

Unpaid Water Bill? Keep Your Water On With a Payment Plan

The coronavirus pandemic has left many San Antonians with unpaid bills. If you're struggling to catch up on those past-due accounts, we have good news: By setting up a payment plan with SAWS, you can keep your water service turned on and get more time to pay.

In March 2020, SAWS halted water service shutoffs for non-payment in response to the pandemic. SAWS will resume service disconnections beginning in October 2021 for customers with large past-due balances, but our goal remains the same: to keep your water on.

To keep your water service turned on, here's what you need to do:

- Visit saws.org/getcurrent and choose the "payment plan" option.
- Follow the prompts to sign up for a payment plan online. Your total account balance will

be divided into equal, affordable monthly payments.

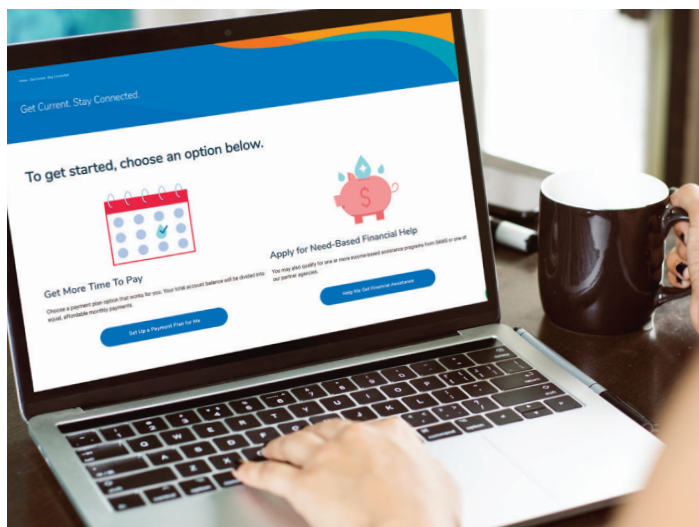
- Need more time? Call **210-704-SAWS** (7297) to discuss other payment options.

- Each month, you will need to pay the payment plan amount PLUS your current monthly charges by the bill's due date.

"Our aim is to keep your water service on without interruption," said Mary Bailey, vice president of customer

experience. "But we do need you to contact us so we can set up a payment plan for you. Otherwise your service will be disconnected."

In addition to a payment plan, you may also qualify for one or more of SAWS' 14 need-based assistance programs or other financial help from our partner agencies. To find out, visit saws.org/getcurrent and select the "financial assistance" option. Or call **210-233-CARE** (2273).



High Water Bill Caused By a Leak? SAWS Can Help

Got a high unpaid balance on your water bill because of a leak? Contact us so we can help.

For a limited time, SAWS is offering enhanced leak adjustments as part of the utility's COVID-19 recovery response. This assistance is available to both residential and business customers.

To qualify for a one-time leak adjustment credit on your bill, you must:

- Provide proof that the leak has been repaired.
- Be 60 days or more past due on your SAWS account.

- Set up a payment plan to pay the outstanding balance on your account.
- Make payments for three months according to the terms of your plan.

Apply online at saws.org/leakadjust or call us at **210-704-SAWS** (7297). SAWS will review your account in detail to see what bill adjustment amount you may be eligible for.

Can't afford to repair your leak? Our Plumbers to People program offers emergency leak repair assistance to residential customers who qualify. Apply online at saws.org/uplift or call **210-233-CARE** (2273) to learn more.

Event Calendar

Guided Bird Tour

Oct. 3

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

Pumpkin Palooza

Oct. 9

San Antonio Botanical Garden
555 Funston Place
sabot.org

Cinema on Will's Plaza: Soul

Oct. 15

Tobin Center for the Performing Arts
100 Auditorium Circle
tobincenter.org

Diá De Los Muertos

Oct. 23-24

Hemisfair
434 S. Alamo St.
muertosfest.com



Customer Service and 24-hour Emergency
210-704-SAWS (7297)
saws.org/waternews

Fall Into Autumn Flair With WaterSaver Coupons

Autumn is the time of year every South Texas gardener looks forward to. Our WaterSaver Coupons can help you make the best of the season — pumpkin spice latte optional!

The milder temperatures and shorter days make fall the perfect time to plant. Nurseries are beckoning with new varieties to help rejuvenate our landscapes. An added bonus: WaterSaver Coupons are available now!

You can apply for up to four WaterSaver Coupons through Oct. 15. That adds up to

\$400 in landscape savings — or even more if you have an in-ground sprinkler system. Be creative and combine landscape and patioscape coupons any way you like to build an inviting outdoor space.



WaterSaver coupons expire Nov. 15 so don't wait! With more than 100 drought-hardy plants and dozens of patio materials to choose from, you're sure to find a look that complements your home and your lifestyle.

Learn more and apply online at GardenStyleSA.com/coupons.

Celebrating Water's Future Influencers



For some, summertime is the perfect time to gain real-life work experience. A dozen college students spent the last few months at San Antonio Water System learning the various business and operational functions of the utility. Participants in the SAWS Influent summer intern education program were recognized at the utility's Aug. 3 Board meeting. "Now that I've worked hands-on with the tests we do every day in the instrumentation department, I can see how much of an impact SAWS has on the community," said Joanna Alix, Water Resources intern.

Go for the Water-Saving Gold

The Tokyo Summer Games may be over, but there are still some Olympic-size savings to be had on your monthly water bill.

Thanks to ample rainfall in late spring and mid-summer, many thirsty landscapes were quenched and drenched — making it possible to turn off your irrigation system. But that's not the only reason to turn it off.

Every time your irrigation system runs it uses 2,000 gallons of water. That may not sound like a lot. But with tiered pricing, the more water you use, the more you pay per gallon. So running your sprinklers just once a week can DOUBLE your water bill. Watering 2-3 times per week could

make your bill SIX TIMES HIGHER!

Hand-watering is always the most efficient way to save water and money. You can further reduce your water use by using our WaterSaver Coupons to replace water-guzzling grass.

For more money-and water-saving tips, visit GardenStyleSA.com/SummerWatering.

