



Your source for all things water

## The Power of SAWS in Your Pocket New Mobile-Friendly Website Streamlines Customer Experience

A simple, streamlined layout. Bold, San Antonio-flavored colors. Crisp, easy-to-read text. These are just a few of the enhancements SAWS customers will notice when they visit the utility’s new flagship website — the mobile-friendly [saws.org](http://saws.org).

“The way people use the web continues to evolve,” said Gavino Ramos, SAWS VP of Communications & External Affairs. “So the online experience we deliver to our customers has to evolve along with it.”

That experience includes simpler site navigation via tabs and pull-down menus, to help you quickly find what you’re looking for — whether you’re on a smartphone, tablet or full-size computer.

“More than half of our 200,000 website visitors each month access the site using a phone or tablet,” Ramos said. “Creating a great mobile experience was a top priority.”

The site also now features select pages available in Spanish. In addition, site content has been streamlined into more “bite-sized” pieces for a quicker read that’s easier to digest.

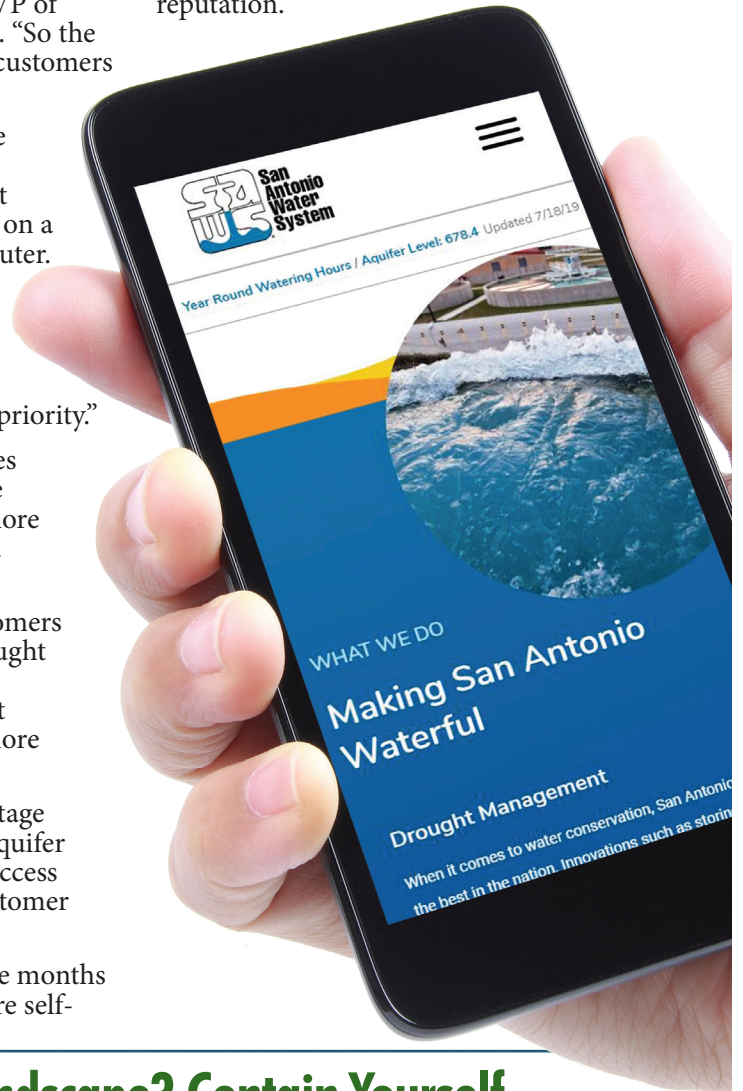
Of course, the “classic” content customers have come to rely upon, such as drought stages, conservation programs and contractor/vendor resources, has not gone away. But it should be a little more user-friendly and easier to find.

At the top of every page is drought stage information and current Edwards Aquifer level, as well as tabs for convenient access to online bill payment and other customer service options.

The site will continue to evolve in the months ahead, including the addition of more self-

service tools. Content is also continually being analyzed and updated to provide visitors with the most up-to-date information.

“SAWS is already recognized as a national leader in water resource management,” Ramos said. “Our aim is to deliver an online experience that lives up to that well-deserved reputation.”



## Space-Challenged Landscape? Contain Yourself.

Not everyone has yard space for a grand garden. But a container garden is a great alternative for small spaces.

Container gardening offers portability and creative freedom that a larger landscape can’t match. Don’t like the location of a plant? Just move it! Plus gardening in pots makes light work of replacing summer superstars like petunias with showy winter annuals such as pansies.

Before you get your garden in gear,

familiarize yourself with the needs of the plants you’re considering — water and light requirements, growth habits, blooming periods, etc. Selecting containers that best suit your plants will go a long way toward the success of your new garden.

Also, since your plants will be growing in a confined environment, you may need to water and fertilize more often.

For more gardening tips, visit [GardenStyleSA.com](http://GardenStyleSA.com).





Feeling adventurous? **Explore the canyon!** Learn all about the flora, fauna and history of Government Canyon State Natural Area, 12861 Galm Road. 8:30 a.m.-noon, Saturday, Sept. 21. Call 210-688-9055 ext. 2009 for details.

## Event Calendar

### World Heritage Festival

Sept. 4-7

Various locations

[worldheritagefestival.org](http://worldheritagefestival.org)

### Discover Birds at Brooks

Sept. 7

The Greenline at Brooks

2532 Sidney Brooks

[mitchelllake.audubon.org](http://mitchelllake.audubon.org)

### Fitness on the Plaza: Pilates Interval

Sept. 14 & 28

Tobin Center for the

Performing Arts

100 Auditorium Circle

[tobincenter.org](http://tobincenter.org)

### Native Plant Walk

Sept. 20

San Antonio Botanical Garden

555 Funston Place

[sabot.org](http://sabot.org)

### Pachanga de Palabras Book Festival

Sept. 28

Plaza Guadalupe

1327 El Paso St.

[facebook.com/echalebooksSA](https://facebook.com/echalebooksSA)

Customer Service and  
24-hour Emergency

210-704-SAWS (7297)

[saws.org/waternews](http://saws.org/waternews)

## Where There's Smoke, There's Sewer Testing

If you see smoke rising from the rooftops, don't assume it's a fire. SAWS is using nontoxic smoke to test the wastewater system over the Edwards Aquifer Recharge Zone.

Smoke testing is part of SAWS' ongoing effort to protect the quality of our Edwards Aquifer drinking water. The testing area is mainly along the Loop 1604 corridor between Helotes and Live Oak on the North and Northwest Side.

SAWS has hired a contractor, Burgess & Niple, Inc., to carry out the testing. Here's how it works: Crews drop a nontoxic smoke flare down a sewer manhole. If there's a leak, smoke will escape and come up through the ground. If the leak is on private property, the spot

is flagged and the home or business is notified.

Smoke may also be seen coming from sewer vents on top of homes and businesses. That's normal — even if there's no leak.

The SAWS contractor will notify residents a few days before testing begins. Customers do not need to be home, but pets may need to be secured if contractors need to enter a fenced yard to flag a leak or access a manhole.

While the testing will be carried out by independent contractors, SAWS will oversee the process to ensure all regulations are followed.

All workers will wear uniforms and carry identification badges.

To learn more visit [saws.org/smoke](http://saws.org/smoke).



## Beware of Imposters

SAWS is committed to protecting the drinking water quality of our community. But we will NEVER come to your home and ask to come inside to test the water.

Be on guard against imposters who may pose as utility or city workers to gain access to your home. When SAWS employees call on customers in the field, there are clear procedures they follow:

- All SAWS employees wear a photo ID badge with security hologram. Most wear a blue uniform clearly marked with our logo.

- SAWS vehicles are usually white with a SAWS logo on the doors.
- SAWS workers never ask for access to your home unless you requested the visit, such as a water conservation check-up.
- Water testing can be done at an outdoor faucet if and when necessary.

Also, if you have received a packet with a survey and test tube for a water sample, these are NOT from SAWS or the City of San Antonio.



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*Plus household hazardous waste drop-off.*

*No sharps/needles please.*

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[MedDropSA.com](http://MedDropSA.com)

**Sept. 21 | 8 a.m. - 1 p.m.**

Alamo City Church | 6500 Interstate 35 North