Water Conservation Plan Annual Report
Retail Water Supplier

Contact Information

Name of Utility: SAN ANTONIO WATER SYSTEM

Public Water Supply Identification Number (PWS ID): TX0150018

Check all that apply:

- [x] Retail Water Supplier
- [x] Wholesale Water Supplier
- [x] Wastewater Treatment Utility

Address: 2800 US Highway 281 N City: San Antonio Zip Code: 78212

Email: michael.contreras2@saws.org Telephone Number: 2107047283

Regional Water Planning Group: L

Groundwater Conservation District:

Contact: First Name: Michael Last Name: Contreras

Title: Senior Resource Analyst

Is this person the designated Conservation Coordinator? ○ Yes ◉ No

Coordinator: First Name: Martha Last Name: Wright

Title: Director, Conservation

Address: 2800 US Highway 281 N City: San Antonio Zip Code: 78212

Email: Martha.Wright@saws.org Telephone Number: 210-704-7283

Regional Water Planning Group: L

Groundwater Conservation District:

Reporting Period (Calendar year):

Period Begin (mm/yyyy): 01/2025 Period End (mm/yyyy): 12/2025

Our records indicate that your entity:

- [x] Received financial assistance of $500,000 or more from TWDB

☑ Have 3,300 or more retail connections

☑ Have a surface water right with TCEQ

System Data

1. For this reporting period, select the category(s) used to classify customer water usage:

	Retail Customer Water Usage Categories
☑	Residential - Single Family
☑	Residential - Multi-family
☑	Industrial
☑	Commercial
☐	Institutional
☐	Agricultural

Retail Customers Categories*

- Residential Single Family
- Residential Multi-Family
- Industrial
- Commercial
- Institutional
- Agricultural

**Recommended Customer Categories for classifying customer water use. For definitions, refer to Guidance and Methodology on Water Conservation and Water Use.*

2. The number of connections and gallons of retail water by category of usage. This information is auto-populated from the Water Use Survey.

Retail Customer Category	Number of Connections	Gallons Metered
Residential - Single Family	597,462	38,142,899,215
Residential - Multi-family	259,527	13,033,670,954
Industrial	275	2,886,547,691
Commercial	41,104	16,967,187,379
Institutional	0	0
Agricultural	0	0
Total Retail Water Metered[1]	898,368	71,030,305,239

[1]Residential + Industrial + Commercial + Institutional + Agricultural = Total Retail Water Metered

Water Loss Audit

This information is auto-populated from the water loss audit.

	Total Gallons During the Reporting Period
1. Corrected Input Volume: The volume of treated water input to the distribution system from own production facilities. Same as line 13b of the Water Loss Audit for reporting periods >= 2015. Same as line 14 of the Water Loss Audit for reporting periods <= 2014.	**54,741,453,125**
2. Corrected Treated Purchased Water Volume: The amount of treated purchased wholesale water transfered into the utility's distribution system from other water suppliers system. Same as line 14b of the Water Loss Audit for reporting periods >= 2015. Same as line 15 of the Water Loss Audit for reporting periods <= 2014.	**33,717,563,696**
3. Corrected Treated Wholesale Water Sales Volume: The amount of treated wholesale water transfered out of the utility's distribution system, although it may be in the system for a brief time for conveyance reasons. Same as line 15b of the Water Loss Audit for reporting periods >= 2015. Same as line 16 of the Water Loss Audit for reporting periods <= 2014.	**811,684,172**
4. Total System Input Volume: This is the sum of the corrected input volume plus corrected treated purchased water volume minus corrected treated wholesale water sales volume. Same as line 16 of the Water Loss Audit for reporting periods >= 2015. Same as line 17 of the Water Loss Audit for reporting periods <= 2014. Produced + Imported - Exported = Total System Input Volume	**87,647,332,649**
5. Billed Metered: All retail water sold and metered. Same as line 17 of the Water Loss Audit for reporting periods >= 2015. Same as line 18 of the Water Loss Audit for reporting periods <= 2014.	**71,030,305,239**
6. Other Authorized Consumption: Water that is authorized for other uses such as back flushing, line flushing, storage tank cleaning, fire department use, municipal government offices or municipal golf courses/parks. This water may be metered or unmetered. Same as lines 18, 19, and 20 of the Water Loss Audit for reporting periods >= 2015. Same as lines 19, 20, and 21 of the Water Loss Audit for reporting periods <= 2014.	**767,343,978**
7. Total Authorized Consumption: All water that has been authorized for use. Same as Line 21 of the Water Loss Audit for reporting periods >= 2015. Same as line 22 of the Water Loss Audit for reporting periods <= 2014. Total Billed and Metered Retail Water + Other Authorized Consumption = Total Authorized Consumption	**71,797,649,217**
8. Total Apparent Losses: Water that has been consumed but not properly measured or billed (losses due to customer meter inaccuracy, systematic data handling discrepancy and/or unauthorized consumption such as theft). Same as line 27 of the Water Loss Audit for reporting periods >= 2015. Same as line 28 of the Water Loss Audit for reporting periods <= 2014.	**1,268,840,249**

9. Total Real Loss: Physical losses from the distribution system prior to reaching the customer destination (losses due to reported breaks and leaks, physical losses from the system or mains and/or storage overflow). Same as line 30 of the Water Loss Audit for reporting periods >= 2015. Same as line 31 of the Water Loss Audit for reporting periods <= 2014.	**14,580,843,183**
10. Total Water Loss: Apparent + Real = Total Water Loss	**15,849,683,432**

Programs and Activities

1. What year did your entity adopt or revise their most recent Water Conservation Plan? 2024

2. Using the table below select the Best Management Practices actively administered during this reporting year. If feasible, provide an estimate of the savings in implementing each BMP. Enter 0 if unknown or not calculable. Please enter saved and reused volumes in their appropriate fields. Please note, the amount of water reused does not also equal a saved amount.
Please refer to your Water Conservation Plan to determine the BMPs identified in your plan to help achieve your targets and goals. Are these BMPs being implemented? Are they helping achieve your targets and goals? What BMPs should your entity focus on the next year? This is information you will want to refer to when updating your water conservation plan.

Methods and techniques for determining gallons saved are unique to each utility as they conduct internal cost analyses and long-term financial planning. Texas Best Management Practices can be found at TWDB's Water Conservation Best Management Practices webpage. The TWDB's Municipal Water Conservation Planning Tool and resources may offer guidance on determining and calculating savings for individual BMPs.

Best Management Practice	Check if Implemented	Estimated Gallons Saved	Estimated Gallons Reused
Conservation Analysis and Planning			
Conservation Coordinator	✓	0	0
Cost Effective Analysis	✓	0	0
Water Survey for Single Family and Multi-family Customers	✓	0	0
Customer Characterization	✓	0	0
Financial			
Wholesale Agency Assistance Programs			
Water Conservation Pricing	✓	0	0
System Operations			
Metering New Connections and Retrofitting Existing Connections	✓	0	0
Utility Water Audit and Water Loss	✓	0	0
Landscaping			
Landscape Irrigation Conservation and Incentives	✓	0	0
Athletic Fields Conservation	✓	0	0
Golf Course Conservation	✓	0	0

Park Conservation	✓	0	0
Residential Landscape Irrigation Evaluation	✓	29,264,580	0
Outdoor Watering Schedule	✓	0	0
Education and Public Awareness			
School Education	✓	0	0
Public Information	✓	0	0
Public Outreach and Education	✓	0	0
Partnerships with Nonprofit Organizations	✓	0	0
Rebate, Retrofit, and Incentive Programs			
Conservation Programs for ICI Accounts	✓	5,332,872	0
Residential Clothes Washer Incentive Program			
Water Wise Landscape Design and Conversion Programs	✓	13,124,400	0
Showerhead, Aerator, and Toilet Flapper Retrofit			
Residential Toilet Replacement Programs			
Custom Conservation Rebates	✓	2,525,340	0
Plumbing Assistance for Economically Disadvantaged Customers	✓	14,520,240	0
Conservation Technology & Reuse			
New Construction Graywater	✓	0	0
Rainwater Harvesting and Condensate Reuse	✓	0	0
Water Reuse BMP Categories			
Reuse for On-site Irrigation	✓	0	1,663,219,721
Reuse for Plant Washdown	✓	0	0
Reuse for Chlorination/Dechlorination			
Reuse for Industry	✓	0	1,478,417,529
Reuse for Agriculture	✓	0	0
Regulatory and Enforcement			
Prohibition on Wasting Water	✓	211,860,000	0
Conservation Ordinance Planning and Development	✓	754,398,000	0
Enforcement of Irrigation Standards	✓	0	0
Retail			
Other	✓	1,159,429,364	0
Totals		**2,190,454,796**	**3,141,637,250**

3. Comments or Explanations Regarding Data Entered in the BMP Table.

Additional explanation of programs and savings from the Best Management Practices table can be found in the attached document. This includes rationale for some BMP savings estimates of zero. Other programs with savings include (list out programs that make up the “other” category

Attached file(s):

File Name	File Description
2025_bpms.pdf	2025_BPMs

4. For this reporting period, estimate the savings from water conservation activities and programs.

Gallons Saved/Conserved	Gallons Recycled/Reused	Total Volume of Water Saved[1]	Dollar Value of Water Saved[2]
2,190,454,796	3,141,637,250	5,332,092,046	41,057,109

[1]Estimated Gallons Saved + Estimated Gallons Recycled/Reused = Total Volume Saved

[2]Estimated this value by taking into account water savings, the cost of treatment or purchase of water, and deferred capital cost due to conservation.

5. During this reporting period, did your rates or rate structure change? ○ Yes ◉ No

6. Select the type of rate pricing structure used. Check all that apply.

☐	Uniform Rates
☐	Flat Rates
☑	Inclining/Inverted Block Rates
☐	Declining Block Rates
☐	Seasonal Rates
☐	Water Budget Based Rates
☐	Excess Use Rates
☐	Drought Demand Rates
☐	Tailored Rates
☐	Surcharge - usage demand
☐	Surcharge - seasonal
☑	Surcharge - drought
☑	Other

Non-compliance surcharge for the annual irrigation system evaluation. Customers who are not in compliance are assessed a one time fee and additional volumetric rate on billed irrigation water until the become compliant. Drought surcharge; Stage 3 (effective the entire year). Residential customers that exceed 20k gallons in a billable month were charged an additional rate. Commercial irrigation surcharge rates vary based on water use and meter size. Non-compliance charge (effective the entire year) for all drought stages is a cost based charge applied to customers' bills when they violate drought watering rules.

7. For this reporting period, select the public awareness or educational activities used.

Name	Implemented This Year
Brochures Distributed	✓
Messages Provided on Utility Bills	✓
Website	✓
Press Releases	✓
TV Public Service Announcements	✓
Radio Public Service Announcements	✓
Educational School Programs	✓
Displays, Exhibits, and Presentations	✓
Community Events	✓
Social Media campaign - Facebook	✓
Social Media Campaign-X (formerly Twitter)	✓
Social Media campaign - Instagram	✓
Social Media campaign - YouTube	✓
Facility Tours	✓
Other	✓
Total	

Other campaigns include GardenStyleSA website, weekly gardening newsletter, Conservation call center, NextDoor social media, and digital display banners.

8. Program Effectiveness

In your opinion, how would you rank the overall effectiveness of your conservation programs and activities?

Customer Classification	Less Than Effective	Somewhat Effective	Highly Effective	Does Not Apply
Residential Customers	○	○	◉	○
Industrial Customers	○	○	◉	○
Institutional Customers	○	○	○	◉
Commercial Customers	○	○	◉	○
Agricultural Customers	○	○	○	◉

9. What were some of the successes and/or challenges of your utility's conservation efforts?

SAWS established Conservation programs in the early 1990's which have been very successful at reducing water use across the community. Managing peak demands during drought periods is still a challenge, but being addressed through programs such as our irrigation design rebate and commercial smart system rebate programs that incentivize customers to reduce use while maintaining healthy landscapes. With the rollout of our ConnectH2O AMI system, we have been able to alert customers to water leaks and unusual use patterns, including watering too many days per week, both of which save large amounts of water. Our 704-SAVE phone team assisted over 18,598 callers in 2025 with questions ranging from programs to watering day to leak alerts. Additionally, in 2025 we had our first full year of new watering rules in place which helped to bring down demand through a new Stage 3 high use surcharge, violations, and irrigation installation plan review.

10. What might your utility do to improve the effectiveness of your water conservation program?

We consider our programs to be very effective, but are always working to engage with new customers as well as expanding our commercial conservation programs.

Water Loss And Drought

1. During this reporting period, how many leaks were repaired in the system or at service connections? 2400

2. Select the main cause(s) of water loss in your system.

	Water Loss Causes
☑	Distribution line leaks and breaks
☐	Unauthorized use and theft
☑	Master meter problems
☐	Customer meter problems
☐	Record and data problems
☑	Other

In 2025, SAWS continued to proactively address water loss across our system. One of the first steps to get a clearer picture of losses, SAWS is working to identify and measure uses of authorized unmetered water across our system. To improve the accuracy of the system input volume, SAWS is replacing legacy production flow meters with newer meter technology. At the end of 2025 our ConnectH2O program (initiative to replace customer meters with electronic meters) was complete. This will improve customer meter registration

With the hiring of additional repair crews and shifting schedule work to reduce weekend backlog SAWS further reduced repair times on leaks in 2025. SAWS also hired additional leak detection Staff and implemented a condition based approach for proactively identifying hidden leaks within our distribution system, effectively more than doubling the amount of leaks identified in 2025. All these interventions contributed to the reduction in water loss from 2024 to 2025.

3. For this reporting period, provide the following information on your distribution lines.

Total Length of Main Lines (miles)	Total Length Repaired (feet)	Total Length Replaced (feet)
7929	1722949	50947

4. For this reporting period, provide the following information regarding your meters:

Type of Meter	Total Number	Total Tested	Total Repaired	Total Replaced
Production Meters	688	571	144	33
Meters larger than 1 1/2 inches	10519	224	51	6248
Meters 1 1/2 inches or smaller	601388	6063	49	307561

5. Does your system have automated meter reading? (•) Yes ( ) No

6. During the reporting period, did you implement your Drought Contingency Plan? (•) Yes ( ) No

7. How many days were water use restrictions in effect? 365

8. What stage was implemented?

SAWS was in stage 3 drought rules and restrictions for the entire year. SAWS uses watering rules and restrictions, established by city ordinance and utility service regulations, to proactively manage the region's water resources. These efforts aim to reduce customer water use based on specific levels of the Edwards Aquifer.

9. Did you implement a mandatory level?

SAWS remained in stage 3 drought rules and restrictions for the entire year of 2025. Stage 3 rules and restrictions began in August 2024 after changes to watering rules in San Antonio resulted in automatic trigger of SAWS water restrictions when the 10 day-rolling average of the aquifer level is below 640 feet mean sea level at the monitored well. The next level would be stage 4 and it would need to be declared at the discretion of the City Manager in consultation with the SAWS President/CEO.

Check the reason(s) for implementing your Drought Contingency Plan

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	Reasons for Implementing Drought Contingency Plan
☐	Water Supply Shortage
☑	High Seasonal Demand
☐	Capacity Issues
☐	Equipment Failure
☐	Impaired Infrastructure
☑	Other

Target and Goals

Total, Residential, and Water Loss in Gallons per Capita per Day (GPCD)

The tables below display your current GPCDs.

Total System Input in Gallons Water Produced + Wholesale Imported - Wholesale Exported	Retail Population[1]	Total GPCD (System Input / Retail Population) / 365
87,647,332,649	2,164,726	111

[1]Retail Population is the total permanent population of the service area, including single family, multi-family, and group quarter populations

Residential Use in Gallons (Single Family + Multi-family)	Residential Population[2]	Residential GPCD (Residential Use / Residential Population) / 365
51,176,570,169	2,131,719	66

[2]Residential Population is the total residential population of the service area, including only single family and multi-family populations

Total Water Loss in Gallons Apparent + Real = Total Water Loss	Retail Population	Water Loss GPCD[3] (Total Water Loss / Retail Population) / 365
15,849,683,432	2,164,726	20

[3]Water Loss GPCD is a conservation planning indicator and target best used in conjunction with Total GPCD and Residential GPCD.

The table below displays the specific and quantified five-year and ten-year goals listed in your current Water Conservation Plan alongside the current GPCD totals.

Achieve Date	Target for Total GPCD	Current Total GPCD	Target for Residential GPCD	Current Residential GPCD	Target for Water Loss GPCD	Current Water Loss GPCD
Five-year Target Date 2029	106	111	73	66	19	20
Ten-year Target Date 2034	99	111	70	66	15	20

Best Management Practice	Implemented?	Estimated Gallons Saved	Estimated Gallons Reused	Notes
Conservation Analysis and Planning				
Conservation Coordinator	Y			Conservation Department - Director
Cost Effective Analysis	Y			Water savings from a cost effective analysis would be inherently present in the other categories when the analysis is performed
Water Survey for Single Family and Multi-family Customers	Y			Savings are attributed to Residential and Commercial Consults
Customer Characterization	Y			NAICS coding of over 43,000 ICI accounts
Financial				
Wholesale Agency Assistance Programs	N			
Water Conservation Pricing	Y			Conservation is promoted through use of an Inverted Block Rate Structure
System Operations				
Metering New Connections and Retrofitting Existing Connections	Y			All customer classes are metered and old/broken meters are replaced
System Water Audit and Loss Control	Y			We conduct a water loss audit annually as required by TWDB
Landscaping				
Landscape Irrigation Conservation and Incentives	Y			We attributed savings under other BMPs
Athletic Fields Conservation	Y			Ordinance for athletic fields to apply for variances. Some athletic fields utilize reuse water.
Golf Course Conservation	Y			Ordinance for golf courses to apply for variances. All municipal golf courses utilize reuse water.
Park Conservation	Y			Many parks are part of the large property irrigation checkup, so savings are attributed under the Conservation Programs for ICI Accounts
Residential Landscape Irrigation Evaluation	Y	29,264,580		Residential irrigation consultations
Outdoor Watering Schedule	Y			Watering never allowed 10am-9pm in our service area
Education and Public Awareness				
School Education	Y			No savings attributed to this practice, education department presents to schools throughout the community, year-round
Public Information	Y			No savings attributed to this practice, Conservation staff presented to 4,472 attendees at staff presentations
Public Outreach and Education	Y			
Partnerships with Nonprofit Organizations	Y			No savings attributed to this practice, Reached 28,193 through partnerships
Rebate, Retrofit, and Incentive Programs				
Conservation Programs for ICI Accounts	Y	5,332,872		Combination of commercial irrigation design rebates and commercial consults
Residential Clothes Washer Incentive Program	Y			Washright programs concluded in 2012. 25,000-30,000 washing machines were replaced through SAWS efforts
Water Wise Landscape Design and Conversion Programs	Y	13,124,400		Combination of Landscape coupons and residential irrigation design rebates
Showerhead, Aerator, and Toilet Flapper Retrofit	Y			Showerhead and Aerator distribution programs ended in 2018
Residential Toilet Replacement Programs	Y			Toilet programs concluded in 2014. 250,000-300,000 toilets were distributed through SAWS Residential and Commercial Programs.
Custom Conservation Rebates	Y	2,525,340		Custom rebates vary year to year, savings dependent on type and scale of project
Plumbing Assistance for Economically Disadvantaged Customers	Y	14,520,240		Plumbers to People and Conservation Makeover programs to assist low income customers with plumbing repair
Conservation Technology & Reuse				
New Construction Graywater	Y			Commercial sites are required to be plumbed for future use
Rainwater Harvesting and Condensate Reuse	Y			Currently offering rebates on rain barrels, although we do not attribute savings to this practice
Water Reuse BMP Categories				
Reuse for On-Site Irrigation	Y		1,663,219,721	Approximately 27% of reuse water used for landscape irrigation
Reuse for Plant Washdown	Y			
Reuse for Chlorination/Dichlorination	N			
Reuse for Industry	Y		1,478,417,529	Approximately 24% of reuse water used for industrial purposes, remaining 47% of reuse water for other purposes
Reuse for Agriculture	Y			
Regulatory and Enforcement				
Prohibition on Wasting Water	Y	211,860,000		Savings from 5,885 Waterwaste and Violations, additionally, there were 5,328 warnings (no savings estimated from warnings)
Conservation Ordinance Planning and Development	Y	754,398,000		Savings attributed to Annual Large Property Irrigation Check-Ups
Enforcement of Irrigation Standards	Y			San Antonio enforces irrigation standards including requiring permits for irrigation systems but does not attribute savings directly to this practice
Retail				
OTHER (sum of entries shown below)	Y	1,159,429,364		
WaterSmart Home Reports Program	Y	597,975,920		Savings based on results of random control trial pilot program, aggregate of print and email water report savings
Flow Sensor Rebate Program	Y	231,648		Savings based on random control trial pilot program
Smart Irrigation Controller Program	Y	439,200		Savings from the random control trial pilot program
Pool Filters	Y	840,000		Savings estimated at 20,000 gal/year/unit
ConnectH2O Leak Alerts - Unique Customers	Y	555,528,096		Based on analysis of initial pilot program there where savings of 181 gal/mon per acct and 2.10 alerts per acct in 2024. 123k Tol alerts sent.
ConnectH2O Watering Wrong days - Unq Cust	Y	4,414,500		Based on analysis of initial pilot program there where savings were 1.8 gal/day per acct in 2024.
Total		**2,190,454,796**	**3,141,637,250**	

Name	Number of Times this Year	Total Population Reached this Year	Notes
Brochures Distributed	1,188	52,039	Brochures are distributed at community events, exhibts, presentations, and more
Messages Provided on Utility Bills	12	2,164,726	Conservation note in all bill inserts, population based on number of SFR connections over 12 months.
Press Releases	12	2,164,726	Local distribution of press releases, some are picked up regionally and nationally, difficult to quantify the reach. 12 press releases sent to contacts that share the information, reaching entirety of population multiple times. Estimate of 2.1 million reach is conservative.
TV Public Service Announcements	--	--	
Radio Public Service Announcements	200	583,333	Messages aired on Texas Public Radio (KSTX-FM and KPAC-FM), Population reached is the total web impressions for the year
Educational School Programs	381	22,807	Includes classroom presentations, teacher training, career days, and intern program
Displays, Exhibits, and Presentations	646	13,979	
Community Events	161	15,253	
Social Media campaign - Facebook	396	2,164,726	
Social Media campaign - Twitter	289	198,600	
Social Media campaign - Instagram	501	140,600	
Social Media campaign - YouTube	23	7,500	
Facility Tours	169	11,210	Facility tours include field education opportunities and field trips
OTHER (sum of entries shown below)	190	2,652,567	
Social Media campaign - NextDoor	128	134,000	
TPR Digital Display Banners	12	485,001	Graphic display banners present on TPR.org
GardenStyle weekly gardening newsletter	50	1,630,200	Newsletter is sent weekly to subscribers (average of 32,604 subscribers/week, max of 34,230)
GardenStyleSA.com + Plant Database	--	384,768	384,768 users, 1,042,631 site visits, 1:26 average time onsite
Conservation Call Center	--	18,598	Average call is handled within 5:25
TOTAL	**4,168**	**10,326,066**	