

# SAWS Assistance

## Helping Our Neighbors in Need

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October 11, 2021



MAKING SAN ANTONIO  
**WATERFUL**



# COVID-19 Relief Plan

## Customer Categories and Eligibility

- Eligibility – customer must have been 60 days or more past due on August 1, 2021
- Customer Categories
  - Other residential customers owing less than \$2,000
  - Other residential customers owing \$2,000 or more
  - Nonresidential (commercial and multi-family)
  - Residential customers enrolled in SAWS Affordability Discount Program (ADP)
- Expanded Leak Adjustments

# COVID-19 Relief Plan

## Residential Customers

- Residential customers that owe less than \$2,000
  - If customer is not already on a payment arrangement as of September 15, 2021, customer will be automatically enrolled in a 48 month payment plan
  - Customer must make payments by due date (including current charges) for 18 months or cover 37.5% of outstanding balance as of September 15, 2021 (“Payment Threshold”)
    - Once Payment Threshold is met, the remaining account balance will be written off and collection of amounts written off will not be pursued by SAWS

# COVID-19 Relief Plan

## Residential and Non-Residential Customers

- Residential customers that owe \$2,000 or more
  - Customer will need to enter into a tailored payment plan to avoid disconnection
  - May be eligible for expanded leak adjustment and third party assistance
- Non-residential customers
  - Customer will need to enter into a tailored payment plan to avoid disconnection

# COVID-19 Relief Plan

## Leak Adjustments

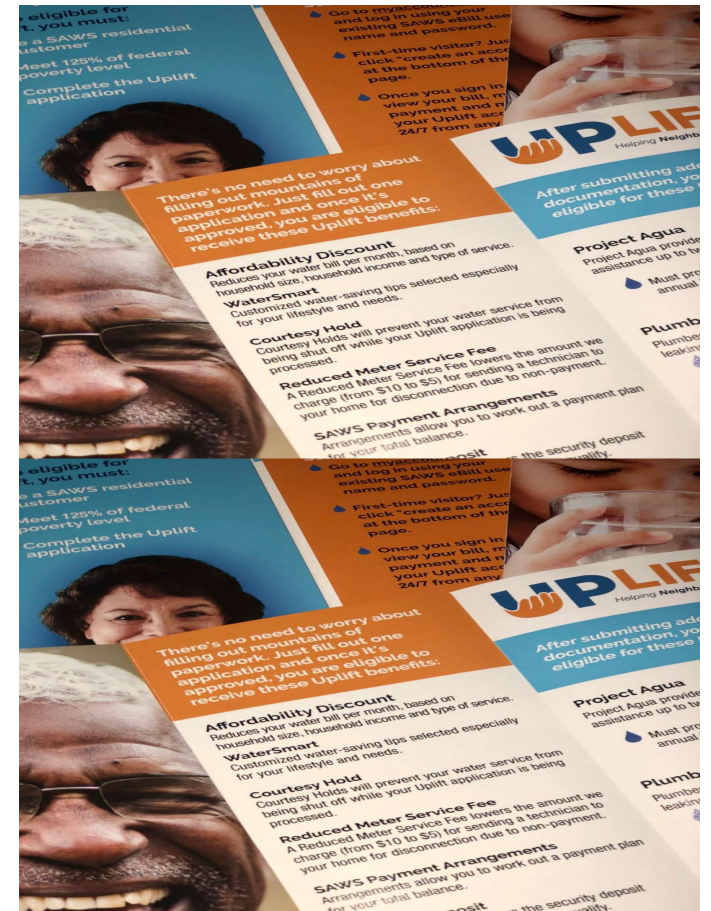
- Expanded leak adjustments
  - Leak must have occurred during the period 10/1/2019 and 6/30/2021
  - Customer must provide support that the leak has been repaired
  - Amount of the adjustment will be equal to 100% of water usage attributable to the leak as demonstrated by either usage prior to the leak or usage subsequent to the repair
  - Amount of credit will be limited to the outstanding balance on account at time of adjustment
  - If adjustment brings outstanding balance below \$2,000 customer is eligible for non-ADP 48-month incentive payment plan



SAWS Uplift programs ensure our qualifying neighbors have access to life-sustaining water and sewer services. Uplift gives them access to different initiatives that help ease the burden of paying a monthly water bill.

To be eligible for Uplift, a customer must:

- Be a SAWS residential account holder
- Meet income requirements
- Complete the Uplift application



SAWS Assistance





# COVID-19 Relief Plan

## Customers enrolled specifically in SAWS Uplift

- If customer is not already on a payment arrangement, a 6-month hold will be placed on all balances outstanding as of September 15, 2021
- Hold will provide opportunity for SAWS/customer to identify payment assistance options including federal disaster recovery funds
- Customers will need to pay the current monthly charges amount by the due date on the bill to avoid potential service disruption
- This suspension period will be revisited and may be extended beyond February 2022



# Affordability Discount Program (ADP)

Reduces the customer's water bill by \$4.90 - \$28.35 each month.

- Proof of income
- Discount is determined based on household size
- Type of service





## Project Agua

Project Agua provides emergency payment assistance of \$115.00 up to twice a year (Jan-June & July-December).

- Proof of Income
- Account must be in Final Notice Status to be eligible



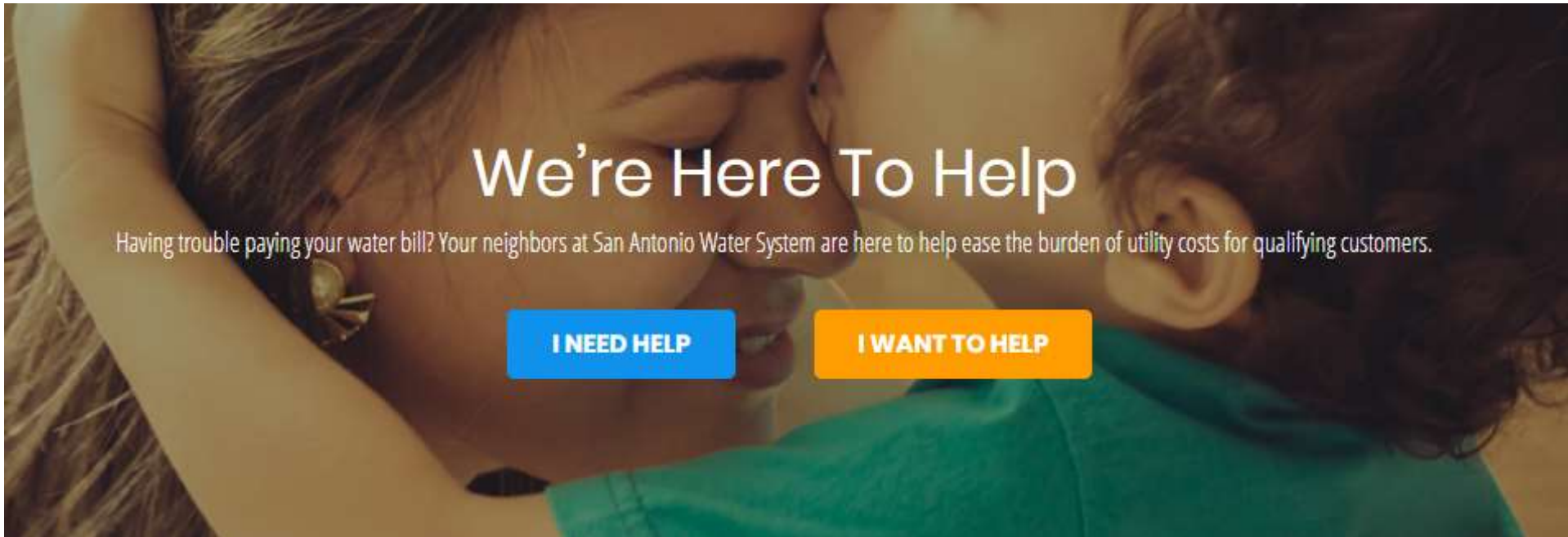
## Plumbers to People

Plumbers to People helps customers repair plumbing fixtures inside of their home.

- Proof of Income
- Must be homeowner and occupant
- Value of home cannot exceed \$300,000

# On-Line Application

[www.saws.org/uplift](http://www.saws.org/uplift)



**We're Here To Help**

Having trouble paying your water bill? Your neighbors at San Antonio Water System are here to help ease the burden of utility costs for qualifying customers.

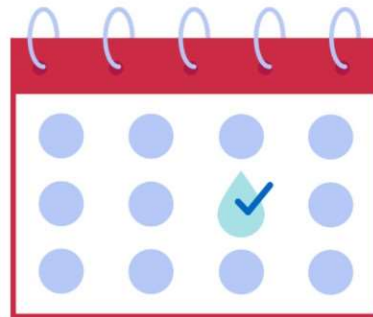
**I NEED HELP**      **I WANT TO HELP**

SAWS Assistance



# Covid-19 Relief Information & Assistance

<https://www.saws.org/getcurrent/>



## Get More Time To Pay

Choose a payment plan option that works for you. Your total account balance will be divided into equal, affordable monthly payments.

Set Up a Payment Plan for Me



## Apply for Need-Based Financial Help

You may also qualify for one or more income-based assistance programs from SAWS or one of our partner agencies.

Help Me Get Financial Assistance



# SAWS Assistance

## Helping Our Neighbors in Need

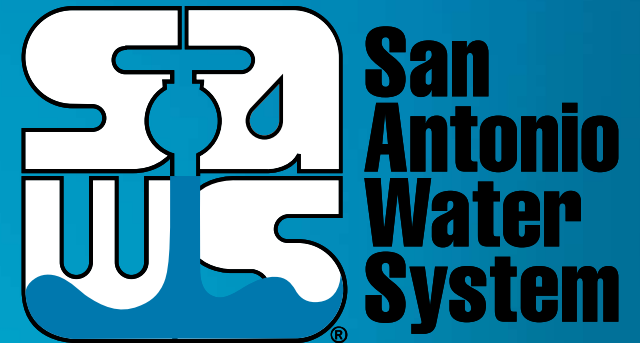
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