



Water



N E W S

December 2002

New Agreement Ensures Future of ASR Project

SAWS and the Evergreen Underground Water Conservation District (EUWCD) have signed a water resource protection and management agreement. This new agreement benefits landowners and residents in the area of SAWS Aquifer Storage and Recovery (ASR) Project in south Bexar County, as well as assures the success and protection of the project.

Susan Butler, Director for SAWS Water Resource and Conservation Department, is enthusiastic about the cooperative nature of the agreement.

"We've worked hard to put together a mutually-beneficial agreement to protect everyone's interests," said Butler. "The agreement with the Evergreen Water District represents a vote of confidence that we're going in the right direction in being fair to everyone involved."

Under the agreement, SAWS agrees to operate the ASR project under the restrictions of the EUWCD, and limit

non-Edwards water production from the Carrizo-Wilcox Aquifer to 2 acre-feet per year. The exception to this is in 2004-2005, when up to 14,000 acre-feet could be withdrawn if San Antonio is in Stage III Critical Period measures. The total five-year production of non-Edwards water from the site will not exceed 32,000 acre-feet.

If the EUWCD annexes the southern Bexar County area into their jurisdiction, the District will not assess fees on the water for the injected or retrieved water used in the ASR project.

SAWS will place two monitoring wells into the EUWCD service area. EUWCD will assist SAWS with water level and water quality monitoring and share data with SAWS from its existing water monitoring system.

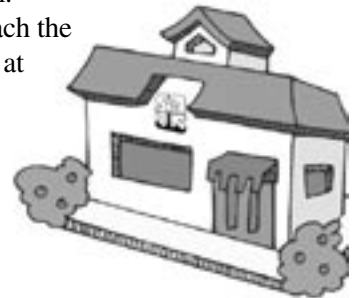
SAWS also agrees to mitigate impacts to potential well owners if the ASR project affects them

ASR Community Office Opens

SAWS recently opened a Community Office for the Carrizo-Wilcox Aquifer Storage and Recovery (ASR) Project in south Bexar County. The Community Information Office offers an opportunity to learn first-hand about the ASR project, its construction phase, its progress, and its benefits.

The ASR Community Office is located at 2220 South Loop 1604 East. Office hours are Friday 9am to 5pm, and Saturday 9am to 1pm.

You can reach the ASR office at 704-7282.



New Customer Service Center Hours

If you're planning on coming by one of SAWS Customer Service Centers, please note our new hours of service:

Monday — Friday

8am to 5pm

You can also reach us by phone at **704-SAWS.**

Salado Group Honors SAWS for Response to Sewage Spill

When a broken sewer main sent 15 million gallons of untreated wastewater into Salado Creek in October, no one would have predicted the incident would end with a catered picnic lunch. But that's exactly what happened November 10th when the Salado Creek Foundation honored SAWS employees for their quick response to the sewage spill.

About 75 SAWS employees turned out for the event, which was held on the banks of the very creek that had been threatened by raw sewage just weeks before.

"We are especially gratified by your quick response after initial notification of the spill, your dedication of all resources necessary to contain the spill, and your heroic efforts to effect pipeline repairs in a timely manner," wrote Salado Creek Foundation President Charles M. Bartlett. "We are familiar with the site of the spill, in an area of difficult terrain, and are grateful that you have brought to bear all necessary resources, even in the face of danger to the members of your quick response team."



For details about the break, visit our web site at www.saws.org.

SAWS crew members gathered along the banks of Salado Creek for an appreciation luncheon hosted by Salado Creek Foundation.

Record Year for Water Conservation

By Calvin Finch, Ph.D.; Director of Conservation

SAWS customers are on-target to set a record-low per capita water use figure in 2002. It appears SAWS will finish the year at about 132 gallons per person per day (GPD). Last year was also a record low at 143 GPD.

Some of the reduction is because people replaced six thousand high-flow toilets with low-flow toilets and our industries improved their technology to use less water, but most was because of all the rain we had in 2002. Lawn sprinkling is a major water use in residences. So when rainfall is 35% higher than average, lawn sprinkling is not necessary.

San Antonio uses less water per person than any large city in the West. Most other cities including Austin, Dallas, Denver, and Houston have a per capita use of around 200 GPD. Even El Paso, New Braunfels, San Marcos, and Corpus Christi use more water per person than San Antonio. Some of the cities have more industry than San Antonio but even if industrial use is factored out of the calculation, San Antonians conserve water better than other cities.

Low water use due to conservation does not eliminate the need for new water resources, but it is the cheapest water source. More importantly, using water wisely just makes sense.

Looking at the balance sheet for water use during the next decade shows that while new water users will come online as the population- and business-base for the city increases, we could actually continue to decrease overall consumption.

Several existing large manufacturers are going to be reducing their water use through implementation of water saving technology in the next two or three years. New home builders are also doing their part. In 2006 they will support an ordinance that requires all new homes to have low water use landscapes.

The great thing about San Antonio's water use reduction is that it is not forcing people to reduce the quality of life or interest in economic development. If people continue to change out high-flow toilets for low-flow toilets and are careful about not wasting water on the lawn while being mindful of overall water use, water conservation won't have a major impact on our lifestyle.

Water Recycling Centers Gain National Recognition

SAWS Water Recycling Centers are celebrating recent awards from the *Association of Metropolitan Sewerage Agencies (AMSA)*. The awards were presented to the treatment plants for compliance with the National Pollutant Discharge Elimination System permits. These AMSA awards only go to a few plants in the nation each year. SAWS Dos Rios plant received a Gold Award, for zero excursions beyond permit violations. Silver awards went to SAWS Salado and Medio plants for fewer than five permit violations.

"We're extremely proud of receiving awards which are so highly regarded in the industry," said Bob Reeves, Vice President of SAWS Treatment Group. "Only a small fraction of U.S. wastewater plants receive these awards, I think it reflects SAWS' commitment to water quality for our recycling customers, our downstream neighbors, as well as overall environmental protection."

SAWS four major water recycling centers serve 1,066,442 customers, and are permitted to treat up to 223.5 million gallons of wastewater per day.



Q I'm leaving town for several days and cold weather is predicted. Should I do anything special to make sure my plumbing won't freeze?

A You are right to be concerned. Freezing weather can cause big trouble with home pipes. When residents are out of town and pipes break, water can build up several inches inside the house damaging the contents, furniture, cabinets, even the wiring and the walls. Here are a few tips to help keep your home safe:

- Listen to weather reports. Whenever temperatures are predicted below 32 degrees, your pipes – and your home – are in danger. Don't take chances, protect your pipes.
- Locate and insulate all exposed water pipes and fixtures within your property, including pipes in your attic and basement.
- Use faucet covers for outside faucets. Don't use rags because they stay damp and also freeze.
- If you plan on leaving your home for more than a week, turn off your water service from the customer service valve and drain all the pipes in the house and toilet tanks.
- Consult with a plumber before draining your water heater. Empty water heaters left on are fire hazards. Draining hot water heaters can present dangers due to scalding hot water.
- Finally, let faucets drip only as a last resort. The small increase in your bill is far less than what it could cost to fix damage from a broken pipe in the event of a severe freeze. We're sorry, but if you elect to let your faucets drip, SAWS cannot credit your account. Remember, dripping faucets waste water.

Affordability Programs

SAWS offers a number of programs to help customers having financial hardship with their water bills. To determine if you qualify, please call San Antonio's Community Action Division at 207-7830.

SAWS Vision: SAWS will be the best water and wastewater utility in the United States by 2006.

Water News is published for customers of the San Antonio Water System. For more information regarding Water News, contact the Public Relations Department at (210) 704-7320.

Numbers to Know

Business Office	704-SAWS
Customer Account Information	704-SAWS
Jobline	704-SAWS
T.D.D.	704-1852
CleanStream Hotline	212-5326

24-Hour Emergency

Customer Service/	
Water Waste Reporting	704-SAWS

Visit our website at www.saws.org