contact information is not current, you'll see an orange bar at the top of your home page after you log in. Click the text in the orange bar and follow the prompts.

Or call CPS Energy at **210-353-2222** and an Energy Advisor can update your information.