



AGENDA
SAN ANTONIO WATER SYSTEM
COMMUNITY EXPERIENCE COMMITTEE

September 8, 2026, at 11:30 A.M (lunch will be served)

SAWS Administrative Offices

2800 US Hwy 281, CR-A170, Tower 1, San Antonio, Texas 78212
and via Webex video conference.

NOTICE TO THE PUBLIC. This meeting is being held in a hybrid state, with a quorum of CEC members being both physically present at SAWS HQ and the rest being in attendance remotely, must be showing presence, with the camera always turned on. Any member of the public who wishes to participate in the public comment portion of the meeting may attend either in person or via video conference. To access the meeting, please join the Webex link listed below.

September 2026 Community Experience Committee (CEC) Meeting link:

<https://saws.webex.com/saws/j.php?MTID=m2cb3fdaf4deb40328cbfc758f37ab5aa>

Meeting number: (access code): 2481 399 5959

Password: sAECx3yv5J2

- 1. MEETING CALLED TO ORDER**
- 2. ANNOUNCEMENTS AND UPDATES**
- 3. APPROVAL OF THE MINUTES OF SAN ANTONIO WATER SYSTEM (SAWS) COMMUNITY EXPERIENCE COMMITTEE (CEC)**

Approve San Antonio Water System Community Experience Committee meeting minutes from August 18, 2026.

4. DISCUSSION AND PRESENTATION ITEMS

- SAWS Operational Excellence overview of billing, customer care, delinquency management and meter data review by Meghan Patronella, Director of Operational Excellence – Customer Service

NEXT MEETING SCHEDULED:

Tuesday, October 13, 2026, at San Antonio Water System Headquarters, Tower I, Conference Room A170.

5. ADJOURNMENT