

Having trouble paying your water bill this holiday season? SAWS can help.

Job loss, medical emergency, car troubles — we've all been there. But you shouldn't have to choose between putting food on the table or keeping your water service on.

San Antonio Water System's Uplift Assistance Program is helping neighbors in need when they need it most.

Nearly 30,000 families are currently receiving assistance to pay their monthly water bill. Depending on your family size and income, that could be you, too — but you must be enrolled in SAWS Uplift to qualify.

Established in 2018, Uplift makes it easy to apply for 14 different assistance programs through a single, simple online form — including an option that gives disabled veterans a payment extension on their monthly SAWS bill.

Additional programs are offered to assist customers in need of plumbing repairs they may not be able to afford.

Uplift program recipients need to requalify every three years to make sure they still meet income and other requirements.

To learn more and apply online, visit saws.org/uplift.



Adopted budget keeps water, sewer rates steady for 2025

For the fifth consecutive year, the SAWS operating budget includes no water or sewer rate adjustments for 2025.

The SAWS Board of Trustees was briefed on the proposed budget in September, with public hearings held at the October and November board meetings. The Board approved the budget Nov. 5.

The budget includes more than \$625 million in capital spending for infrastructure improvements. It also increases operating funds for



water leak detection and repairs, to reduce water loss within the SAWS distribution system.

Rate adjustments for commercial chilled water and recycled water customers are also included, to better align with the cost of operating those highly specialized utility services.

As a reminder, a restructuring of SAWS rates in 2023 actually lowered water and sewer charges for nearly every residential customer.

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

Event Calendar

Guided Bird Tour

Jan. 12

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

Native American Film Series: Indian Relay

Jan. 12

Briscoe Western Art Museum
210 W. Market St.
briscoemuseum.org/learn

S'mores Storytime

Jan. 18

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

Martin Luther King Jr. March

Jan. 20

MLK Academy
3501 MLK Drive
sanantonio.gov/MLK

Gardening Essentials Class

Jan. 20

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

Customer Service and 24-hour Emergency

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

Be Ready: Prepare and protect your pipes

While it may not feel cold now, we all know Texas weather can change in an instant. So it's key to "Be Ready" for the unexpected — in case we're faced with extreme winter weather and the hardships it can bring.

Even though weather cold enough to damage pipes is rare here, outdoor pipes and equipment should be insulated and covered.

We've gathered our best tips and tools to help you "Be Ready" to protect your home and property when temperatures dip below freezing. Follow these tips to minimize your risk:

- Cover hose bibs and make sure any hoses are disconnected.

- Turn off irrigation systems at the shut-off valve.
- Cover all in-ground valve boxes or fill the space with rags.
- Insulate above-ground backflow devices.

Pipes in unheated areas such as garages, water heater closets and crawl spaces should also be wrapped. And for plumbing in cabinets along exterior facing walls without insulation, leave cabinet doors open to allow warm indoor air to circulate.

Many more tips, along with how-to videos, are available in English and Spanish at saws.org/BeReady.

TOOLBOX NEEDS FOR WATER EMERGENCIES



Don't lose control of your controller

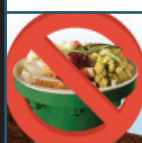
Although leaks and other issues are common in irrigation systems, the biggest single source of water waste occurs where you least expect it — at the control box.

While you're adjusting irrigation for the cool season or just turning off your sprinkler system for the year, remember to also make sure your irrigation controller knows what time it is. During a power outage — or even just a power flicker — controllers can lose the correct day and time, especially if it's been

awhile since you've changed the battery (it's a good idea to replace it annually).

Also, double-check that the correct time, day of week and year are programmed so your system turns on only when it should. This is important since we're still in Stage 3. That means watering with in-ground irrigation, drip systems, soaker hoses and hose-end sprinklers is only allowed from 5-10 a.m. and 9 p.m. to midnight.

For more information on watering rules, visit saws.org/drought.



TRASH YOUR SCRAPS

TO AVOID CLOGGED PIPES

PIPES DON'T LIE 