



## Agua Vista Coming Into Focus

It's official: the delivery site for the largest non-Edwards Aquifer water supply in San Antonio's history now has a name.

Agua Vista Station — a nod to the Vista Ridge pipeline under construction — will be the distribution point for Vista Ridge water when that 142-mile pipeline comes on line in 2020.

"Agua Vista Station is our first glimpse of a major accomplishment for the San Antonio community and region," said Robert R. Puente, SAWS president/CEO. "The entire Vista Ridge project is a model for national and

international public-private water partnerships that will ensure our city's water security for the next 60 years."

The site, located just off of Hardy Oak Boulevard in Stone Oak, includes two 10-million-gallon tanks, treatment equipment and pipelines in and out of the facility. Agua Vista Station will treat 45 million gallons of water per day, polishing it to match the quality of and ensure compatibility with Edwards Aquifer water.

The new water supply comes on line for testing



in January 2020 with full delivery scheduled for April 2020. When complete, the project will deliver more than 16 billion gallons per year of groundwater from the Carrizo and Simsboro aquifers in Burleson County. That's enough to meet about 20 percent of San Antonio's water needs.

## Uplift: Helping Neighbors in Need

When emergencies happen — whether it's a job loss, medical issue or costly car repairs — the last thing you want to worry about is how you're going to pay your bills.

More than just your water provider, San Antonio Water System wants to be the neighbor you can rely on. That's why SAWS launched Uplift.

Uplift simplifies the process for customers applying for payment assistance. Gone are the piles of paperwork to fill out. Now all you have to do is submit one application and SAWS will take care of the rest.

to our neighbors during difficult times," said Robert R. Puente, SAWS president/CEO. "This new approach will allow SAWS to better serve customers who need a helping hand. That's the inspiration for Uplift."

SAWS launched its payment assistance program in 2000. Today, nearly 30,000 families are enrolled.



Uplift provides access to 14 different initiatives that help ease the burden of paying your monthly

water bill including a new option that offers disabled veterans a payment extension on their monthly bill.

"The idea behind Uplift is to lend a hand

To learn more visit [saws.org/uplift](https://saws.org/uplift).



It's family photo time! Enjoy magical displays this holiday season during "Holidays in Bloom" Nov. 23 through Dec. 31 at San Antonio Botanical Garden, 555 Funston Place. Included with general admission.

## Event Calendar

### Bricks & Barks

**Dec. 1, 2**

San Antonio Botanical Garden  
555 Funston Place  
[sabot.org](http://sabot.org)

### La Gran Tamalada

**Dec. 8**

Historic Market Square  
514 W. Commerce St.  
210-207-8600

### Holiday Artisan Show

**Dec. 14-16**

San Antonio River Walk  
Near Chamber of Commerce  
[thesanantonioriverwalk.com](http://thesanantonioriverwalk.com)

### Beginner Bird Walk

**Dec. 22**

Mitchell Lake Audubon Center  
10750 Pleasanton Road  
[mitchelllake.audubon.org](http://mitchelllake.audubon.org)

### Christmas at the Caverns

**Weekends in December**

Natural Bridge Caverns  
26495 Natural Bridge Caverns Rd.  
[naturalbridgecaverns.com](http://naturalbridgecaverns.com)

### Customer Service and 24-hour Emergency

**210-704-SAWS (7297)**  
[saws.org/waternews](http://saws.org/waternews)

## SAWS Earns Top Workplaces Honor ... Again

San Antonio Water System is more than just an industry-leading utility. It's also a great place to work. So it's no surprise SAWS has been named among San Antonio's Top Workplaces for 2018.

Sponsored by Energage and the San Antonio Express-News, the Top Workplaces program used employee surveys to identify and spotlight outstanding employers across San Antonio.

"I am constantly amazed by the commitment and desire of our



workforce to serve the community," said Robert R. Puente, SAWS president/CEO. "I am privileged to serve alongside them at one of San Antonio's premier employers."

Employees were asked to evaluate their employer on company values and leadership; opportunities for training and career progression; quality of managers and overall working environment; and employee pay and benefits.

This is the sixth time SAWS has garnered the Top Workplaces award since 2011.

## How To Lower Your Monthly Sewer Service Charge

Wouldn't it be great if you had a say in how much you're charged for your monthly sewer service? Wait a minute, you actually do!

Here's how: SAWS sewer charges are based on your average winter water use. That means the less water you use from mid-November to mid-March, the lower your monthly sewer service charge will be in 2019.

It's called winter averaging and it monitors the amount of water you use

during three complete billing cycles to calculate your sewer fee for the whole year.

Just how do you use less water, you ask? It's simple. Turn off any automatic irrigation system you have. Your landscape is the single biggest water user and in winter it goes dormant, which means it doesn't need any additional water than what Mother Nature provides.

Saving water now really can add up to big savings throughout 2019.

## Grease and Wipes Clog Pipes

Don't let greasy leftovers from your holiday feast ruin a perfectly pleasant get-together. When it comes time to clean-up, whatever you do — don't dump the scraps down the drain!

Instead, scrape the grease and food bits off of plates, pots and pans right into the trash. The same goes for the so-called "flushable" wipes of all kinds — toss them into the trash, not the toilet.



## SAWS Offices Close for Holidays



San Antonio Water System Offices and payment centers will close for the Thanksgiving holiday, Thursday, Friday and Saturday, Nov. 22-24.

SAWS offices and payment center also will be closed Dec. 24-25, 31 and Jan. 1. Regular business hours will resume Jan. 2, 2019.

Payments can always be made online at [saws.org](http://saws.org) or through our pay-by-phone service at 210-704-7297. For a full list of pay agencies visit [saws.org/service](http://saws.org/service). As always, you can report emergencies or water outages 24/7 at 210-704-7297.