



NEW HOMEOWNERS' GUIDE



MAKING SAN ANTONIO
WATERFUL

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GETTING STARTED

How do I set up service?

To start service, call 210-704-7297 (SAWS) or visit a [customer center](#). In order to establish new service, the following will be required:

- The property address
- If renting, bring a copy of your lease
- Purchase agreement for new home
- A valid driver's license or Texas ID (Residential) or Tax ID (Commercial)
- Contact phone number
- Mailing address
- Date of birth (Residential)

A deposit is required for new residential service. Deposits for commercial accounts vary.

To transfer service to a new address, visit the [My Account page](#) and choose "Schedule a Move."

How do I read my bill?

See diagram on page 4.

1. **Current Bill Summary:** Provides a snapshot of your bill. The summary includes your SAWS account number and service address, followed by itemized charges, total amount due, and the payment due date.
2. **Edwards Water Aquifer Level:** Provides the current level of the Edwards Aquifer in comparison to record high and low levels, as well as water restriction stages.
3. **Your Water Use in Gallons:** Graphic display of your water consumption for the past year, your neighborhood average consumption, SAWS system-wide average consumption, and your next scheduled meter reading date.
4. **Personalized Message:** Information customized for each customer based on water use.
5. **Payment Stub:** Portion of the bill to be returned with payment.
6. **Current Bill Calculation:** Detailed, itemized breakdown of charges and calculations used to compute your bill total.
7. **How to Read Your Meter:** Instructions on how to compute your water use since your meter was last read. The number used in the example is your actual meter reading for this billing cycle.
8. **Special Messages:** Displays important information regarding current SAWS programs and promotions.
9. **Customer Service Locations:** List of street addresses and office hours of SAWS Customer Service Centers.



San Antonio Water System

P.O. Box 2990
San Antonio, Texas 78299-2990
(210) 704-SAWS (7297)



CURRENT BILL SUMMARY

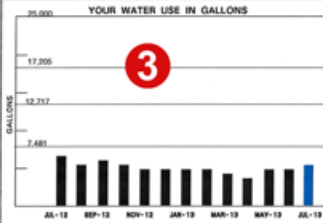
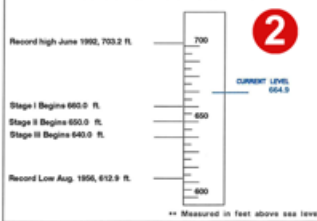
PUBLIC, JOHN Q.
1234 E MAIN ST
ACCOUNT # 012346789-0123456-7890

DOMESTIC WATER SERVICE CHARGE	14.97
WATER SUPPLY FEE	5.96
EDWARDS AQUIFER AUTHORITY FEE	1.79
FEDERAL STORMWATER FEE	4.25
SEWER SERVICE CHARGE	20.01
STATE-IMPOSED TCEQ FEE	0.22
PREVIOUS BALANCE	37.92

AMOUNT DUE NOW JUL 24 2013 **\$5.42**
5% LATE FEE AFTER **\$7.48**
TOTAL WITH LATE FEE

(Detailed bill calculation on back)

EDWARDS AQUIFER WATER LEVEL



PERSONALIZED MESSAGE

YOUR CURRENT MONTH USAGE IS LESS THAN THE SAME TIME LAST YEAR.

YOUR WINTER AVERAGE IS 4,489 GALLONS. THIS AVERAGE, BASED ON YOUR USAGE BETWEEN NOVEMBER 15 AND MARCH 15, GENERALLY REPRESENTS INDOOR WATER USE. WATER USE IN EXCESS OF THIS AVERAGE MAY BE ATTRIBUTED TO OUTDOOR APPLICATION. THIS MONTH YOUR WATER USE IS 748 GALLONS ABOVE YOUR WINTER AVERAGE.

DETACH HERE SAVE A STAMP: PAY ONLINE AT WWW.SAWS.ORG DETACH HERE

Project Aqua keeps water flowing to your neighbors in need.

RETURN BOTTOM PORTION WITH PAYMENT

ACCT# 012346789-0123456-7890
34678

Check here for mail address change. Make changes on the reverse side.

AMOUNT DUE NOW **\$85.42**

AMOUNT DUE AFTER JUL 24 2013 **\$87.48**
(INCLUDES 5% LATE CHARGE)

PUBLIC JOHN Q.
1234 E MAIN ST
SAN ANTONIO TX 78214-2751

012346789012345678900000874800000



If you have any question about your bill, please call (210) 704-SAWS or write to: SAWS Customer Service, P.O. Box 2449, San Antonio Texas 78298-2449. SAWS appreciates the opportunity to serve you.

CURRENT BILL CALCULATION

SERVICE DATES FOR THIS STATEMENT: JUN 06-JUL 06 2013	
RESIDENTIAL/TOL SERVICE ACCOUNT: 012346789-0123456-7890	
TOTAL DAYS OF SERVICE	31
DOMESTIC METER READING ON: JUN 06 2013	292
DOMESTIC METER READING ON: JUL 06 2013	299
METER WATER USE (GALLONS)	5,237
DOMESTIC WATER SERVICE CHARGE (3/4" INCH METER CHARGE (MINIMUM BILL))	10.01
8,237 GALS. @ .0948 PER 100 GALS	4.96
SUBTOTAL	14.97
DOMESTIC WATER SUPPLY FEE	5.96
8,237 GALS. @ .1080 PER 100 GALS	8.88
SUBTOTAL	1.79
EDWARDS AQUIFER AUTHORITY FEE	1.79
8,237 GALS. @ .03428 PER 100 GALS	1.79
SUBTOTAL	4.25
FEDERAL STORMWATER FEE	4.25
RESIDENTIAL LOT MORE THAN 4,999 SQ/FT	4.25
SUBTOTAL	0.05
SEWER SERVICE CHARGE	20.01
YOUR WINTER AVERAGE IN GALLONS	4,489
FIRST 1,488 GALLONS (MINIMUM CHARGE)	11.49
2,993 GALS. @ .3047 PER 100 GALS	9.12
SUBTOTAL	30.81
STATE-IMPOSED TCEQ FEE (WATER)	0.17
STATE-IMPOSED TCEQ FEE (WASTE WATER)	0.05
PREVIOUS BALANCE	37.92
TOTAL CURRENT CHARGES	85.42

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YOUR METER READING

0 0 2 9 9 X X

YOUR METER HAS A NUMBER DISPLAY SIMILAR TO THE ONE PICTURED ABOVE. (DISREGARD NUMBERS WITH A BLACK BACKGROUND.) SUBTRACT THE PREVIOUS METER READING (PROVIDED ON YOUR STATEMENT) FROM THE CURRENT ONE. THE RESULT WILL BE THE AMOUNT OF WATER USED SINCE THE LAST READING (IN HUNDRED CUBIC FEET). TO CONVERT TO GALLONS, MULTIPLY THIS AMOUNT BY 7.48. 1. NOTE: WASTEWATER-ONLY AND STORMWATER-ONLY CUSTOMERS WILL NOT HAVE A METER READING SHOWN.

SUBTRACT PREVIOUS METER READING FROM CURRENT: 299-292=7
CONVERT TOTAL TO GALLONS: 7X7.48. 1=5,237

Winter Averaging Saving Water Means Saving Money

Using less water this winter can actually lower your SAWS bill throughout 2014. SAWS bases residential sewer service fees on average use in the winter months when water use drops dramatically. Winter averaging monitors the amount of water you use during three complete consecutive billing periods between mid-November and mid-March to calculate your sewer fee for the whole year.

If your SAWS account number starts with:	Your 3-month winter averaging begins:
16	Nov. 15
17	Nov. 16
18	Nov. 19
19	Nov. 20
20	Nov. 21
1	Nov. 25
2	Nov. 26
3	Nov. 27
4	Dec. 2
5	Dec. 2
6	Dec. 4
7	Dec. 5
8	Dec. 6
9	Dec. 9
10	Dec. 10
11	Dec. 11
12	Dec. 12
13	Dec. 13
14	Dec. 16
15	Dec. 17

SAWS bills stormwater fees on behalf of the City of San Antonio. For questions or concerns about stormwater billing call SAWS at 704-SAWS.

Payments mailed will be processed electronically.



San Antonio Water System

Para recibir su estado de cuenta en español favor de llamar 704-SAWS

CHOOSE A BILL PAYMENT THAT WORKS FOR YOU!

Pay by Phone: 704-SAWS(7297)
Pay Online: www.SAWS.org
Pay in Person:

MAILING ADDRESS CHANGE

Number Street Apt#

City State Zip

New Home Phone: ()

CUSTOMER SERVICE LOCATIONS

Monday - Friday

- 803 Castroville Road(Las Palmas) 8:00 am - 5:00 pm
- 403 S.W.W. White Rd(Comerica Bldg) 8:00 am - 5:00 pm
- 2800 U.S. Hwy 281 North 8:00 am - 5:00 pm
- 2706 W. Southcross Blvd. 8:00 am - 5:00 pm

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How do I pay my bill?

There are several convenient ways to pay your SAWS bill.

Pay Online

Create your online account by visiting SAWS.org and choosing “My Account.” You will need the account number found on your first paper bill. Once you’re set up, you can pay online using a debit/credit card with the third-party processor KUBRA. KUBRA accepts Visa, MasterCard, Discover, and American Express. A convenience fee applies. **Note: You can also set up automatic payments via your My Account page. See page 6 for more information.**

Pay in Person

Pay in person at any of the three SAWS [Customer Service Center locations](#). Payment may be in the form of: cash, personal check, traveler’s check, money order, or debit/credit card. Also, payment is accepted in person through [partnering pay agencies](#).

Pay by Phone

Call 210-704-7297 (SAWS) to pay by phone using a check or debit/credit card with our third-party processor KUBRA. KUBRA accepts Visa, MasterCard, Discover, and American Express. A convenience fee applies.

**Pay by Mail**

Payments can be made using the return envelope included with your paper bill. SAWS accepts personal checks, traveler's checks, and money order by mail. Cash is not accepted.

San Antonio Water System
P.O. Box 2990
San Antonio, TX 78299-2990

How do I set up automatic payments?

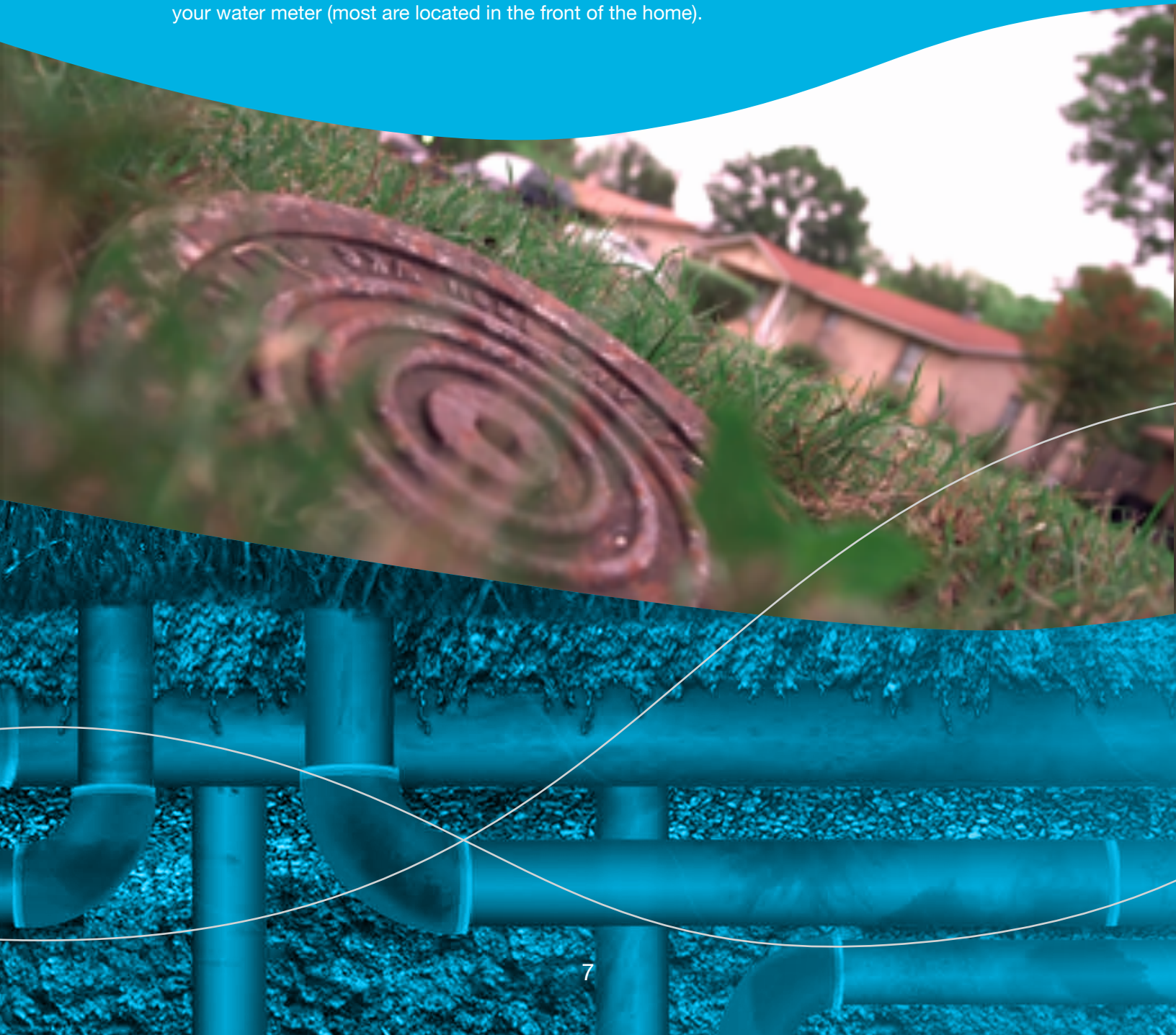
Setting up automatic direct deposit is convenient and absolutely free. Log into your My Account page, choose "Pay My Bill," then choose the option to "Pay your Bill Automatically."

NEXT STEPS

How do I identify a leak?

Often, the first sign of a leak is an abnormally high water bill. Other times, you may actually notice the sound of running water although no one is using any, strange water spots inside your home, or patches of extra green grass outside. To identify if you have a leak:

1. Turn off all flowing water in your home, including dishwasher, showers, and irrigation systems. Locate your water meter (most are located in the front of the home).



2. Remove the cover and look for the small triangle or star or diamond shape on the water meter. If it's spinning, shaking, or "jumping" that means water is still running in your home and you have a leak.
3. If the triangle/diamond is not spinning, then you'll have to do some detective work on all the possibilities, including toilets, water softeners, and swimming pools. [Shake down the usual water-wasting suspects with this guide.](#)
4. If you still can't identify the culprit, give us a call at 210-704-SAVE (7283).



How do I winterize my pipes?

During the winter when the temperature is expected to drop below freezing, your pipes are at risk of fracturing or worse. This can cause inconvenient and expensive damage to your pipes and affect your water supply. The following precautions will help protect your pipes.

- Don't let your house go colder than 50 degrees, even if you aren't there. Set thermostat when you leave (don't turn it off).
- Disconnect garden hoses.
- If your home has a separate shut-off for external faucets, turn it off, but be sure to drain the water.
- Turn off sprinkler systems.
- Seal openings where cold air can reach unprotected water pipes, like outside faucets. Cold winds can speed up the freezing process.
- Cover exposed pipes with foam or fiberglass insulation sleeves, the thicker the better.
- In cases when there's no internal heat, or if there are extended freezing temperatures, leave cabinet doors open under the kitchen and bathroom sinks to allow warmer room air to circulate around pipes.

How do I clean my gutters?

When leaves and debris build up in your gutters, it can cause water damage to your home. Prevent this from happening by cleaning your gutters twice a year. There are many tools you can purchase to make this task easier, such as a ladder, a trowel or scoop, or a pressure washer with a special nozzle meant for gutters. Remove the leaves and dispose of them. Consider adding the leaves to your green organics bin from the City of San Antonio.

What water restrictions do I need to know?

When the City of San Antonio is NOT under any specific drought restrictions, year-round watering rules are in effect. Under the year-round, non-drought watering conditions:

- Landscape watering with an irrigation system or sprinkler is permitted any day of the week before 11 a.m. or after 7 p.m.
 - Hand watering with a hand-held hose, drip irrigation, soaker hose or bucket is permitted any time of day.
- open under the kitchen and bathroom sinks to allow warmer room air to circulate around pipes.

When the city is experiencing drought, water restrictions vary on the severity of the drought. You can see what stage we are in by looking at the “Edwards Aquifer Water Level” section of your water bill, on the SAWS.org webpage, or by watching the local news.

Stage 1:

- Watering with an irrigation system, sprinkler or soaker hose is allowed only once a week before 11 a.m. or after 7 p.m. on your designated watering day (see chart below).
- Hand watering with a hand-held hose, drip irrigation, soaker hose or bucket is permitted any time of day.

Stage 2:

- Landscape watering with an irrigation system, sprinkler or soaker hose is allowed only once a week from 7-11 a.m. and 7-11 p.m. on your designated watering day (see chart below).
- Watering with drip irrigation or 5-gallon bucket is permitted any day, but only between 7-11 a.m. and 7-11 p.m.
- Watering with a hand-held hose is allowed any time on any day.

Stage 3:

- Landscape watering allowed only every other week with an irrigation system, sprinkler or soaker hose from 7-11 a.m. and 7-11 p.m. on your designated watering day (see chart below). Weeks when no watering is allowed will be announced via local media and online.
- Watering with drip irrigation is allowed every Monday, Wednesday, and Friday, but only from 7-11 a.m. and 7-11 p.m.
- Watering with a hand-held hose is allowed any time on any day.

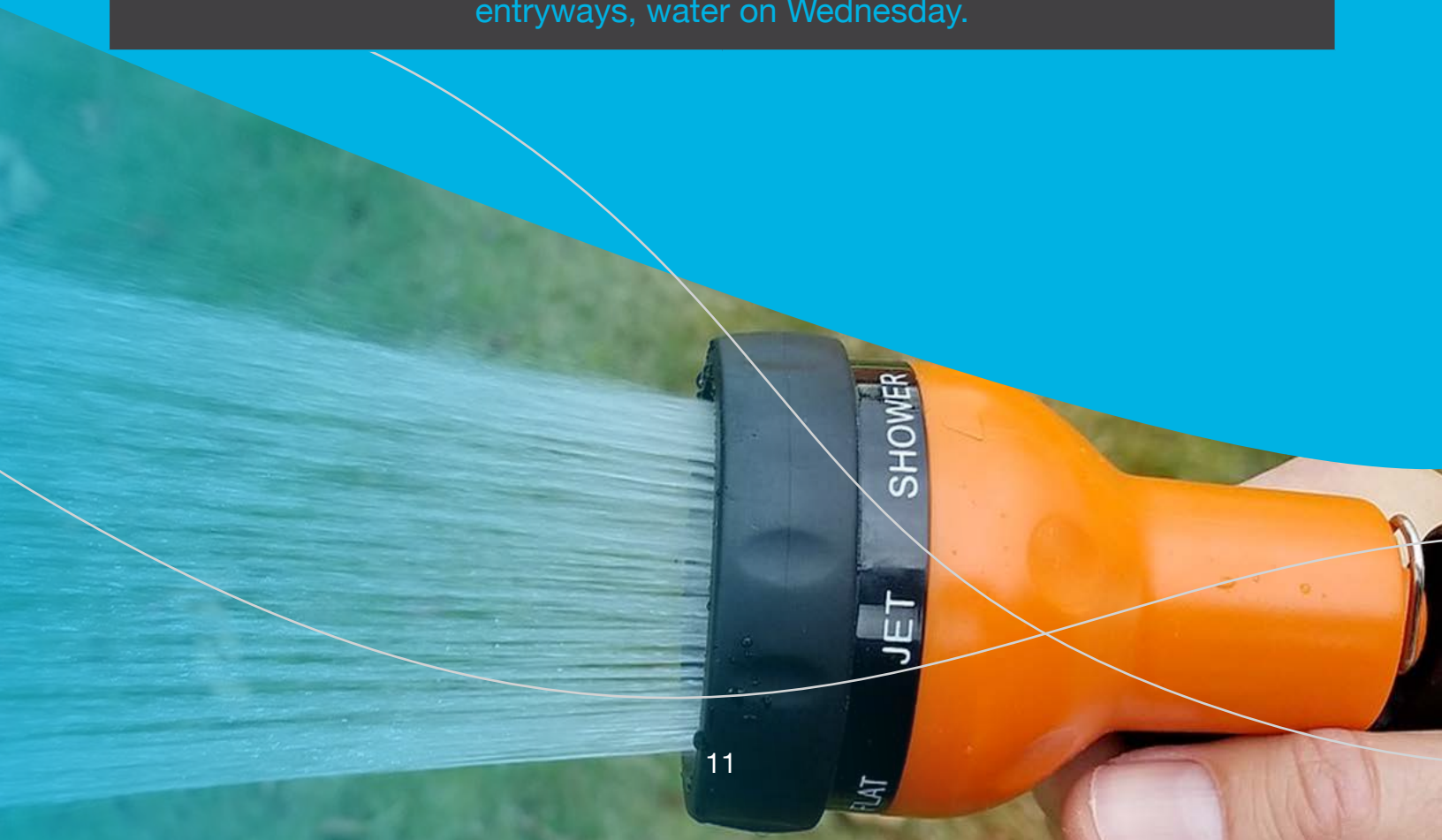
Stage 4:

- Stage 4 restrictions may be declared if the total supply of water from the [Edwards Aquifer](#) and other sources is insufficient to meet customer demand, even while complying with lesser restriction stages. These restrictions may be declared at the discretion of the City Manager upon completion of a 30-day monitoring period following Stage 3 declaration.

Watering schedule when drought restrictions are in effect:

Last digit of address	Watering day
0 or 1	Monday
2 or 3	Tuesday
4 or 5	Wednesday
6 or 7	Thursday
8 or 9	Friday

No watering on weekends.
Areas without a street address, such as medians and neighborhood entryways, water on Wednesday.



SAVING MONEY

How much water do home appliances/features use?

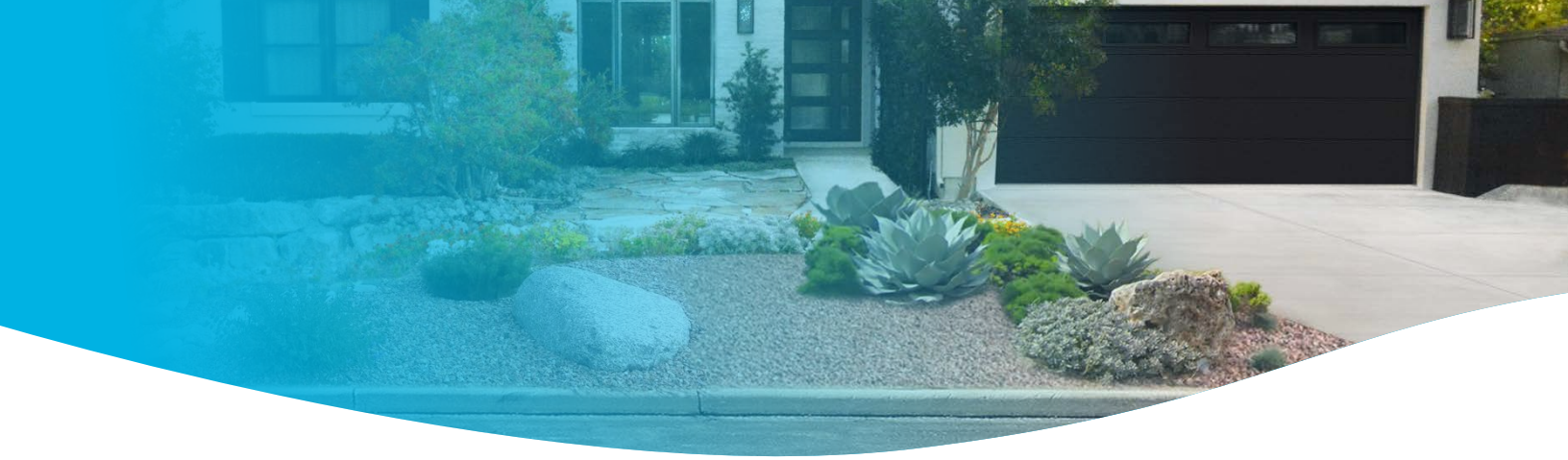
- A 20-minute shower uses 40 gallons. And that's just the newer, more efficient showers. Older showers can use up to 5 gallons per minute — that's 100 gallons for a 20-minute shower!
- On average, irrigation systems use 3,000 gallons of water every time they run. Hand watering is much more efficient and will keep your water bill lower.
- A leaky toilet is a sneaky offender when it comes to wasting water, and you may not even know it's happening. All toilets need maintenance. Knowing when yours is in need of some upkeep helps save water and money.

How do I save money on my bill?

Anything you can do to save water will help lower your water bill, while also saving water for the entire city.

Here are some [tips for lowering your water consumption](#):

- Reduce watering [during the winter](#) while your plants/grass are dormant.
- Don't over-water your yard. As a general rule, you only need three-fourths of an inch of water per week.
- Take shorter showers
- Opt for cold water whenever possible, such as when washing clothes.
- Install a low-flow shower head that limits the flow from the shower to less than three gallons per minute.
- Scrape food into the trash before rinsing.
- Wait until the dishwasher or clothes washer are full before running.
- Choose high-efficiency appliances whenever possible.



How can I save money on landscaping?

The SAWS WaterSaver programs reward customers that opt for water-wise landscape decisions. Click the links to learn more about each opportunity to save money on your landscaping.

- [WaterSaver Rewards](#)
- [WaterSaver Patioscape Coupon](#)
- [WaterSaver Landscape Coupon](#)
- [WaterSaver Irrigation Consultation](#)
- [Residential Irrigation Design Rebate](#)
- [Rainsaver Cistern Rebate](#)
- [Swimming Pool Filter Rebate](#)
- [Water Flow Sensor Rebate](#)

COMMON WATER USE MYTHS

Should I hand water or use my sprinklers?

When done responsibly, hand watering uses far less water than sprinklers do. Even during drought restrictions, hand watering is allowed any day and any time.

When is the best time of day to water my lawn?

When the sun is at its hottest, much of the water you're using just evaporates and doesn't actually nourish the grass. It's actually against the law! Watering before 11 AM and after 7 PM is much more efficient.

Where does San Antonio get its drinking water?

While Edwards Aquifer is where we get the majority of our water, there are several other sources we use to diversify our water supply. SAWS also pulls from several other aquifers and lakes; recycles wastewater to be used by golf courses, parks, and the River Walk; and filters brackish (slightly salty) water at a desalination plant that produces 12 million gallons per day of drinking water.