

This presentation premiered at WaterSmart Innovations

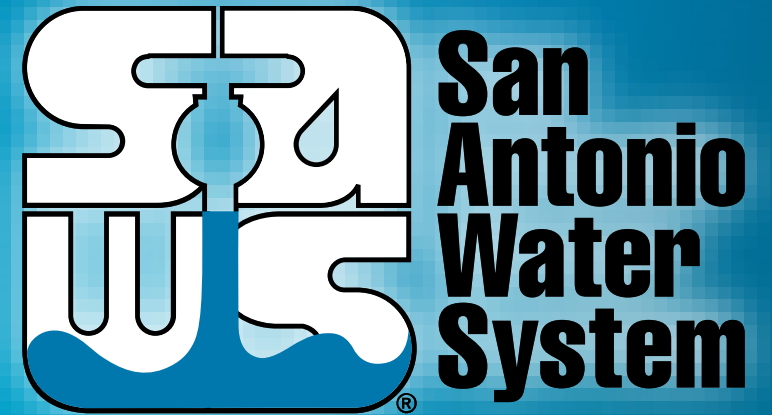
watersmartinnovations.com



When Conservation Services Become Emergency Services

Karen Guz

Conservation Director

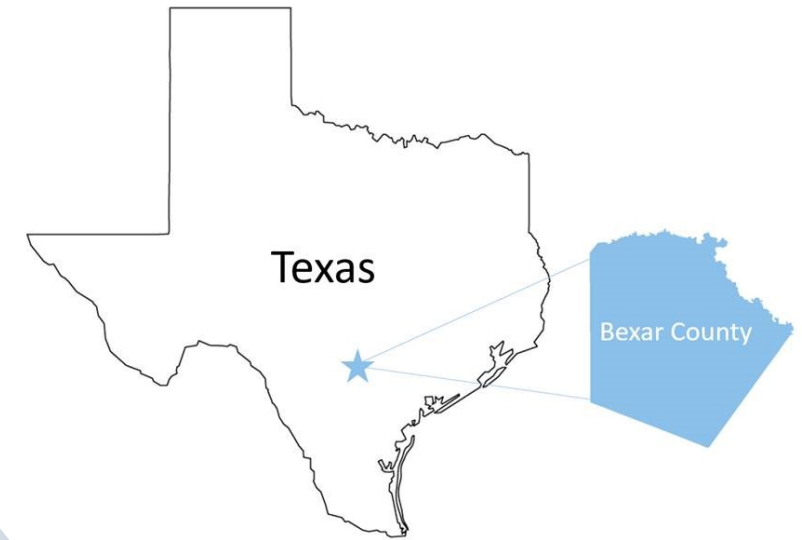


MAKING SAN ANTONIO
WATERFUL



San Antonio Water System

- 1.8 million served water & wastewater
- Produce and deliver water
- Over 600,000 accounts
- Diverse Customer Base
 - 71% volume residential (indoor & outdoor)
 - 23% volume commercial/industrial
 - 6% volume landscape irrigation
- Conservation Drivers:
 - Fast growing region
 - Drought prone with strict aquifer regulations
 - Part of San Antonio culture



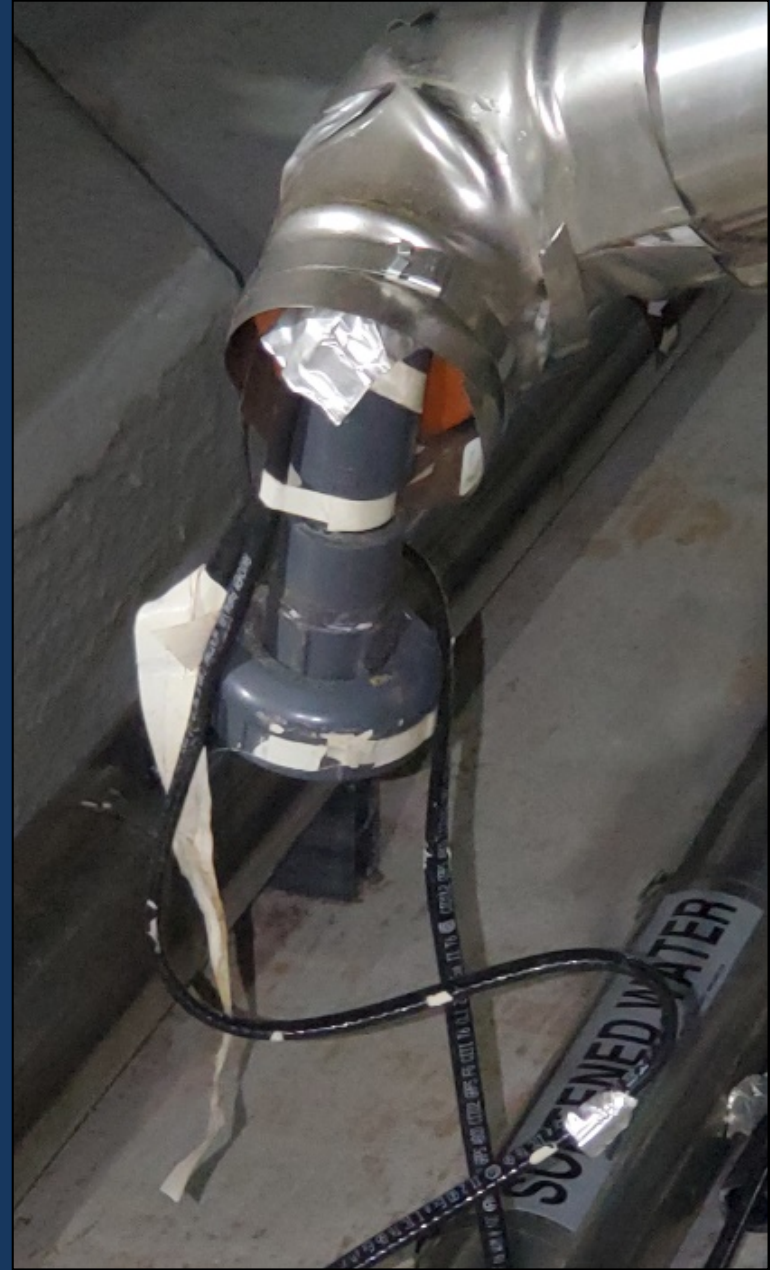
GARDEN STYLE
SAN ANTONIO

The Texas Deep Freeze (aka Storm Uri)



Credit: San Antonio Express News

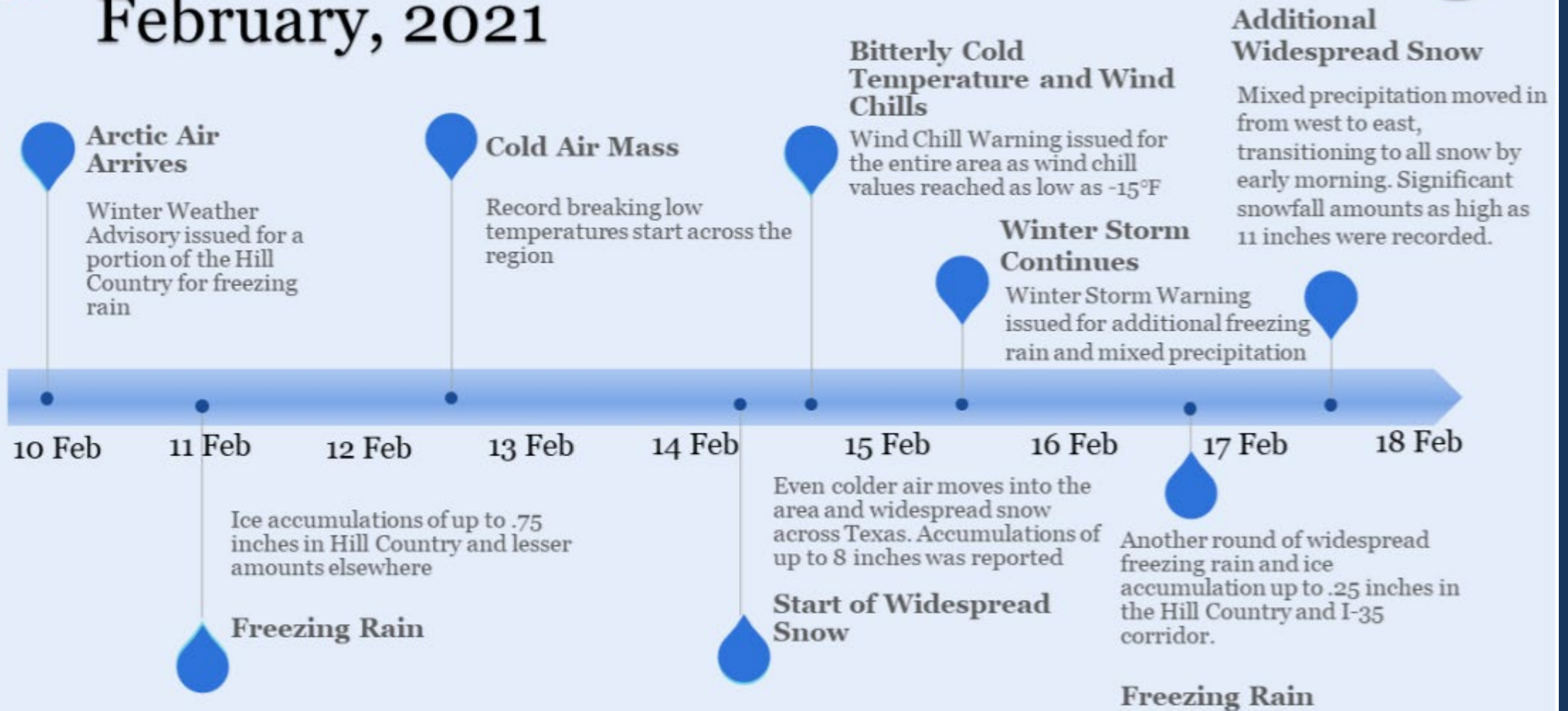
Advance Preparations



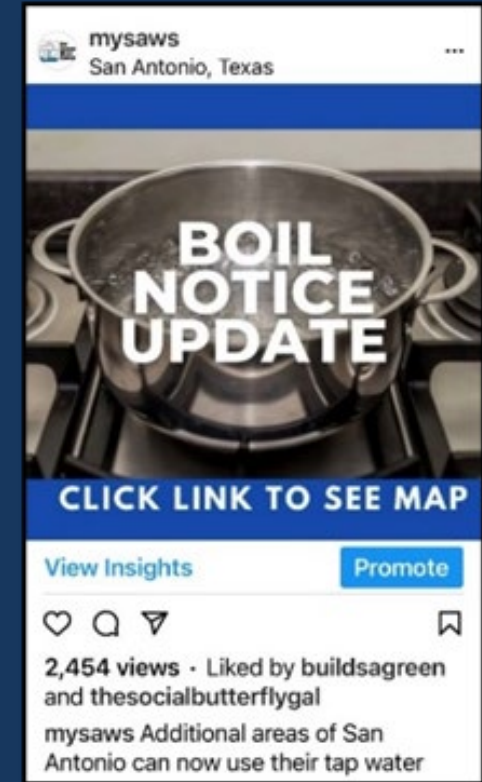


South-Central Texas Winter Storm Event

February, 2021

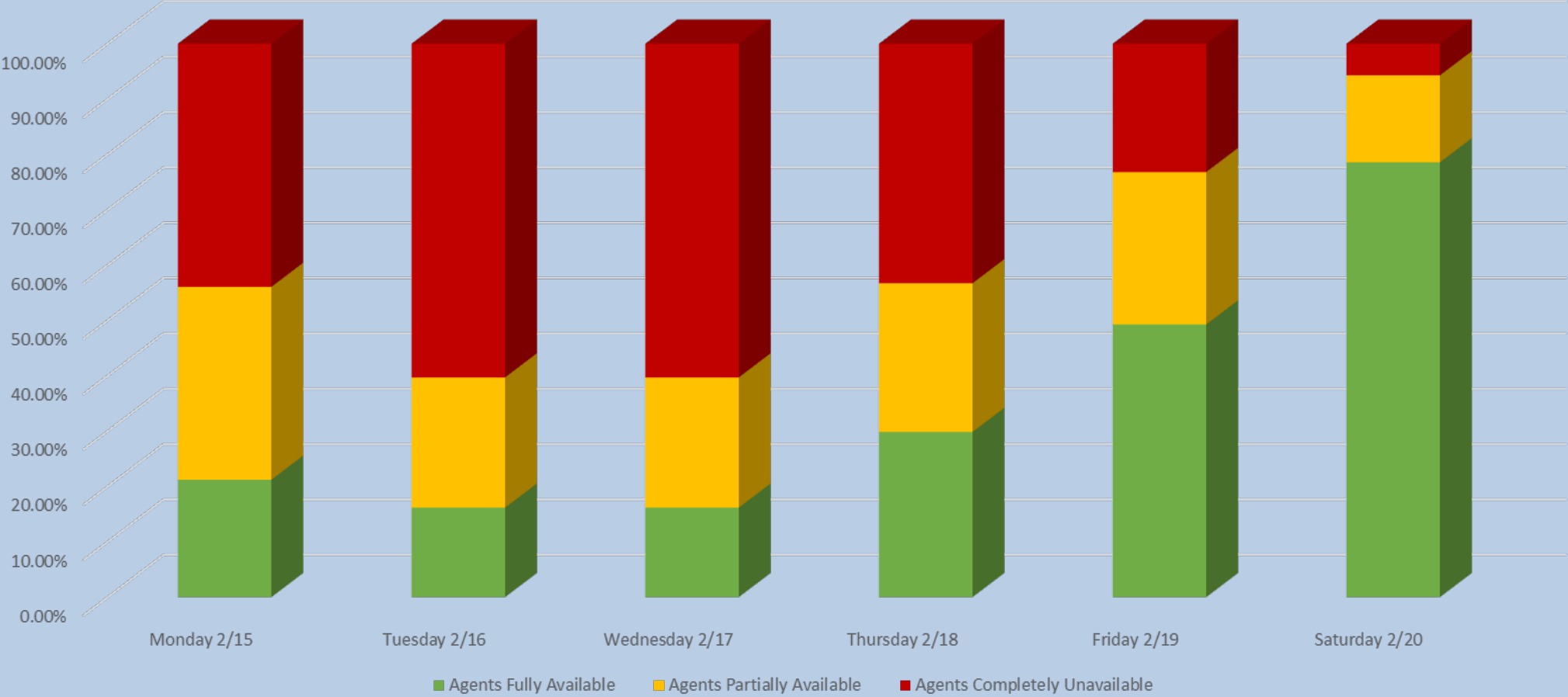


It Got Bad FAST!



Communications Problems

Red = Percent Call Agents Unavailable



No Power/ No Water/COLDBad Things Happen



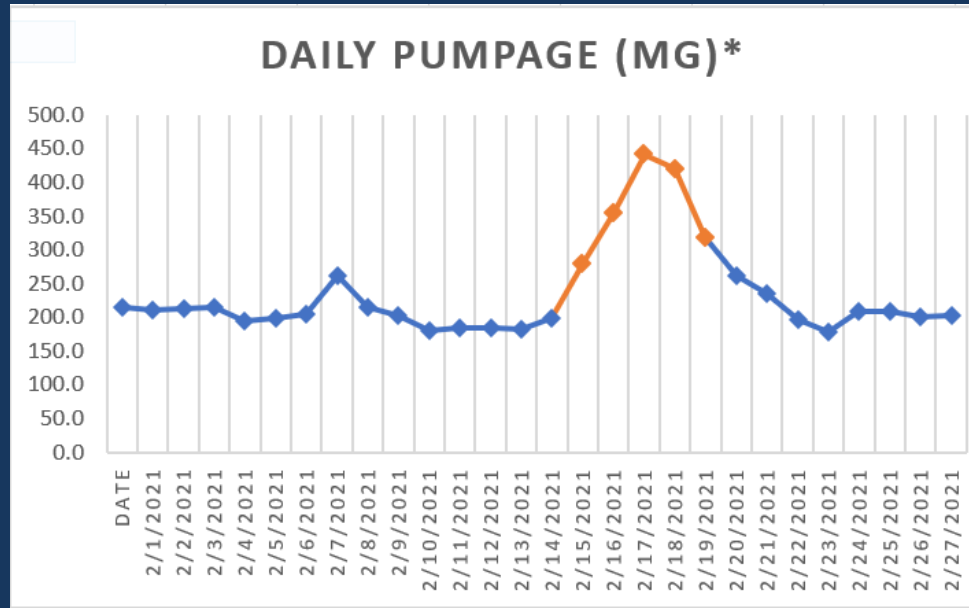
Credit: San Antonio Express News



Beware the Thaw!



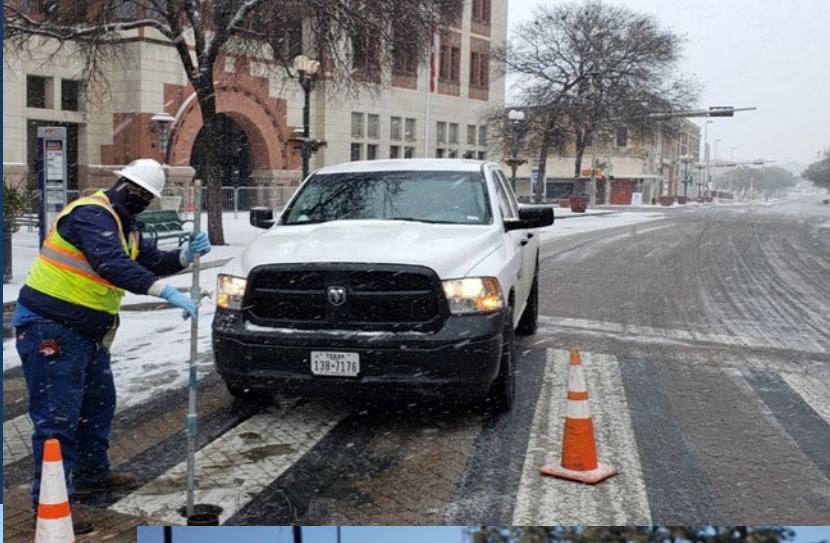
End Point Leaks Challenge Service Restoration



SAWS Operations BUSY...



All Hands On Deck Call to Action



We need your help to restore water service across our community.

Use the form below to report any water leaks you see coming from:

- Homes or businesses.
- The ground.
- Fire hydrants.
- Exposed pipes or meter boxes.

Your report will help SAWS restore normal water pressure to homes and businesses across the city.

Need to turn off your water quickly?
Here's How.



Home Plumbing Destroyed

Community Pipe Repair Fund Established



\$1.1 million raised

CPR: 3 Days to Start



plumber of your choice to make repairs and SAWS will provide a reimbursement to you to cover eligible expenses.

This option may be best for you if:

You know or have access to a trusted plumber you've used before.

You don't mind paying the plumber yourself and waiting 4-6 weeks for a rebate.

Requirements for CPR participants



SAWS Customer or Bexar County Resident



Homeowner or renter with permission



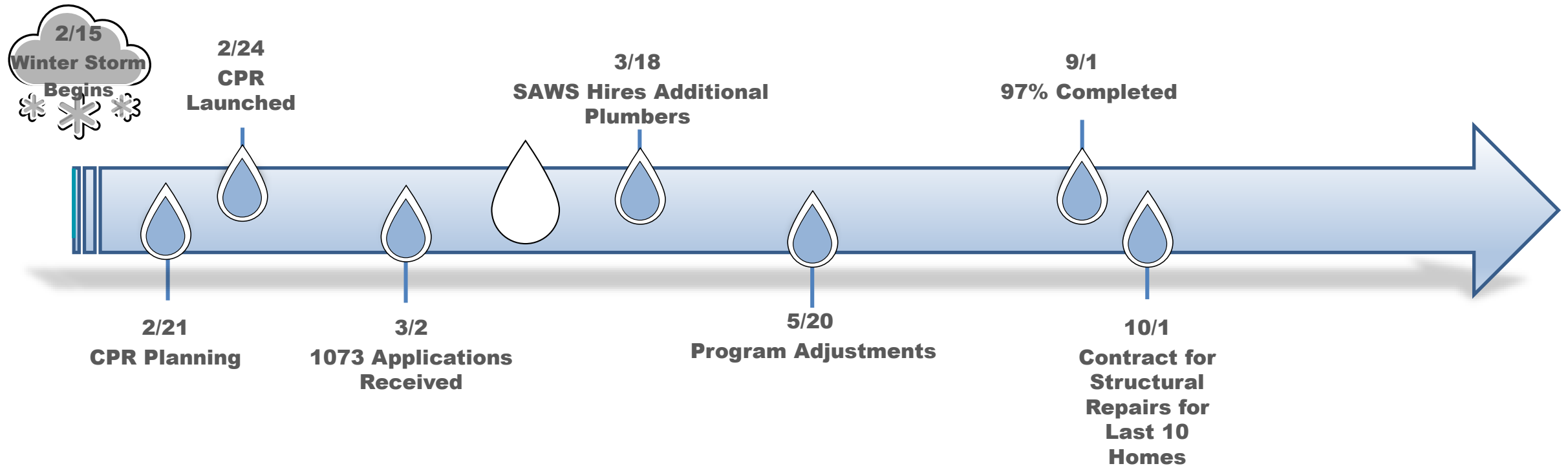
Damage must be from the February 2021 Winter Storm

House Value \leq \$140,000

Family Size Maximum Income (140% FPL)

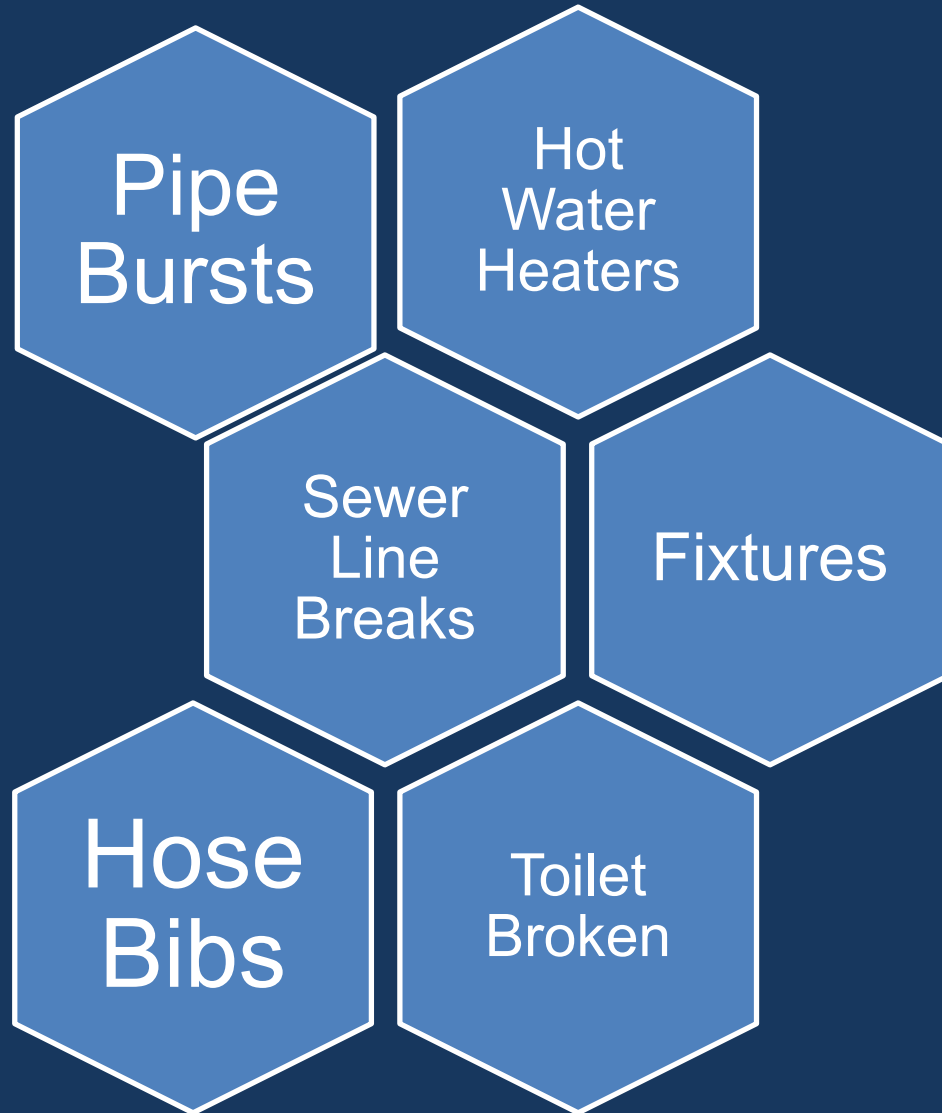
1	\$18,032
2	\$24,388
3	\$30,744
4	\$37,100
5	\$43,546
6	\$49,812
7	\$56,168
8	\$62,524

Timeline of CPR



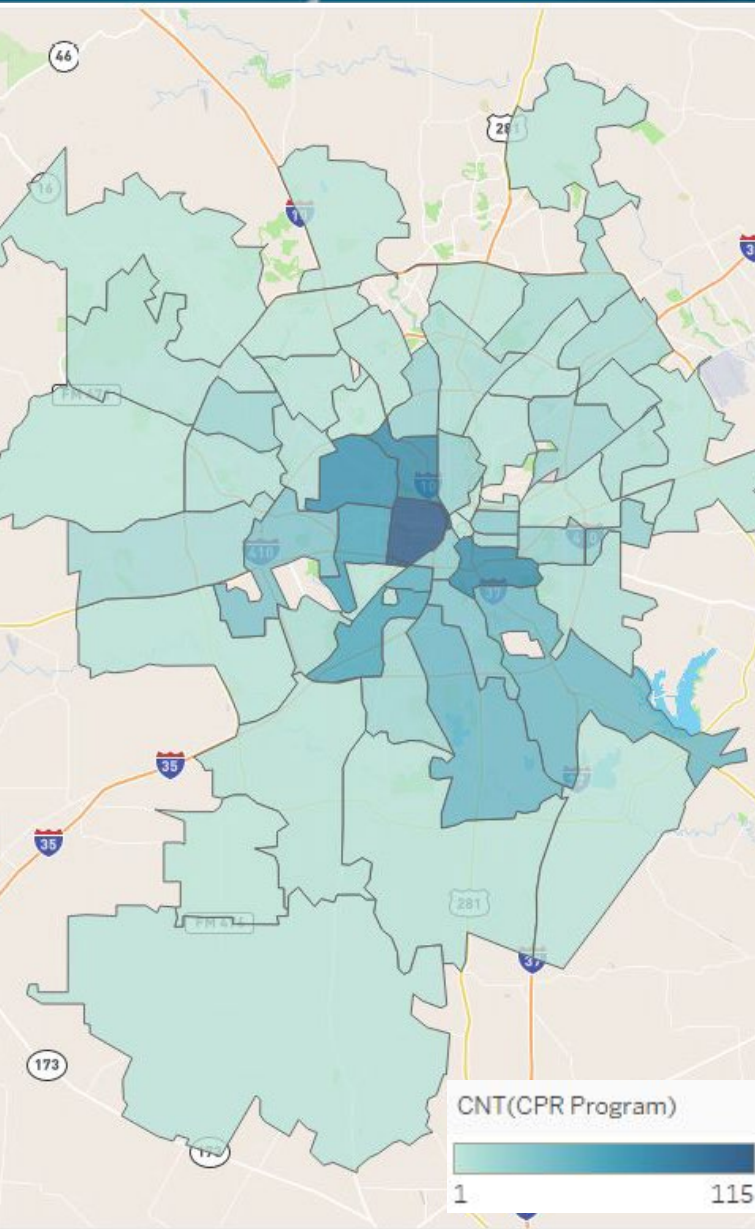
* Based on Submitted CPR Applications

What Did We Repair?



Participation by Zip Code

Over 1,100 homes repaired through CPR




Zip Code	Count of Applicants	Count Served	Mean Home Value (2018) of CPR Participants	Mean Household Income of CPR Participants	Mean Home Value for Zip Code	Mean Income for Zip Code
78207	229	127	\$57,370	\$23,597	\$112,917	\$30,557
78210	187	86	\$102,320	\$22,641	\$184,450	\$39,714
78201	171	85	\$111,482	\$26,339	\$191,395	\$41,258
78228	152	74	\$98,803	\$29,179	\$169,585	\$40,938
78237	144	65	\$59,090	\$20,309	\$125,241	\$33,742
78211	126	61	\$64,279	\$19,192	\$134,873	\$36,845

Customer Response..to Post Storm Policies

“Thank you for having a soul as a company and sparing your customers the financial hardships. I’m so sorry for being so rude. The response of your company has been on an HEB personal level and we are so grateful. I know none of this was your fault or in yalls hands and y’all are doing a great job. Thank you so incredibly much.”



Follow Up?



Visit Us:
GardenStyleSA.com
Saws.org

Karen.guz@saws.org
210 233-3671

Conservation Tools ➤ Communication Channels

Quickly transformed the message from Conservation to Key Emergency Information

- WaterSmart Dashboard; emails
- Information in WaterSmart Reports
- Mass email to 330,000 customers
- Water Waste On Line form
- Irrigation Customer Email; turn off at backflow
- Flume Changed Settings for Immediate Burst Pipe Alert
- Produced Special Videos: how to shut off at meter/ backflow



Safety Highlights

- No Lost Time Injuries
- Thirteen slip and fall incidents
 - 2 requiring medical attention
 - Both expected to recover fully
- 664 vehicles out on the roads
 - Logged over 95,000 miles
 - Four vehicle accidents due to black ice
 - All were minor
- Some field staff worked for up to 24 hours in a single day
- Safety team members actively involved in the field on large number of assessments, distribution and repair worksites.







