



Your source for all things water

Electronic meter rollout ramps up

Ever wonder how much water your family uses in a day? Or how much you'd save watering by hand instead of running the sprinklers? For the 65,000 customers already equipped with SAWS ConnectH2O electronic water meters, the answers to those questions — and so much more — are now just a click or tap away.

SAWS began installing the modern electronic meters last year, giving customers instant access to their hourly water use information.

“Our goal is to help you better understand and monitor your water use — to stop high water bills before they happen, saving you water and money,” said Karen Guz, SAWS vice president of Conservation.

While sometimes called “smart meters,” the ConnectH2O devices aren't really all that clever. They simply take a meter reading once an hour and transmit it back to SAWS — wirelessly and securely.

The “smart” part is your ability to view and track your water use. Just log in at saws.org/myaccount and look for the “My Use” tab.



CONNECTH2O

A smartphone app is also in the works to make monitoring your water even easier. Advanced features such as leak finder tools and high use alerts are also being developed.

The SAWS Board of Trustees recently voted to bring management of the ConnectH2O installation in-house, to speed up the pace of rollout. SAWS is currently connecting about 4,000 electronic meters per month. That's expected to ramp up to 17,000 per month in 2024.

While installation so far has focused on new homes and “sick” meters, widespread replacements will begin later this year. The aim is to swap out all 550,000 of the utility's mechanical meters by the end of 2026.

“You'll get a post-card in the mail about two weeks ahead of your scheduled meter replacement,” said Meghan Patronella,

Customer Service director. “We also have a dedicated team to answer any questions you may have after your ConnectH2O meter is installed.”

To learn more, visit saws.org/connect.

Adopted budget keeps water, sewer rates steady for 2024

For the fourth consecutive year, the SAWS operating budget includes no water or sewer rate increase for 2024. Earlier this year, a restructuring of SAWS rates actually lowered water and sewer charges for nearly every residential customer.

The SAWS Board of Trustees was briefed on the proposal in September and approved the budget on Oct. 3.

The budget includes more than \$567 million in capital spending for infrastructure improvements, in addition to increased operating costs for the installation of electronic meters, enhanced water

leak detection and repair efforts, along with information and physical security.

The budget includes rate adjustments for commercial chilled water and recycled water customers to better align with the cost of operating those highly specialized business units.

You can review the entire adopted budget at saws.org/budget.

Bill payment assistance is available to those who qualify. Learn more and apply at saws.org/uplift.

[More rates information inside](#) ▶



PUBLIC NOTICE

DECLARATION OF INTENT TO CHANGE RECYCLED WATER RATES AND UPLIFT ASSISTANCE PROGRAM FEES



Implementation of new recycled water rates and fees for the Uplift assistance program effective for consumption on or about Jan. 1, 2024 is hereby declared. Customers will begin receiving bills that reflect the 2024 rates on or about Feb. 1, 2024.

Consistent with the notification procedures of Chapter 13 of the Texas Water Code, Title 16 of the Texas Administrative Code and applicable city regulations, the San Antonio Water System Board of Trustees announces its intent to implement new recycled water rates and fees for the Uplift assistance program.

Also, consistent with §13.187 (i) of the Texas Water Code, the approval by the SAWS Board of Trustees on Oct. 3, 2023, represents the final decision for this rate change. The effective date of this rate change is on or about Jan. 1, 2024. Additional information regarding this rate change can be found at the City Clerk’s Office of the City of San Antonio located at 100 W. Houston St., Concourse San Antonio, TX 78205 or at saws.org/rates.

Consistent with the Rate Advisory Committee’s recommendation for recycled water rates, a five-year rate adjustment plan was approved in the 2023 Budget. The plan included a 15% increase in 2023 and up to 10% increases each year from 2024 to 2027. On Oct. 3, 2023 the SAWS Board of Trustees approved the pre-approved maximum recycled water rate increase of 10% effective for consumption on or about Jan. 1, 2024.

In 2023, SAWS added the cost of the Uplift assistance program as a volumetric pass-through fee for water and sewer usage. This fee is assessed to all general, irrigation and residential customers who are not enrolled in the assistance program. For 2024, based on a lower than anticipated growth rate in the Uplift assistance program, the 2024 program fees will be \$0.24 less for the average residential bill.

The charges in the tables shown represent samples of current and adopted billing amounts for different levels of consumption across various customer classes. More information is available at 210-704-SAWS (7297) or saws.org/rates.

Para información en español, por favor lláme al 210-704-7297.

Recycled Water Rates

Class	Adopted Recycled Water Rate Adjustments									
	Consumption in Gallons	Assumed Meter Size	Existing 2023 Rates		Proposed 2024 Rates		Change from 2023			
			Standard	Seasonal	Standard	Seasonal	Standard		Seasonal	
							\$	%	\$	%
Recycled Water - Non-Exchange Customer	5,000	5/8"	\$ 25.85	\$ 26.53	\$ 28.43	\$ 29.18	\$ 2.58	10.0%	\$ 2.65	10.0%
	10,000	5/8"	\$ 34.78	\$ 36.13	\$ 38.26	\$ 39.74	\$ 3.48	10.0%	\$ 3.61	10.0%
	1,000,000	6"	\$ 2,298.77	\$ 2,427.47	\$ 2,528.64	\$ 2,670.22	\$ 229.87	10.0%	\$ 242.75	10.0%
Recycled Water - Exchange Customer	5,000	5/8"	\$ 19.15	\$ 19.15	\$ 21.06	\$ 21.06	\$ 1.91	10.0%	\$ 1.91	10.0%
	10,000	5/8"	\$ 21.38	\$ 21.38	\$ 23.52	\$ 23.52	\$ 2.14	10.0%	\$ 2.14	10.0%
	1,000,000	6"	\$ 948.44	\$ 948.44	\$ 1,043.28	\$ 1,043.28	\$ 94.84	10.0%	\$ 94.84	10.0%
Recycled Water - Exchange Customer, Excess of Amount Transferred*	5,000	N/A	\$ 8.35	\$ 8.87	\$ 9.19	\$ 9.76	\$ 0.84	10.0%	\$ 0.89	10.0%
	10,000	N/A	\$ 16.70	\$ 17.74	\$ 18.37	\$ 19.51	\$ 1.67	10.0%	\$ 1.77	10.0%
	1,000,000	N/A	\$ 1,670.00	\$ 1,774.00	\$ 1,837.00	\$ 1,951.40	\$ 167.00	10.0%	\$ 177.40	10.0%

*The Service Availability Charge is not included in the Excess of Amount Transferred monthly charge calculations. The charges shown reflect only the volumetric charges if monthly usage exceeds a customer’s base consumption which is equal to the amount of Edwards water rights that were transferred to SAWS.

Definitions:

ICL: Inside City Limits. **OCL:** Outside City Limits. **General Class:** Includes Commercial, Industrial, and Apartment customers.

Seasonal Period: Water rates applied to all billings beginning on or about May 1 and ending after five complete billing months on or about Sept. 30 of each year. (Applies only to Recycled Water rates.)

Standard Period: Water rates applied to all billings beginning on or about Oct. 1 and ending after seven complete billing months on or about April 30 of each year. (Applies only to Recycled Water rates.)

Water Rates (includes TCEQ, EAA and Uplift Assistance Program pass-through fees)

Class	Consumption in Gallons	Adopted Water Rate Adjustments				
		Assumed Meter Size	Existing 2023 Rates	Proposed 2024 Rates	\$ change over 2023	% change over 2023
<i>General ICL</i>	5,000	5/8"	\$ 40.40	\$ 40.25	\$ (0.15)	-0.4%
	10,000	5/8"	\$ 67.86	\$ 67.57	\$ (0.29)	-0.4%
<i>General OCL</i>	5,000	5/8"	\$ 46.64	\$ 46.49	\$ (0.15)	-0.3%
	10,000	5/8"	\$ 77.04	\$ 76.75	\$ (0.29)	-0.4%
<i>Wholesale</i>	1,000,000	6"	\$ 6,887.55	\$ 6,887.55	\$ -	0.0%

Class	Consumption in Gallons	Adopted Water Rate Adjustments				
		Assumed Meter Size	Existing 2023 Rates	Proposed 2024 Rates	\$ change over 2023	% change over 2023
<i>Residential ICL</i>	5,000	5/8"	\$ 28.36	\$ 28.21	\$ (0.15)	-0.5%
	10,000	5/8"	\$ 65.53	\$ 65.24	\$ (0.29)	-0.4%
<i>Residential OCL</i>	5,000	5/8"	\$ 33.25	\$ 33.10	\$ (0.15)	-0.5%
	10,000	5/8"	\$ 74.17	\$ 73.88	\$ (0.29)	-0.4%
<i>Uplift Assistance Program Residential ICL</i>	5,000	5/8"	\$ 12.66	\$ 12.66	\$ -	0.0%
	10,000	5/8"	\$ 32.70	\$ 32.70	\$ -	0.0%
<i>Uplift Assistance Program Residential OCL</i>	5,000	5/8"	\$ 14.46	\$ 14.46	\$ -	0.0%
	10,000	5/8"	\$ 36.60	\$ 36.60	\$ -	0.0%
<i>Irrigation ICL</i>	5,000	5/8"	\$ 51.45	\$ 51.30	\$ (0.15)	-0.3%
	10,000	5/8"	\$ 95.99	\$ 95.70	\$ (0.29)	-0.3%
<i>Irrigation OCL</i>	5,000	5/8"	\$ 59.96	\$ 59.81	\$ (0.15)	-0.3%
	10,000	5/8"	\$ 110.55	\$ 110.26	\$ (0.29)	-0.3%

Sewer Rates (includes TCEQ and Uplift Assistance Program pass-through fees)

Class	Consumption in Gallons	Adopted Sewer Rate Adjustments				
		Assumed Meter Size	Existing 2023 Rates	Proposed 2024 Rates	\$ change over 2023	% change over 2023
<i>Residential ICL</i>	5,000	5/8"	\$ 25.47	\$ 25.42	\$ (0.05)	-0.2%
<i>Residential OCL</i>	5,000	5/8"	\$ 30.39	\$ 30.34	\$ (0.05)	-0.2%
<i>Uplift Assistance Program Residential ICL</i>	5,000	5/8"	\$ 8.16	\$ 8.16	\$ -	0.0%
<i>Uplift Assistance Program Residential OCL</i>	5,000	5/8"	\$ 9.78	\$ 9.78	\$ -	0.0%
<i>General ICL</i>	5,000	5/8"	\$ 32.71	\$ 32.66	\$ (0.05)	-0.2%
<i>General OCL</i>	5,000	5/8"	\$ 39.08	\$ 39.03	\$ (0.05)	-0.1%
<i>Wholesale</i>	1,000,000	6"	\$ 4,596.13	\$ 4,596.13	\$ -	0.0%



Budding artists — gather your drawing supplies for **Sketching in the Garden** at San Antonio Botanical Garden, 9-11 a.m. Saturday, Nov. 18. Learn about the practice of sketching as seeing. Tickets at sabot.org/events.

Event Calendar

Cinema On Will's Plaza: Coco

Nov. 10

Tobin Center
100 Auditorium Circle
tobincenter.org/cinema

2023 SA Veterans Day at Hemisfair

Nov. 11

Hemisfair
630 E. Nueva St.
hemisfair.org/veteransday

Texas WaterSaver Gardening Guided Tour

Nov. 16

San Antonio Botanical Garden
555 Funston Place
sabot.org

Beginner Bird Walk

Nov. 25

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

River Walk Holiday Artisan Show

Dec. 8

San Antonio River Walk
Near Chamber of Commerce
thesanantonioriverwalk.com

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

Updating the watering rules: SAWS wants your input

Water conservation is everyone's responsibility, especially during extreme drought. In addition to alternate water supplies, the city's conservation ordinance helps prevent more severe cutbacks.

And most customers get it. They diligently follow the rules and keep their water use low. But there are those who repeatedly ignore the rules and continue to water more than once a week — despite Stage 2 watering rules that have been in place since April 2022.

That's why SAWS leaders are considering updating the rules and how they're enforced. Your opinion matters — **we want to hear what you think at wateringrules.com**.

These are the proposed updates:

- Switching from a municipal court citation to a fee on the bill that can apply to all SAWS customers — including those in separately incorporated cities.

- Adding fees for very high use or repeat violators.
- Replacing current Stage 3 watering rules with an excess-use surcharge for high users.
- Limiting drip irrigation to one day a week on designated watering day.
- Ensuring a more thorough inspection of new irrigation systems so customers at new homes and businesses get the benefit of the high standards set by the State of Texas.

Water users who already follow the rules would not notice a change from these updates. For drip users, free consultations are available to help optimize your system and a drip variance is proposed for those growing food and vegetables.

The SAWS Board would ultimately need to vote on any proposed changes, followed by City Council consideration. Take the survey now at wateringrules.com.

Fall for less water

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.** 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.

WRANGLE
YOUR WATER USE
GARDEN LIKE A TEXAN

STAGE 2
WATER WISELY

CHECK THE TIME

7-11 AM
MORNINGS



7-11 PM
EVENINGS



KNOW YOUR DAY

M	T	W	TH	F
0	2	4	6	8
1	3	5	7	9

LAST DIGIT OF ADDRESS

WATER ONCE A WEEK

