

Electronic meter replacement reaches halfway mark

It was mid-2022 when San Antonio Water System began replacing old mechanical meters with state-of-the-art devices.

Now just two years later, nearly 300,000 ConnectH2O electronic water meters have been installed — bringing the nation's largest advanced metering project halfway to the finish line.

A streamlined installation process has helped pick up the pace in 2024, allowing teams to swap the old with new in just a few minutes — giving customers access to their hourly water use.

The aim is to replace all 598,000 of the utility's mechanical meters by the end of 2025.

"By simply going out and working directly with our teams, we have been able to find new solutions that save time and ultimately save money for our customers," said Cecilia Velasquez, SAWS vice president of customer experience.

With more accounts being added every day, SAWS staff is already thinking of new ways to better serve customers with this tech, like pinpointing leaks that aren't visible.

"If we're not able to account for all billable water in a specific area, it could indicate a leak we need to investigate," said Robert R. Puente, SAWS president/CEO.

After the new meter is installed, customers can view and track their hourly water use from the "My Use" tab at saws.org/myaccount, available on desktop or via the SAWS My Account mobile app.

To learn more, visit saws.org/connect.

Get penny-wise with WaterSmart

If you're a data geek, you'll love our free SAWS WaterSmart home report. Every month you'll get a detailed summary of when and where you're using the most water, as well as ways to help you use less.

And if you have a new SAWS ConnectH2O meter, you can see a breakdown of your water use by the hour!

You can compare your indoor and outdoor use, like showers, toilets and irrigation, as well as see a timeline of your water history to compare seasonal patterns.

WaterSmart offers personalized notifications, including future bill forecasts and high use alerts. There's even a leak detection module to help troubleshoot any ongoing issues.

To sign up visit saws.org/watersmart.



Check your mailbox for a letter about lead pipes

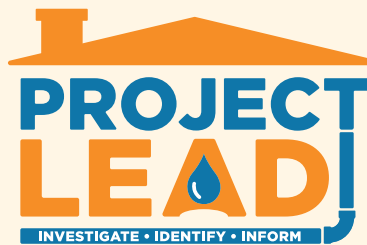
As your municipally owned water utility, SAWS makes your health and safety a top priority.

That's why we're taking steps to identify water service lines that contain lead — a material that can cause serious health effects.

SAWS Project Lead is a public health and safety program designed to meet new standards set forth by the Texas Commission on Environmental Quality.

The service line is the pipe that connects your home or business to the drinking water system.

And while SAWS keeps very good records about its pipes, the lines on your private property may not be documented.



Because there is no safe level of lead in drinking water, in October SAWS will mail letters to every customer whose service line materials are either unknown, or known to present a risk of possible lead exposure. (They'll receive an email too if we have their address.)

The letter will include health and safety information about lead, how to minimize your risks, and where to learn more. For the latest on SAWS Project Lead, visit saws.org/lead.



Learn to create a garden that thrives in drought and floods during **Rainscaping and Rain Gardens** at San Antonio Botanical Garden, Saturday, Nov. 16. Tickets at sabot.org/events.

Event Calendar

NatureFest

Nov. 2

Mission County Park
6030 Padre Drive
greensatx.org

Veterans Day Hike

Nov. 9

Government Canyon State
Natural Area
12861 Galm Road
tpwd.texas.gov/calendar

Gardening Essentials

Nov. 18

San Antonio Garden Center
3310 N. New Braunfels Ave.
gardeningvolunteers.org

Holiday Art Market

Nov. 30

Tobin Center
100 Auditorium Circle
tobincenter.org



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

Switch off the sprinklers and save money in 2025

How much you're charged for your sewer service is up to you. Save water now, save money throughout 2025. It's as simple as turning off your irrigation system for the season.

SAWS sewer charges are based on your average winter water use. So, the less water you use from mid-November to mid-March, the lower your monthly sewer charge will be for the rest of 2025.

If you're running your irrigation system at least once per week during the winter, you're making an expensive mistake.

Bottom line: Saving water now can add up to big savings throughout 2025.

For more ways to save water and money all year long, visit **GardenStyleSA.com**.

Check the schedule

The chart shows the approximate start and end dates of the winter averaging period for each SAWS billing cycle. Your billing cycle is shown in the blue "Current Bill Summary" section on the upper left portion of your bill. SAWS will begin billing you at the newly calculated sewer rate in the month shown.

Winter Average Period 2024-2025

Billing Cycle	Winter Averaging Starts	Winter Averaging Ends	Month Billed
14	Nov. 15	Feb. 26	March
15	Nov. 18	Feb. 27	March
16	Nov. 19	Feb. 28	March
17	Nov. 20	Mar. 03	March
18	Nov. 21	Mar. 04	March
19	Nov. 22	Mar. 05	March
20	Nov. 25	Mar. 06	March
21	Nov. 26	Mar. 07	April
01	Nov. 26	Mar. 10	April
02	Nov. 27	Mar. 11	April
03	Dec. 02	Mar. 12	April
04	Dec. 03	Mar. 13	April
05	Dec. 04	Mar. 14	April
06	Dec. 05	Mar. 17	April
07	Dec. 06	Mar. 18	April
08	Dec. 09	Mar. 19	April
09	Dec. 10	Mar. 20	April
10	Dec. 11	Mar. 21	April
11	Dec. 12	Mar. 24	April
12	Dec. 13	Mar. 25	April
13	Dec. 16	Mar. 26	April

Note: Actual meter reading dates may vary slightly.

(Motor) oil and water don't mix

It's estimated that Americans improperly dump about 193 million gallons of used motor oil every year. That oil can wind up in storm drains and eventually contaminate our rivers, creeks and lakes.

Recycle used motor oil at the City of San Antonio's permanent drop off location.

For a list of drop off requirements, visit sa.gov/swmd.

Household Hazardous Waste Disposal Facility

7030 Culebra Road
San Antonio, TX 78238
Tuesday-Friday, 8 a.m.-5 p.m.
Saturday, 8 a.m.-noon
(except holidays)

Understanding your flood risk

Do you know if the area you live in is prone to flooding? The City of San Antonio Public Works Department can help you determine if you're at risk.

Using the Federal Emergency Management Agency's flood insurance rate maps, Public Works can show you basic flood information including flood zones, local drainage areas, depths of flooding, flood-related hazards and historical flood data. They can also share with you the areas of town that

provide natural floodplain ecosystem functions.

If flood water affects your property, Public Works can investigate the problem to give property protection advice, including drainage improvement suggestions and guidance on financial assistance programs.

Contact the Public Works Department-Floodplain Division at 210-206-8433 for floodplain related questions. If you are experiencing flooding or drainage issues on your property, contact 311.

