

SAWS' drive to reduce 'lost' water nets 5.4 billion gallons 'found' so far

It's only been a couple of years since SAWS upped its efforts to reduce non-revenue water — water that is produced or received from a given source but never delivered or billed to a customer. And we continue to make great strides.

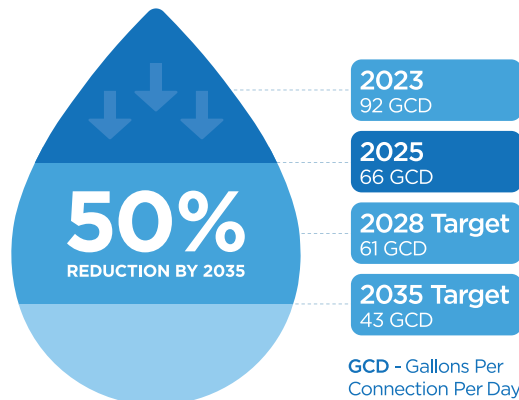
Our latest achievement is cause for celebration: From 2023 to 2025, SAWS reduced total water loss volume by 26%. That's 5.4 billion gallons saved!

"The recognition of how far we've come in a very short time belongs to every SAWS employee for doing what they do every single day," said Richard Donat, director-Non-Revenue Water Program.

Among the efforts that have contributed to this success:

- **Improving response time by SAWS repair crews** to two days or less for all reported breaks and leaks.
- **Using predictive data to look for hidden leaks** in areas with higher chance of failure.
- **Replacing old Edwards Aquifer well meters** with meters that more precisely measure the water we pump.

SAWS Water Loss Reduction Target



as of 7/1/2026
updated annually

- **Scheduling our highest risk pipes for repair or replacement** before they can fail.
- **Measuring water used for authorized purposes** such as main flushing and firefighting.
- **Continuing our industry-leading conservation efforts** to reduce water demand even more, resulting in less stress on pipes.
- **Replacing mechanical customer meters** with highly accurate ConnectH2O electronic meters that track hourly water use.

Water loss challenges are not unique to San Antonio. Across the U.S., aging infrastructure is making it harder and costlier than ever to keep pipes, pumps and treatment plants from losing water. That's why SAWS has been working on this effort for more than a decade.

Ultimately, the goal of the SAWS Non-Revenue Water Program is to reduce water loss per connection per

day by 50% by 2035. That's one reason SAWS plans to invest \$3.2 billion in water and sewer system upgrades over the next five years.

You can track our progress using the non-revenue water dashboard at saws.org/dashboard.

SAWS applause for pipe-tapping, hydrant teams



Congratulations to SAWS' men's and women's tapping and hydrant teams for representing Texas and competing among the best utilities in the nation at the American Water Works Association Annual Conference and Exposition held in Washington, D.C., June 21-24.

In the tapping contest, teams race against the clock to connect a water service line to a cement-lined iron pipe. In the fast-paced Hydrant Hysteria challenge, two-member teams assemble a full-size fire hydrant.

SAWS' Alamo Drillerz claimed 3rd place in the men's pipe tapping competition while SAWS' Hydrant Wranglers took 4th in the women's division.

Event Calendar

Vermicomposting Basics

Sept. 12

Eco Centro

1802 N. Main Ave.

ecocentro.eventbrite.com

Night Crawlers

Sept. 12

Government Canyon State Natural Area

12861 Galm Road

tpwd.texas.gov/calendar

Family Night Hike

Sept. 18

San Antonio Botanical Garden

555 Funston Place

sabgtx.org/events

Jazz'SAlive

Sept. 25-26

Civic Park at Hemisfair

210 S. Alamo St.

saparks.org/events

Breaking Ground, Taking Flight

Oct. 10

Mitchell Lake Audubon Center

10750 Pleasanton Road

mitchelllake.audubon.org/events

Customer Service and 24-hour Emergency

210-704-SAWS (7297)

saws.org/waternews

Stormwater basins help catch, clean the flow

Rain is more random than regular in San Antonio. While it's beneficial to the aquifer when it does come, it also carries with it all the surface gunk along the way.

That's why SAWS tracks and monitors about 1,700 engineered stormwater basins over the Edwards Aquifer

Recharge Zone. Grit, oil and other chemicals that wash off parking lots are captured to help prevent pollution from reaching San Antonio's largest drinking water supply.



When it rains, contaminants settle to the bottom and are filtered out by sand, while clean water is gradually released over several days.

A team of three SAWS specialists inspect between 800-900 stormwater basins a year to make sure they are working correctly.

Property owners are responsible for maintaining the basins. This may include repairing or replacing filtration systems, pumps and other equipment.

Planning today for tomorrow's water at SAWS

While every community is different, recent events along the Texas coast remind us why planning ahead matters.

Earlier this year, Corpus Christi warned that water demand could soon exceed available supply.

Though recent rainfall has delayed that risk, the situation shows how long-term drought, rapid growth and increasing water use can put pressure on a community's limited water resources.

No one can control the weather. But San Antonio's long-term commitment to water planning and conservation has made our city more resilient than most, and helps ensure water certainty for generations to come.

Water security isn't built overnight. It comes from years of thoughtful planning, consistent conservation and continued investment. SAWS is always working to ensure a reliable water supply while supporting our region's changing needs.

As outlined in SAWS' Water Management Plan and Water Conservation Plan, we've invested in diversified supplies, conservation programs and infrastructure improvements to meet our community's water needs — even during extended droughts.

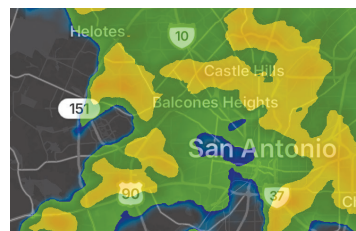
These long-term plans don't stop drought, but they help us manage its impact. Learn more at saws.org/plans.

Could 'super' El Niño alter San Antonio's weather?

There's been a lot of buzz lately about a stronger-than-usual El Niño this fall and winter. But what does that mean for our city?

El Niño happens when the Pacific Ocean is warmer than normal. For Texas, that often brings wetter-than-average fall and winter weather — and a strong or "super" El Niño could increase our chances of getting even more rain.

Still, one rainy season won't erase seven years of drought. Aquifers recharge slowly, and once the wet phase fades, spring and summer can become drier than normal.



No matter what El Niño brings, water conservation is still key. SAWS WaterSaver Coupons make it easy to get ahead of the weather and prepare your landscape accordingly. A WaterSaver landscape is hardy — and beautiful — whatever the weather!

Get all the details and apply at GardenStyleSA.com/fall.

Remember: drought stage rules are still in place. That means watering with a sprinkler or in-ground irrigation is only allowed

between 5-10 a.m. and 9 p.m.-midnight, one day a week on your day.

As always, you can water with a handheld hose any time.