



Your source for all things water

Receiving bill assistance from SAWS? It may be time to reapply.

Keeping essential water and sewer services affordable — especially for our most vulnerable residents — is a priority for SAWS.

It's why SAWS Uplift exists. This income-based assistance program helps ease the burden of paying monthly water bills for those who qualify.

Uplift recipients are required to complete a new application every three years. Starting in April, SAWS will begin contacting them with a reminder that it's time to reapply at saws.org/myaccount.

Need in-person help with your application? SAWS will be at locations throughout the city in May to guide you through the process.

You must bring proof of income. Accepted documents include:

- Income tax return (2022).
- W-2 forms.
- Paycheck stub (last 30 days).
- 1099 form.
- Social Security award letter.
- Supplemental Security Income (SSI) award letter.
- Social Security Disability Insurance (SSDI) award letter.
- Retirement, Survivors and Disability Insurance (RSDI) award letter.
- Veterans benefits letter.
- Unemployment benefits letter.



If you're not currently receiving assistance through SAWS Uplift, visit saws.org/uplift to see if you or a loved one qualify.

City Council District 2 Field Office	Claude Black Center 2805 E. Commerce 78203	Wednesday, May 3, 17	10 a.m.-3 p.m.
City Council District 3 Field Office	3315 Sidney Brooks Drive 78235	Wednesday, May 31	10 a.m.-noon
City Council District 4 Field Office	Pearsall Park 5102 Old Pearsall Road 78242	Tuesday, May 16	10 a.m.-noon
City Council District 5 Field Office	Las Palmas YWCA 503 Castroville Road 78237	Monday, May 1, 15	4-6 p.m.
City Council District 5 Field Office	Collins Gardens Library 200 N. Park Blvd. 78204	Monday, May 8, 22	4-6 p.m.
City Council District 6 Field Office	5800 Enrique Barerra Parkway 78227	Thursday, May 4, 18	10 a.m.-noon
SAWS Las Palmas Customer Center	803 Castroville Road 78237	Tuesday, May 2, 9, 16, 23, 30	9 a.m.-1 p.m.
SAWS Headquarters Tower 2	2800 U.S. Hwy 281 N. 78212	Saturday, May 6 & June 3	9 a.m.-1 p.m.

SAWS rates, Uplift fee reflect affordability focus

Drought, destructive ice storms and a pandemic drove representatives of the San Antonio community to rank affordability as the top priority in setting SAWS' 2023 rates.

After valued input from a citizens' Rate Advisory Committee and unanimous approval by City Council, SAWS delivered on that priority with a new rate structure that took effect in January.

"In the past, we've tended to look at affordability in connection with our lower-income customers," said Mary Bailey, SAWS senior vice president of customer experience. "This time around, the Rate Advisory Committee wanted to make sure everybody can afford the 'essential use water'

needed to support their family and home."

Under the new structure, fixed charges for residential customers were reduced by up to 20% and the average residential customer saw an 8.7% decrease in their monthly bill.

The new rates also include a separate, discounted structure for low-income customers that is partially funded by a small fee applied to other customers' water and wastewater use. The Uplift Assistance Fee is 32 cents per 1,000 gallons, or \$2.88 a month for 9,000 gallons of water use.

Learn more about SAWS' new rate structure and Uplift Assistance Fee at saws.org/rates.



Event Calendar

Second Thursday at the McNay

May 11

McNay Art Museum
6000 N. New Braunfels Ave.
mcnayart.org/events

Tejano Conjunto Festival

May 19-21

Rosedale Park
303 Dartmouth St.
guadalupeculturalarts.org

Family Morning Hike

May 20

San Antonio Botanical Garden
555 Funston Place
sabot.org

Asian Festival

May 27

UTSA Downtown Campus
501 W. Cesar E. Chavez Blvd.
asianfestivalsa.org

Guided Bird Tour

June 4

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

Customer Service and 24-hour Emergency

210-704-SAWS (7297)
saws.org/waternews

Survey says: 'Cottage Garden' style ranks No. 1

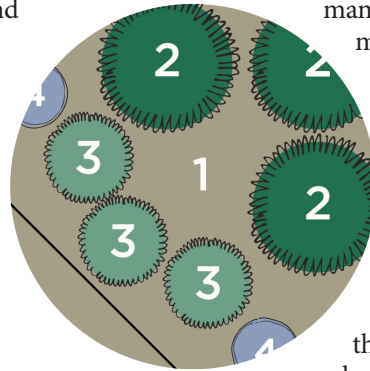
Colorful, whimsical and low maintenance. Those are the common characteristics of cottage-style gardens — and what makes them our most popular Plant By Numbers landscape design.

From curious yard art and meandering pathways to peculiar plants and edible herbs and vegetables, cottage gardens encourage visitors to linger and take it all in. Flowering plants and herbs fill and spill over the borders of the curated space.

Often designed with nooks or corners that

draw the eye, no two cottage gardens are ever alike. And while maintenance is minimal, many cottage gardens embrace maximalism, or a “more is more” approach with an overabundance of colors, patterns, textures, and eccentric items.

Ready to refresh with this delightful, carefree garden style? Download our free Plant By Numbers designs — including one that will redeem those problem areas of deep shade where grass can't thrive.



Learn more at GardenStyleSA.com/PlantByNumbers.

Patches of thin grass? There's a coupon for that!

Tired of staring at your sad sod? Think beyond boring turf and consider something more exciting to replace it — and use SAWS WaterSaver coupons to do it!

Your grass does not need to be thriving for you to use the coupons. As long as you're not planning to put plants in an established bedding area, go ahead and apply. And remember to upload a photo of the area you want to spruce up.

SAWS residential customers can apply for up to four \$100 WaterSaver coupons to replace part of your water-demanding grass with lush, drought-tolerant garden beds. You must

remove at least 200 square feet of grass (per coupon) where you will place your purchased plants. You must also cap any irrigation heads in the area planting area.



Prefer to replace skimpy sod with a new deck or patio? The SAWS Outdoor Living Rebate can help.

The rebate will help with the cost of a wooden deck or stone hardscape, or a combination of both. The rebate ranges from \$300 to \$1,000, depending how much grass is removed.

Get all the details and apply online at GardenStyleSA.com/coupons.

Recent rain didn't wash away Stage 2 watering rules

Daylight saving time ended in March — did you remember to “spring forward” the clock on your irrigation system?

Replace the back-up batteries if it's been a while and, most importantly, make sure the time is set to water only on your watering day during the 7-11 hours.

Under Stage 2, landscape watering with a sprinkler, irrigation system or soaker hose is

allowed only from 7-11 a.m. and 7-11 p.m., one day a week, based on the last number of your street address. You can still hand-water with a hose-end nozzle any time.

Stage 2 watering rules are being enforced. Follow them and you'll avoid a citation.

Remember to visit GardenStyleSA.com for weekly watering advice and landscaping tips to keep your yard thriving.