

Your water meter is 'talking.' Are you getting the message?

This month, SAWS expects to finish its years-long effort to replace every mechanical water meter with a nifty new ConnectH2O electronic meter. So instead of having just one meter reading each month, you can now see your hourly water use by logging on to saws.org/myaccount or the SAWS My Account mobile app.

It also means you could receive an alert from us about a possible leak. If you do, don't be too quick to dismiss it.

Not all leaks are visible or even audible. But with the ConnectH2O meters, residential customers are alerted when continuous water use of five gallons or more per hour is detected for more than 48 hours straight.

Depending on the contact information we have on file, you'll be notified by email, text or automated phone call. You may also receive a letter via U.S. Mail alerting you to continuous

use. At saws.org/leak, there's a helpful checklist to walk you through all your home's water

features to check for potential leaks, as well as tips for troubleshooting possible water-wasting appliances. You can also view how-to videos on reading your meter, testing your toilet, and much more.

If you're unable to find the issue on your own using these tools, there's even a checklist you can share with your licensed plumber or irrigator to ensure all areas are evaluated.

In 2024, 58,000 leak alerts were sent to SAWS customers — and 2.5% of residential accounts have

continuous hourly use at any given time.

Can't find a leak and not sure what to do next? Give us a call at **210-704-SAVE** (7283). Our team will be happy to help you look at your water use or walk you through checking for a leak.



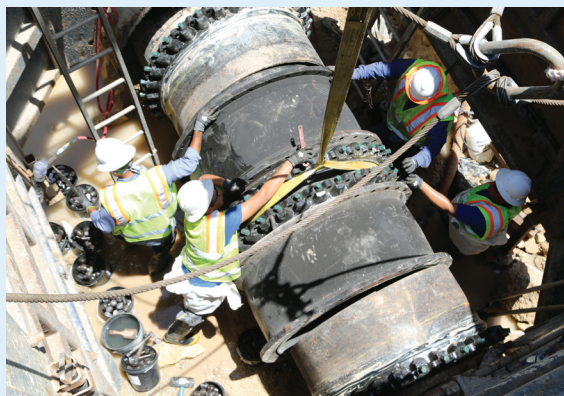
CONNECTH₂O

Fall heat + scant rain = more leaks

Drought and hot fall weather are more than just uncomfortable. They also impact our water system, causing a higher-than-usual number of leaks and main breaks.

Record breaking temperatures, limited rainfall and more outdoor watering than normal has put a strain on our pipes, requiring SAWS crews to maintain their 24/7 summer "main break season" schedule so they can respond to each incident as quickly as possible.

As a reminder, Stage 3 watering hours for sprinklers — in-ground and hose-end — are 5-10 a.m. and 9 p.m. to midnight one day a week.



The good news? The growing season for warm weather turfgrass is already winding down and nighttime temps are getting cooler. So, give lawn watering a rest for now — and help prevent the risk of fungal disease spreading throughout your wet grass overnight.

Pipes don't lie. Keep your drains (and the city's sewers) clog-free this holiday season and #CanTheGrease! Scrape all grease and food bits from plates, pots and pans right into the trash.

Event Calendar

Christmas Campfire Story and S'mores

Dec. 6

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

Family Night at Illuminate

Dec. 12

San Antonio Botanical Garden
555 Funston Place
sabot.org/events

Second Saturday Habitat Work Day

Dec. 13

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

Rhythm & Moves Dance Cardio

Dec. 20

Tobin Center
100 Auditorium Circle
tobincenter.org/events

Celebrate SA - San Antonio's Official NYE Celebration

Dec. 31

Arneson River Theatre
418 Villita St.
visitsanantonio.com/events

Customer Service and 24-hour Emergency

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

Production meters help SAWS treasure what we measure



A highly skilled team of SAWS mechanics, electricians and instrumentation experts installed a nearly 1,000-pound production flow meter at Wurzbach Pump Station on the city's Northwest Side. It's all part of the SAWS Non-Revenue Water Program. Located at SAWS facilities across the city, these mega-meters measure the amount of water pumped from wells for delivery to customers. There are 112 production meters that will be replaced by the end of 2026. More accurate measurement helps ensure every drop gets delivered to our customers. Ultimately, SAWS aims to reduce water loss per connection by 50% by 2035. Learn more at saws.org/stewardship.

Be Ready to weather an emergency

Drought or not, South Central Texas is not immune to extreme winter weather and the catastrophes it can cause.

Emergencies happen. That's why SAWS is always working to make sure these events don't affect your water service in the future.

In addition to our own efforts behind the scenes to make San Antonio's water pipes, pumps and plants more winter-hardy, we've gathered our best tips and tools to help you

"Be Ready" to protect your home and property when temperatures dip below freezing.

From how to prepare water during a boil water notice to which emergency supplies to keep on hand, our resources will help you be ready for the unexpected. It's all available in English and Spanish at saws.org/BeReady.



SAWS welcomes new mayor, trustees

The SAWS Board of Trustees and President/CEO Robert Puente officially welcomed four new Board members, including newly elected Mayor Gina Ortiz Jones, at the utility's Oct. 7 Board meeting.

Joining Board Chairwoman Jelynn LeBlanc Jamison, and trustees Ed Belmares and Marilu Reyna, are Mayor Jones, former San Antonio City Council member Adriana Rocha Garcia, real estate developer Gregory B. Mann and health care executive Theresa Rodriguez Scepanski.

