



Water

N E W S

August 2004

Major Project Update

At SAWS, we're working on a number of different projects to help ensure San Antonio's Water and Wastewater future. Here are a few major projects we're working on:

Twin Oaks Aquifer Storage and Recovery (ASR) and Drinking Water Treatment Plant

This project in south Bexar County is a proven way of storing Edwards Aquifer drinking water during rainy periods, or reduced pumping times, and then withdrawing the water during the hot, dry months to help with peak water demands.



Officials launch the ASR Treatment Plant (l-r): Mike Brinkmann (SAWS Project Coordinator), Sister Jane Ann Slater (Chair, SAWS Citizens Advisory Panel), City Councilman Enrique Barrera, James M. Mayor (Chairman, SAWS Board of Trustees), Bob Reeves (SAWS Interim Sr. VP/Utility Operations), State Senator Jeff Wentworth, and Leonard Young (SAWS Interim President/CEO).

SAWS has completed Phase One of the project, allowing storage of up to 3.67 billion gallons of water. The operation includes 17 water wells, a drinking water treatment plant, a control center, and a three million gallon storage tank. A 60-inch, 30-mile pipeline, that sends water to and from the ASR, is also complete.

Phase Two of the project will be completed in 2005. This step will basically double the amount of water that can be stored there to 7.3 billion gallons of water per year.

Lower Guadalupe Water Supply Project

Another important water resource development is the Lower Guadalupe Water Supply Project. The plan is to collect water from both the Guadalupe River and the Gulf Coast Aquifer System and deliver it to the Bexar County area, pending feasibility studies. This joint effort, between SAWS, San Antonio River Authority (SARA), and Guadalupe-Blanco River Authority (GBRA), is slated for completion in 2012. This project could yield up to 31 billion gallons of water per year.

Currently a Technical Forum and a Citizens Forum are examining several key issues related to this unique project: •The effect on Whooping Cranes — an endangered species that winters in South Texas; •The ecological impact on the estuaries where fresh water merges with salt water; and •Groundwater availability from the Gulf Coast Aquifer.

Regional Carrizo Project

The Carrizo Aquifer is one of the state's major aquifers and an important groundwater resource in South Central Texas. This massive aquifer system stretches from the Mexico border in Webb County, through Central Texas and up to the Arkansas border. The Regional Carrizo Project consists of three phases, with Phase One scheduled to open in 2007. This project could yield up to 18 billion gallons of water per year.

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No Stamps, No Envelopes, No Hassle!

Choose your way to pay your bill—and you don't have to use a stamp!

SAWS recently introduced opportunities to pay your bill by phone with check, debit card, or credit card, or online:

Pay by Phone - Payment can be made via bank draft, using a credit card (VISA or MasterCard), or debit card that has a Visa or MasterCard logo, through one of our Call Center Customer Service Agents. Agents are available from 7:30 am to 5:30 pm, Monday through Friday. Just call 704-SAWS (7297).

Pay Online - Use our new e-Bill service to view, receive, and pay your bill online. Now any SAWS customer can view current and past bills online. You can make a one-time payment via bank draft or credit card payments (VISA or MasterCard) with no commitment or obligation to continue using the service. Payment with e-Bill directly credits your SAWS account so you can say goodbye to transaction fees and late charges.



Automatic Bill Pay - The Easy Pay Plan is an electronic payment plan designed to make payment of your SAWS bill an automatic process. The SAWS Easy Pay Plan automatically transfers funds electronically from your bank each month.

Pay in Person - Stop by one of our three Service Centers to pay your bill in person. SAWS Service Centers accept cash, checks, credit cards, or debit cards that have a Visa or MasterCard logo. SAWS has also teamed up with local businesses to collect payments on SAWS behalf.

Pay by Mail - Of course, you can still choose to mail your payment in the return envelope received with your bill. You can pay by check, Traveler's Check, or Money Order. *Please do not send cash.*

Restaurants Picking Up Water-Saving Opportunities

SAWS has been working with local restaurants this year in a ground breaking conservation program that's producing major water savings. The Restaurant Certification Program is provided at no charge to participating restaurants within the SAWS service area.

SAWS Restaurant Certification Program has four features:

Free Pre-rinse Spray Valve Installed – All stainless steel spray valves with a high-velocity spray pattern installed by SAWS. Each spray valve comes with a five-year unconditional replacement warranty, and reduces water consumption by approximately 70,000 gallons per year.

High Flow Toilet Retrofit – We replace existing high-flow toilets with name-brand low flow toilets. Each retrofit reduces water consumption by 30,000 gallons or more each year.

Rebates on Air-cooled Ice Machines – Convert to an air-cooled ice machine to save up to 130 gallons of water for every 100 pounds of ice produced. SAWS will rebate up to 50% of the purchase price of a new air-cooled ice machine.

Water Audit – SAWS will help find water leaks and areas to help restaurants discover where there are significant opportunities for water conservation.



Restaurants that are participating in the program include McDonalds, Bill Millers Barbecue, Kentucky Fried Chicken, Henry's Puffy Tacos, Olive Garden, and Alamo Cafe. To date the program has yielded more than hundreds of hardware upgrades and Restaurant Certifications. When complete, the Restaurant Certification Program is expected to result in total savings of more than 250 million gallons of water per year. Key assistance for developing the program has come from the San Antonio Restaurant Association.

For more information on the SAWS Certified WaterSaver Restaurant Program, call the SAWS Conservation Department at 704-7354 or visit our website at www.saws.org.

Major Projects (cont.)

Western Canyon Project

The Western Canyon project is the result of an agreement with Guadalupe-Blanco River Authority (GBRA) to buy treated surface water from Canyon Lake. SAWS and 13 other water purveyors will deliver water to participants in portions of Bexar, Comal, and Kendall Counties. Once fully operational in 2005-2006, this project will add another 1.3 billion gallons of water per year to San Antonio's water supply.

A Long-Term Plan That's More Than the Sum of Its Parts

Just two years ago, San Antonio was totally dependent on day-to-day pumping from the Edwards Aquifer for the city's water needs. Now, as a result of extensive planning, and funded by the Water Supply Fee, San Antonio Water System is:

- Developing a variety of projects that will bring water from other aquifers (the Carrizo, the Trinity, and the Gulf Coast),
- Exploring the use of surface water in conjunction with the San Antonio River Authority, the Guadalupe-Blanco River Authority, and the Lower Colorado River Authority,
- Investigating the feasibility of Edwards Aquifer Recharge and desalination as potential new water sources.

Together, these form the foundation for securing San Antonio's water future.

In Our Community

Water on Your TV

Water Lines on the San Antonio's Cable TV Channel 21 (TVSA) brings the latest updates on water issues into your home. Water Lines is on Tuesdays at 9am and 5:30 pm, and Wednesdays at 2pm.



Green Team Challenge Kick Off

Green Team 2004 Challenge is kicking off with the new school year. The program challenges students to make improvements to the environment in and around their campuses. This year's program include more than \$10,000 in prizes to the winning school, including a \$5,000 landscaping package.

If you think your school is up for the Challenge, contact your City Council representative for a nomination. For more information, contact Keep San Antonio Beautiful at 207-6401.

Land Management Seminar

If you're looking for better ways to manage brush on land you own for ranching and agriculture, you might want to check out an upcoming Land Management Seminar covering topics that can lead to better land management practices including the placement of conservation easements on strategic properties.

The seminar is September 28, 9am to 1pm at the St. Paul Lutheran Church in Hondo. For more information, call the Bexar Land Trust at 210-222-8430.

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 (704-7297)
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 web site at www.saws.org