

WE WANT TO HEAR FROM YOU

SAWS IS PROPOSING CHANGES TO THE CONSERVATION ORDINANCE TO HELP OUR COMMUNITY BETTER MANAGE OUR WATER RESOURCES.

WE APPRECIATE YOUR INPUT!

FEEDBACK









Name (Required)

First

Last

Email (Required)

Thank you for reviewing the drafts. Please provide any questions or concerns related to the proposed changes below.

Paragraph **B** *I*        

Submit

Ensure conservation ordinance rules fairly apply to all SAWS customers, even those in separately incorporated cities, by changing the enforcement from a Municipal Court citation to a fee on the bill.

Strongly support	Somewhat support	Moderately support	Slightly support	Do not support at all
372	112	87	48	220

Encourage customers using more water than 90% of other customers to reduce discretionary water use during very severe droughts. A new excess use surcharge would replace every other week watering in Stage 3.

Strongly support	Somewhat support	Moderately support	Slightly support	Do not support at all
306	119	73	60	281

Limit drip irrigation to the same schedule as spray irrigation during drought. Properties with drip irrigation are often using a lot of water during drought not realizing it applies water at a similar rate to spray and therefore does not need longer or more frequent operation times. A drip variance is proposed to allow additional watering for vegetable gardens.

Strongly support	Somewhat support	Moderately support	Slightly support	Do not support at all
290	113	91	72	273

Improve the workmanship of new irrigation systems by enhancing the enforcement of existing state and local irrigation standards on newly installed irrigation systems.

Strongly support	Somewhat support	Moderately support	Slightly support	Do not support at all
497	106	109	39	88

Ensure conservation ordinance rules fairly apply to all SAWS customers, even those in separately incorporated cities, by changing the enforcement from a Municipal Court citation to a fee on the bill.

Strongly support

Somewhat support

Moderately support

Slightly support

Do not support at all

260

69

59

36

139

In Stage 3, a new high use surcharge applying only to top users would replace the current rule limiting all customers to watering every other week. The surcharge would apply at a set threshold and encourage the highest users to conserve water during very severe droughts. The exact threshold is currently under [analysis](#), but is estimated to be around 18,000 gallons per month. In 2023, this was approximately the highest 5% of water users. A typical bill at this volume is about \$200 per month.

Strongly support

Somewhat support

Moderately support

Slightly support

Do not support at all

235

66

55

47

160

Limit drip irrigation to the same schedule as spray irrigation during drought. Drip irrigation systems can use as much water as traditional in-ground irrigation systems. Properties with drip irrigation are often using a lot of water during drought not realizing it applies water at a similar rate to spray and therefore does not need longer or more frequent operation times. A drip variance is proposed to allow additional watering for vegetable gardens.

Strongly support

Somewhat support

Moderately support

Slightly support

Do not support at all

216

72

65

37

173

Improve the workmanship of new irrigation systems by enhancing the enforcement of existing state and local irrigation standards on newly installed irrigation systems.

Strongly support

Somewhat support

Moderately support

Slightly support

Do not support at all

339

77

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Change the watering hours to 5-10 a.m. and 9 p.m. to midnight to help reduce high demand on the energy grid in the evening. Customers could apply for a variance to water 7-9 p.m. with a hose-end sprinkler if no irrigation system is present.

Strongly support

Somewhat support

Moderately support

Slightly support

Do not support at all

269

92

57

38

107

1	WateringRules.com Survey Comments
2	Please let us know if you have any questions or additional topics you would like to address related to the proposed changes:
3	The city and county and SAWS should invest much more in education to the public about water conservation, the benefits of conservation, and landscaping alternatives. Investments into research for plants and landscape improvements also would benefit all.
4	As a demonstration of transparency, I request SAWS prominently post or report actions being taken against businesses and developers to reduce water consumption. Further, I would like to know whether SAWS mandates and enforces maintenance schedules for commercial irrigation systems. I frequently see runoff on city streets from poorly managed commercial systems.
5	Does SAWS influence developers of commercial areas as to proper resource stewardship? Is SAWS closely involved with new residential developments to ensure proper land and water spaces on new lots? Is SAWS investigating water waste and runoff water or is that only done when a problem is reported? Is SAWS working along side HOAs to expedite reviews for landscaping changes approval prior to making changes? Are rewards or fines in place to encourage commercial spaces to reduce water usage not just outside but within the buildings and businesses? Are restaurants monitored regularly and fined if water glasses are brought to tables without requests or continually refilled then poured down the drain when left on tables? If SAWS aggressively pursues larger water users and continues to educate residents and business owners, the long term savings will be a more vast reduction in total water use.
6	Due to the heat there are times when it already very hot at 1000-1100. Would you consider allowing watering prior to dawn 0100-0500.
7	You should offer rebates for people who actually reduce their usage, or maybe prize drawings or something to encourage people.
8	Glad you are doing this
9	Survey response appear to be necessary to get on the mailing list.

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	<p>an automatic system.</p> <p>That is because drip irrigation does not cover the same amount of square footage as sprinkler coverage. (100 sf ft/hours versus 1000 sq ft in 1/2 hour) It isn't equitable and it's misleading by SAWS. Yes, you can get the same rate with some drips, but you can't the same square footage!! This is where SAWS is misleading the public.</p> <p>I did a meter test and ran a drip zone, it used 1/10 (one tenth of a cubic foot) in one minute. I then ran a sprinkler test. The sprinkler used 1.2 cubic feet in one minute. How can you even compare?? Why are you saying that it uses as much? That's a big lie!</p> <p>SAWS is complaining about people who run the same area with drip more than one day a week. (Such as watering a flower bed 3 days a week by some of the HOA's) The reason people run their drip irrigation on the same spot three days a week is because that is what drip irrigation instructions say to do. SAWS could simply educate people on how to recognize how much water is actually needed. A 100 sf ft flower bed can survive on drip irrigation for about an hour once a week. It doesn't need 3 days of drip.</p> <p>But that isn't my problem. I can't water everything by drip in one day because of the square footage. I can do sprinklers at 1000 sf ft/1/2 hour and get it done in 8 hours. But if I'm doing 100 square ft in 1 hour, it takes 10 hours to do 1000 square feet!! This 10 hours does not include set up. SAWS is being deceptive with the math. Maybe large areas of drip can be one with an automatic system, which can run multiple zones at once, but I don't have an automatic sprinkler system. I can't run more than one zone at once from hose faucet.</p> <p>My landscape is all trees and shrubs with some unhealthy grass.. I water each spot once a week. But I can't do it all in one day!!! That's the problem.</p> <p>Sprinklers have led to erosion. I can do sprinklers in SAWS time limits, but I can't do drip. Please don't tell me to hand water in 100 degree weather, I have heat syncope and develop heat exhaustion very easily. I have heat related illnesses. I also see many cases of handwatering that causes erosion. (Right now I'm handwatering a new bed and it takes about 1/2 hour because I turn my faucet on very low to prevent erosion. Fortunately, it's only 70 degrees right now) I will be installing drip in this new bed.</p> <p>I have dozens of handmade zones. I don't have an automatic system. I have a hose end system. At this time, I don't even have battery operated timers. (More on that later)</p> <p>I have mostly 1/4 inch dripline with 1/2 gph inline drippers, spaced 12 inches. It covers about 50 sf ft or so in one hour.</p> <p>I do this to water my trees. (I unfortunately, have pecans, but that's another story.) Have you seen what happened to the pecans at Joe Ward Park? They all died. Drive around Assumption Seminary. Get out of Stone Oak and look around San Antonio.</p>
10	<p>While I support the change to enforce the code to all customers, and reduce the burden of the court. I do not support the lack of oversight in this plan. I would never vote to let SAWS be in control of their own fine rates, fine increases, and not having a formal impartial way to challenge the fines. When designing a Fine system like this, you need to have checks in place; not for what you are telling us you are planning, but for what someone else could do in your position with no oversight. Fine Rates and increases should be voted on by either the city council, or the people. There needs to be rate control. No more than 5% per year max increase in rates.</p> <p>Yes, I have heard the propaganda on how you will set the rate based on the cost to monitor and collect fines. From the same person that says you want to double your staff to monitor and collect fines, which in turn would increase the cost of monitoring and collecting fines.</p>
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12	<p>The rules, regulations, and rates need to be adjusted accordingly to lot size. We are consistently following the rules and follow Stage 2 restrictions year-round, even when they are not in effect. However, because of our lot size (4+ acres), we are constantly penalized and compared to standard-size city lots for billing. There needs to be some relief granted to us for the disparity in property sizes. We do not even have 1/4 of our property landscaped and in need of irrigation, but are being treated and billed as excessive water users because of the inequity of your system!</p>
13	I am concerned about the approval of multiple high density housing projects and other housing developments that affect wooded areas in the Edwards's recharge zone,
14	Please utilize all the tools available to reduce water use, especially by high-use customers.
15	The Greater Edwards Aquifer Alliance recommends the City of San Antonio permanently adopt Stage 2 watering restrictions to be applied to the entire SAWS service area.

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	<p>I'm not too clear on what the first proposition is; I would have left blank if that was an option.</p> <p>For the second proposition, I think the extra charge should be on a fixed amount of water usage (based on an average of what similar sized properties and household size use.) As worded, it seems like the top 10% will always be assessed a fee. If everyone reduces their water usage, there will still always be a 10% of top water usage, even if they greatly reduced their water usage.</p>
16	For the third proposition, I am in agreement. I think households should be educated first, and then given a warning for the first infraction before any penalties are given.
17	Have SAWS employees check water meters that indicate excessive water usage, before charging customers an excess use surcharge. VERY OFTEN, customers are NOT aware that there might be a leak in their sprinkler system or water pipe.
18	Please stop allowing water wasters to continue irrigating illegally with impunity. High fees should deter water waste and improve compliance with laws. Also, use new "smart meters" identify irrigation water waste.
19	<p>The majority of my neighbors do not water anything and have ugly weed lawns. If SAWS wants to reduce water usage I am in favor of SAWS providing real-time water usage information about my water usage. From my experience, it is plumbing issues or contractors breaking something that causes exorbitant water waste. I don't know the water is being wasted. When this happens no plants are being irrigated and your proposed options aren't going so save that lost water.</p> <p>Why doesn't SAWS provide useful information to curtail the biggest problem, truly lost water down the drain. In my opinion, from talking to my neighbors, coworkers, church members and family. The biggest problem isn't people watering their lawns or using drip irrigation. If SAWS wants to help save water, then SAWS needs to provide timely, proactive information so property owners can address plumbing issues fast. I think SAWS is pointing the finger at property owners and claiming its landscape watering violations and frankly I am convinced that that is probably not the biggest issue.</p> <p>Waiting to send a customer a bill until the end of the billing period with high fees for plumbing issues that the owner is unaware creates a true feeling of terror of being a SAWS customer for me and my neighbors. We share how much SAWS has charged us for these scenarios. SAWS appears heartless and only interested in being opportunistic to capitalize and make huge profits on customers who have a plumbing malfunction. I am tired of hearing about SAWS wanting to just charge more fees when SAWS isn't really helping property owners identify water leaks issues and just making more money on unfortunate citizens who have something go wrong at their property. SAWS causes financial hardships on people who are already dealing with a crisis when they get hit with a high bill due to something that is not their fault.</p>
20	My concern with the municipal court citation change is the lack of due process.
21	<p>It would be helpful to</p> <ol style="list-style-type: none"> 1. know more about how these proposals are aligned with lot size, 2. How would fines be accessed, 3. Would newly built homes have exceptions to ensure that the newly installed landscaping, even if drought resistant has 8-12 weeks of daily watering allowed to ensure the roots are stimulated and the plants survive. I'm in a new home and we planted 5 new trees to help provide shade for CPS bills and this year I LOST 3 of the 5 trees because of the heat from May - September. 4. Why does SAWS NOT provide savings for removing established grass, installing artificial turf and turning off sprinkler systems?
22	SAWS is ridiculous. CEO revved \$500 K performance bonus from all the fees charged to customers. SAWS says not enough water , why is City of SA doubling the residential density everywhere ?! Apartment buildings on every corner with thousands of people living in them. The city approved the developer application to double density. It's all greed for money and no future planing. One day we won't have water , you can't just build build build without doing analysts and future planing. If we don't have water now , how are 1 million of additional people moving to SA going to work out in the next 10 years ? Yes build more apartments - so City can collect more taxes BUT where is the water going to come from for this new increase in population ? amateurs
23	All the stats presented leave out the land size... are people really over watering? Or is this actually another tax on land owners? Are you going to force people to stop watering just to turn around and cause a fire hazard like Hawaii?
24	Do not raise our rates

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25	<p>Since when did SAWS become a dictatorship? You waste 10s of thousands of gallons of water weeks at a time running freely down the streets no matter how many times we call, using the excuse that "we're doing everything we can". I have videos of the gallons of water running down the streets and documentation of all of the times I've called let alone my neighbors. And you threaten me with fines for trying to keep my house from sinking?? Shame on you. I think the news media should be very aware of all of this.</p> <p>So the pipes are bursting all over town. Think maybe it might have something to do with having everyone water on the same day per area?? What a great idea. Better for everyone and easier on the infrastructure: let everybody water for 20 minutes at assigned times each evening during drought periods. It is the Same amount of water as though you were watering for 4 hours on an assigned day (whose idiotic idea was that) and better for ground stabilization in our San Antonio oceanscape of geologic pandemonium. The caverns that open in the ground with your ridiculous plan cannot be ignored. Please do the right thing and rectify your own horrific wastefulness before you crucify us for simply trying to avert our land from dying.</p>
26	<p>How on earth are we going to water shrubs if drip irrigation is eliminated ? How about educating customers of the benefit of drip irrigation? Hose end bubblers are wonderful! Perhaps if drip irrigation were encouraged, there would be less water consumption from sprinkler systems.</p> <p>Spray irrigation waters grass and not much else.</p> <p>Please employ some of your passive aggressive strategies to the overall reduction of people moving to this area. Without this, all of the conservation strategies in the world may not matter too much.</p>
27	<p>I believe that we need to continue to strongly encourage removal of thirsty turf grasses. The rebates help, however we may need to implement some additional incentives to encourage alternative landscapes. In new residential and commercial developments, we should encourage the retention of existing trees and shrubs that are already established. We need to penalize developers for removing existing foliage and "scraping" of the soil. We also need to discourage the installation of irrigation systems and turf grass. Homeowner's Associations need to change their rules to encourage native plantings and discourage lawns.</p>
28	<ol style="list-style-type: none"> 1. With all due respect. Stop being 'cute' with your messaging...be straitforward [sic] and clear. "LIMIT WATER USAGE, Please follow the rules"...otherwise it's a laugh (wrangle)....is not effective enough. Plus you advise to plant things, well that requires extra watering in hot months to get the plant or tree established. 2. Perhaps a notation type or other indicator, filed in my property record indicating a swim pool (and type) on property. We use more water, especially in the 100 days of Temps over 100 degrees. It evaporates faster...should not be penalized. ALSO, owner should be able to update their record to indicate their need to drain the pool for resurface...refill will result in high usage. Owner should not be penalized unless its being done routinely. 3. The wealthy and the corporations can afford to pay fines, so who feels the whip of the excessive use fee, those on limited income and if you've got 8 family members in household you've got alot of usage. 4. Observation - practice what you preach - Driving past the SA Airport entrance this summer observed them using a fire fighter type hose system to irrigate the landscaping. Tons of water to soak the gardens while I'm told to limit...hmmmm... 5. Any fee system needs a process to dispute or justify the usage for the customer. 6. How about an incentive program? In the drought and related restriction designation time frame, if the customer maintains low water usage for 4 months consecutively...a small, but meaningful, water credit or a one time HEB 20 dollar gift card to reward the efforts. 7. Most important, I feel. Fee and citations systems aren't that effective. Instead, high water usage customers get a notice with their monthly bill informing they are now required to 'attend' an online education course. Here's your opportunity to drive home the tenants of proper water conservation, show examples and provide the rules, guidelines, and what to watch for. <p>People respond to having time taken out of their day, it creates an inconvenience. And they get educated. Repeat offenders, like 3 times in a row (or failing to take the course), then you get the fine system added to the requirement to watch your online presentation.</p> <p>By the way, thanks for our water service and listening.</p>
29	<p>If changing the watering hours please have both am and pm the same: ex. current 7-11 both am and pm, or 8-12 am and pm.</p>
30	<p>Something should be done to address HOA's that operate/maintain a sprinkler system for numerous residents, but do not abide to the regulations & do not actively make repairs. If they do not follow the rules then higher & higher fees will be assessed with a % increase every 6 months (for example) that no changes/repairs are made. This would help to make inactive HOAs be more accountable for their lack of action.</p> <p>I think it should be court citations & fees assessed to their billing for grossly negligent offenders.</p>
31	<p>I would propose limiting the number of new houses being built if water supply cannot keep up with standard to care for our properties. I have the second largest yard in our community of 1500 homes. I paid dearly for this property and would like to be able to maintain its appearance without penalty.</p>

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32	I had hoped for some actual information regarding specific rules to be implemented. This "survey" appears to be more of a philosophy than feedback on the plan. There is nothing regarding improving conservation within the General Class, despite that class being the largest consumer over budgeted estimates (except for leaks) nor has it been addressed that it is also the largest year-over-year class consuming MORE water. Residents, by and large, get it (with exceptions) business however do not. The rate structure rewards consistent high business use with the lowest rates.
33	Please don't change the start times for residential watering. Not everyone has an irrigation system. We're older and have to use a standards sprinkler for out watering needs.
34	I would gladly support an excess water usage fee in all stages of restrictions IF there was an easy, customer-focused method to obtain waivers or exemptions when necessary such as emergency plumbing or pool issues that led to the excess water usage. Easy meaning something such as uploading a repair receipt and filling a simple form on the SAWS website for review and judgment.
	Part of your FB post but not in your survey..
	Do not change the sprinkler watering times on assigned days. Or if you need to shorten the window shorten it on the end not the beginning.
	Some people don't have sprinkler systems that can be set and manually move/set sprinklers on their watering day.
	People leave for work by 7am. 6am if you're in the military. So watering between 5 and 10 isn't realistic. Watering between 9 and midnight doesn't work for people who need to go to bed earlier because they also get up earlier.
35	Who has time to hand water 5 hours a week?
36	Education and communication is important. Consults could be planned when excess or other problems occur Audits of use would be included.
37	Please allow us to water late at night. My dog attacks the sprinkler heads if he is out during the scheduled times.
38	I saw the article in the paper about changing watering hours. Please keep in mind that some people still use traditional sprinklers that have to be moved by hand. I think 5-10 AM is an improvement. I can do some watering once it gets light before I leave for work . Also, the 10 AM cut-off should decrease evaporation. However, 9-12 PM is not good. I can't get all my watering done in the morning (it has too be light enough to see and my time is limited). It will be too dark after 9PM to see to position the sprinkler and make sure water isn't being wasted. I know the evening hours are the most crucial, but I would ask that manual sprinkler users get at least 1 hour of light in the evening to water. Hopefully, we're a smaller percentage of overall users. Thank you.
39	What about homes that have swimming pools. We have to add water to them because it evaporates and in order for the filter to run properly there has to be a certain level of water in the pool. If the home has a pool will the water rules apply in the same way? We have grass in the back yard but we do not water it at all, we just let the rain feed it. Also we took the grass out of our front yard and replaced it with rock so even tho we have a pool we are not watering anything else except our potted plants. Also I think there should be some rules to apply to new construction. There should be a limit to the amount of grass that can be installed. Drought tolerant landscaping and xeriscaping should be required.
40	I am opposed to the first item because it does not appear to provide any meaningful way for a customer to dispute an erroneous charge. My guess is SAWS would, upon their belief that a violation had occurred, add a fee to a customer's bill and the customer would have no way to argue the validity of that assessment. At least Municipal court offers an impartial means to contest the charge. I am opposed to any change in the watering hours from the current 7am to 11am and 7pm to 11pm. If SAWS adjusts the hours to an earlier start in the morning and a later start in the evening, that will severely penalize those customers who do not have automatic sprinkler systems. Have you ever tried to water your lawn with handheld hoses or oscillating sprinklers at 5 am in the morning? Or how about trying to water your lawn with handheld hoses or oscillating sprinklers at 11 pm in the dark? Any adjustment to the hours must take into consideration those customers who water their lawns by means other than automatic sprinkler systems that can be set to run at anytime of the day or night.
41	For your customers who do not have an irrigation system but have to move a water hose and sprinkler from area to area in the dark just how is that going to work? Plus, we are told that watering at night is a bad idea regarding the grass and plants.
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44	The current watering times are not logical and result in waste of water..

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	Enforce water use in cities such as Alamo Heights.
45	Adjust watering times to earlier. If there is an irrigation system, is it smarter to start water earlier, like 4:00am and stop by 8:00am. The sun is not so hot yet and there is less evaporation. This is not new information and has support in studies.
46	Change watering times to 5:00 am - 10:00 am and 9:00 pm - midnight.
47	I do not think the times of watering should change. Changing the rules every year just makes everyone confused. Keep the 7-11 watering! Its simple to undrestand.
48	Move watering hours to earlier in the morning and later in the evening to reduce evaporation. Restrict to before 9am and after 9pm.
49	We are elderly and disabled. The times being considered, 5-10 a.m. and 9-12 p.m. are horrible. There is no way we could get a lawn watered.
50	I have a "habit" of following the rules (even if I happen not to like them, I still follow them), and I expect others to follow the rules, too. I really get irritated when people who don't follow the rules get by without paying any consequences or very little consequences. So I am VERY STRONGLY IN FAVOR of these proposals. Thank you very, very much.
51	I support changing watering hours to reduce load on the grid.
52	I do not support your new hours. It is already bad enough for people who manually move water sprinklers to water their plants and yards. Your new hours would work for those with automatic irrigation systems, they just have to flip a switch. Those who manually water would have to wake up at 5am in the dark to move their sprinklers. Do you expect senior citizens moving around in the dark at 5am to do that. Your current schedule of 7 to 11 isn't great, but more doable. What is not fair for a lot of people, is that if they work, they aren't able to water in the morning. Than they barely have time to water at night and it is in the dark. Sorry City Council, San Antonio is a poor city and a lot of people can't afford putting in an automatic irrigation system. I am one of the middle class citizens who have to manually move my water sprinklers around and can't afford putting in a automatic system. Your new rules only seems to address the rich people who can afford automatic irrigations systems and not the rest of the constituents who can't afford an automatic irrigation system. We also vote, please keep that in mind. and be more considerate and empathetic of your less affluent citizens.
53	The proposal to change watering hours from 5:00 to 10:00 am and 9:00 pm to midnight is an excellent idea. Thanks to SAWS for good service and forward thinking ideas to preserve our resources. Good job!
54	Watering time changes
55	I support changes that ONLY affect those who are clearly not following the watering rules, these households should be individually held accountable and pay accordingly. I don't understand the 1st proposal when it states "fairly applied", if I am following the watering rules I should not be penalized for the rule breakers.
56	Also, where can one find existing irrigation standards on newly installed irrigation systems? It's hard to tell if water sprinkler companies are following these rules.
57	Changing watering hours to later in the evening and earlier in the morning is a ridiculously obvious thing to do. Yes, it saves energy at peak energy use times, but by biasing the times toward darker, cooler times of the day, MORE OF THE WATER WILL ABSORB INTO THE GROUND INSTEAD OF EVAPORATING. Hopefully you are aware of th
58	Always love to support policy that makes sense in fairness and in saving our water resources like most of the above.
59	I reluctantly support the current rules during times of need, because of the feedback that they are working. Otherwise they often cause waste for me personally. Many examples, like having to water on my water day versus a longer 10-day cycle or watering even with say a 50% chance of rain in the days following.
60	I just read of consideration to changing the evening start time to 2100. Big advantage, and minor issue, to wealthier homes with sprinkler systems. It also plays in another water waste factor for me. I appreciate the daylight for positioning my sprinklers accurately on water day, and have been feeling the impact already at 1900. Forget about daylight all together with a 2100 start. Most efficient sprinkler watering (hose not system) would be a little every day with some daylight.
61	Change the watering times to when it's not as hot and during periods of lower energy usage. Why not water during very early morning and late night?
62	We are opposed to vague rate hikes that are undefined and seem to have no cap. When we are part of the Connect H2O, we would be able to track our usage if we know what the trigger numbers are for our size of home/yard.
63	I was startled at how much water was lost due to a main pipe breakage, and how long it went unreported before I reported what was clearly a major leak that had created huge water puddles down the block, and yet it still took days after I reported it for a crew to come and fix it. I understand that crews are busy and only so much can be done to repair these leaks.
64	So what can be done to improve the reporting of these events so that so much water does not go to waste?
65	We don't have an irrigation system, so the last I need to be doing is staying up until midnight running my sprinklers on my designated watering day and then getting up at 6:00 AM to go to work the next day. That's just insane.

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62	It would not be fair to impose an extraordinary charge on the high water users, unless there is evidence without a doubt that it is irrigation. It is so easy to have a leak, or incident with toilet left running that can use a lot of water without anyone trying to misbehave. When that happens, it is painful enough to pay the higher bill at the current increased rate for higher tier. No additional punishment is needed.
63	I am retired. I work my yard and plantings almost daily. I follow the rules currently in place. I use more water than some in my area. I do not waste water. Your proposed rules ASSUME bad faith on part of all your customers to punish everyone for the transgressions of a few. Please rethink this stereotypical government over step by arrogant administrative types.
64	
65	This will seem like a silly question. I have never known for sure if the rule about watering applies to the last digit of the street address, or the last digit of our zip code. I don't water often, and stop completely during the drought...I just want to make sure I am only watering on the appropriate day of the week. There are still some residents in Summit Ridge that wash their cars in their driveways - they should be monetarily penalized since it is against our community rules. I appreciate that SAWS notified me when I had a toilet leak -- it took a couple of days for me to realize it, but was fixed as soon as possible.
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67	with new subdivisions and apartments being built all around us. M, water usages and supply source and sewage service is not the same. Residences before new development, do not have the same facilities, eg, sewer lines, connectivity services, and other services, new subdivisionans apartments complexes being built. Established Residences prior to developments taking placed are being forced to pay more without the quality service that new developments enjoy. Now you want to impose penalties for all due to more affluent violaters from other parts of service areas you service. You need to put more thought to before you penalize compliance. Give us the same infrastructure improvements enjoyed by the new devopments, then we can compare apples to apples.
68	I live in outside the city limits. I have no representation on the City Council. This is an unfair power and money grab by SAWS. I have no one to speak for me. As I see it, there are already incentives to conserve water built into the last rate increases based on usage. Leave the fees off and leave the rates as they are. Do not blame your broken pipes and failing infrastructure on high seasonal usage. You should have a system capable of the demand. That is what I am paying for. You are beginning to sound like ERCOT.
69	My drip irrigation uses only one-quarter of the water used in the same time as my spray irrigation, so limiting its use to once a week doesn't make sense.
70	Hefty fines for repeat commercial offenders, like Mission Burial Park South (and I'm sure all their other cemeteries). I have reported Mission Burial Park about 5-6 times over the last 2 years for either leaving spigots on high blast until there is a mini lake 30 ft+ around or watering with 5-10 sprinklers on (just in the small part of the cemetery I visit) on in the summer in the middle of the day. I'm sure SAWS reaches out, but there should be substantial fines (like \$2,000) after being warned a few times. It seems like businesses/neighborhood associations/etc don't care otherwise. Clearly these large tracts of land use a lot more water than the average SA lot. Incentivize places like cemeteries/HOAs/strip malls/big box stores to plant native grasses/bluebonnets/Texas wildflowers instead of turf. Provide seeds or gift certificates to places that sell seeds locally. Offer to provide them with signs that state they are participating in this water saving beautification project or something with a call to action for others to participate.
71	Thanks for all you already DO do. I appreciate it!
72	Please do not raise rates for ALL SAWS customers, because those who are over-using water should pay the fee.
73	I think it is far more important to monitor the irrigation done by large businesses as opposed to homeowners. I have seen an incredible amount of water waste by large businesses (such as gas station stores, car dealerships, law offices, for example). Their irrigation systems are often on automatic timers with no one monitoring them. This leads to such things as watering during and after a rainfall, or watering at night for hours with most of the water falling on concrete. It would be helpful if such activities were penalized by a hefty fine. Do you consider the additional water needs of people with large lots, over an acre instead of comparing them to people with small lots? One size does not fit all. What about properties with swimming pools? What about providing incentives to install artificial turf?
74	Changing from court citation to a fee only means that those wealthy enough to do so will continue using more water than those who can't afford it. Repeat violators need actual punishment.
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77	SAWS already charges exorbitant rates per gallon on higher water usage (tiered rates)(which I oppose by the way). The new proposed regulations are merely a thinly disguised first step towards actually capping high end water usage. And once it is capped at X gallons, pretty soon you will lower the cap to X minus 1000 gallons, then to X minus 4000 gallons, and so on, until your cap reaches down to residential users who just want to take long showers and keep their grass alive. You guys are water-nazis and have no place in a free society.
78	The wording of the questions are biased. "ordinance rules fairly apply" How do you define "fair"? "Encourage customers using more water than 90% of other customers" This is not encouragement. It is punishment for those who have a large family or a yard 90% larger than others. There is no water shortage. Look at your own well measurements for the last 100 years. The aquifer goes up and down, as it always has. Does anyone actually read these? If so, do they allow 1st Amendment freedom of speech? I only water on my assigned day during my assigned time. I don't waste any water. Why would I want to pay more for anything.
79	Only support change in drip irrigation if vegetable garden variance is put in place. Stage 1 should be implemented all year.
80	I have seen neighbors watering in their back yards quite frequently outside of their permitted time. I've also seen sprinkler irrigation in the middle of the night at 2AM. I just want to encourage SAWS to be creative and persistent in their efforts to track down rule breakers. I would also encourage SAWS to approach HOAs in higher income neighborhoods like mine and regulate their requirements for grass in front yards. I believe my HOA (Sonterra HOA) requires over half of the front yard to be grass and living plants. They only recently started accepting artificial turf. If HOAs were required to change their tunes on grass requirements, we could greatly reduce a lot of water usage.
81	I do not see anything in the new watering rules that address excess water use by commercial users. This is an enormous concern as there is obvious overuse and underuse of planned natives and xeriscape landscape designs in very many commercial settings. Also, I think it is ridiculous that the city approves so many car washing operations throughout the city. A few might be a good idea, but it has gotten to the point that these have become ubiquitous. Senior citizens should also get a break on the current water rates.. I feel like home owners with large home footprints/estates are being penalized. I might use more water than someone with a "garden home", but that doesn't mean I should have to pay an excess charge, especially since I have many water saving features in my home, yard and garden. The "Top % of Users" should be adjusted by home size to include acreage. Water is our highest utility and I am really tired of SAWS not coming up with more innovative solutions to the problem aside from raising water rates and slapping residential homeowners with fines.
82	1) Concerned about being fined without any defense or opportunity to object. How is rule-breaking determined? 2) In the past, we have skipped watering our lawn during Stage 3 when rain is predicted later that week. Tuesday is our assigned day. Then if it doesn't rain, our lawn goes a month without water. So I am in favor of doing away with alternate week irrigation. However, during Stage 2, there are so many variables affecting use: family size, lot size, new landscaping, swimming pools. It seems like conservation is already incentivized by usage rate tiers. 3) How could you enforce the drip restrictions? How would you manage vegetable garden variance? 4) Current new landscaping variance is impractical. 5) Who would inspect the new systems? Would an additional permit be required?
83	Fair fees for all is the best
84	Are strong watering rules in place for golf courses, municipal lawns, public fountains, and sports fields?
85	
86	1. Drip irrigation restrictions will discourage planting trees and other plants. 2. Enforce for overflow of the water irrigation including for developers. 3. Provide property tax breaks for reducing the lawn area. 4. With increased development for housing, ensure the water capacity developments are accordingly planned. 5. Propose legislation to reduce the lawn area on new developments.
87	Your plan needs to address those of us that have swimming pools. Maintaining operational levels of water is critical to pumps being able to run filters and cleaning equipment to control and adjust Ph levels of the water. To do this during the dry periods requires up to 1000 gal. of water per week to replace lost water from evaporation and filters backwash (cleaning filters). My pool requires approximately 20,000 gal for capacity. Once it loses 2000 gal.,the pumps become inoperable. Without the pumps, the pool becomes a breeding ground for mosquitos.
88	Although I follow the rules and do not have an irrigation system, not knowing what would be considered as "excess use" makes me nervous as a homeowner who has already been paying higher bills recently during these extreme drought and record high temperature conditions. Also, I believe that keeping enforcement with the court may help to avoid billing errors, especially during a time of transition to electronic meters.

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89	<p>If you go to a fee on the bill will residents have an appeal process? This is very important!</p> <p>SAWS needs to STOP relying on local citizens to police this issue and submit photos. IF this is as truly important as SAWS wants us to think it is- THEY need to have conservation folks out in the field. Alot of this happens on weekends but they aren't available on weekends.</p> <p>SAWS needs to be the example of getting out and repairing leaks limiting water waste. When residents see this waste they think they can waste water also! Don't be a hypocrite!</p> <p>POOLS- If we are in water restrictions and told to conserve, then the luxury of these pools needs to stop! Pisses me off to no end seeing the hose in the neighbors pool to fill it/top it off!</p>
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91	<p>There are so many inconsistencies in what is reported as my monthly water usage (some months being way too low only to be followed by extremely high usage despite there being no changes to my watering schedule or number of people in my house), I don't trust that imposing fees for "high" users is based on accurate monthly data. This has been an ongoing issue for years (at my current address and prior address) and expressed by my neighbors and co-workers as well. Once all SAWS water usage reporting has been certified by an outside auditor and there is an effective way for users to be taken seriously and more easily resolved, then let's look at fees, fines and more. This should also include more responsiveness to water main leaks etc. A mindset change that high users must be cheaters needs to be rethought. Why not put even more focus on helping people lower their usage (free inspections of equipment, free assessment of water usage, identifying reasons why a specific home owners usage may be high, etc.). Otherwise, there will be class action lawsuits that will harm SAWS reputation and make it harder for it to implement fairer restrictions with public support. I would also want to hear more about businesses that are heavy users and not focus on residential users.</p>
92	<p>I just have to pay a fee again at HEB after a trip there each month to pay my bill. It is the only one of them all I have to do this for. I get money back on a credit card to pay my bills but you insist you get it debit. We are paying this each month due to your policy. All the other people in my HEB line were doing the same thing--and complaining! You need to make it easier to pay the bill. I am not the deadbeat who uses a card that is maxed out or does not pay my bills. I pay the card off each month and want to get the "points", for the expenditure. this is problematic and a penalty each month for me along with a one hour trip to do only this! Please fix this issue!</p>
93	<p>A better idea would be to harvest and treat rainwater and runoff. If residents and companies are using huge amounts of water then impose steep fines.</p>
94	<p>Sounds like a money grab. You installed the Aqua Vista project to ensure we have more water, yet we're still getting watering restrictions. I do NOT support any attempts to increase costs for those that use more water. In fact, you penalize homes with large families with your tiered rate structure.</p>

CONFIDENTIAL COMMENTS:

My feelings are mixed. On the one hand I feel that:

These rules unfairly ignore many equitable aspects of service provision:

These proposals grossly discriminate against SAWS installed base of users (read OLDER HOMES AND CUSTOMERS) in favor of new construction and younger users.

SAWS pricing already punishes home owners who maintain rare private green space for hospitality benefiting many nearby users, ministries, school groups, arts groups, public events, etc. (Eg we regularly host church groups, public school groups, arts groups, ministries, and next week will serve 400 to 800 trick or treaters, who enjoy our lawn. Dozens stage family photos of the blue bonnets in our yard in the spring. We receive more than a thousand expressions of thanks for carrying this cost and lovingly providing this service.

SAWS preferred xeriscapes would not be welcoming or functional for most of these beneficial uses. In a free society and free market state, owners should not need to justify the morality or the social usefulness of their properties, many of which pre-dated aggressive growth that allowed more public green space, commercial hospitality, public pools, etc.

SAWS proposals grossly and unfairly violate universal standards of equality in pricing of a public COMMODITY, reflecting market power of a public monopoly. SAWS existing tier-based pricing already pushes the edge of social justifiability and is more than sufficient for communicating drought related concerns and motivating adaptive behavior.

SAWS hour-by-hour metering might enable us to identify issues a little better but also promises to enable extreme nanny state micro-management of private activity. I already monitor pool levels daily. I manage auto watering carefully with respect to every change in weather and season and recovery from droughts, freezes, etc. Much of my grass is fairly brown in summer, my plants and trees are suffering, and I still pay \$1000 monthly in high months for my 1.1 acres, and a few hundred dollars in winter. My recollection is that this is 5x the average price per gal of small users. SAWS' ham-handed one size fits all proposals do not take into account constructive needs that I might occasionally have to act differently than SAWS proposes, which would cause SAWS to fine me or cite me.

So I wonder - Does SAWS realize that its extreme and antagonistic behavior by pushing these proposals has negative consequences for customer relations and conservation, such as inciting distrust of SAWS, leading many older and larger homeowners to exercise their rights to drill wells and disconnect from SAWS? Is SAWS seeking by these proposals to divide our city and region by promoting neighborhood, age, and class warfare, or is it only seeking to incite a lawsuit or state-wide action to restrict discretion of water districts?

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The watering hours are fantastic for those with irrigation systems, but for those of us who use hoses and sprinklers, the hours often involve trying to move sprinklers in the dark and not being able to water in the morning hours because of work schedules. My back yard no longer has grass, but the soil washes away with every rain, so I'm not sure that's a better solution...

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The rules now make it very difficult to water enough to save the lawn during times like we just had this past summer, virtually no rain all summer. If one manages to use an excess while staying within the rules, should that one now be penalized. If you suspect unlawful excess, check it out. Don't assume that rules are being broken. If you see something, fine them. Let them go to municipal court to plead their case. Just adding it to a bill gives no room for contesting. You have done a remarkable job ensuring San Antonio has water. So now you want to punish for actually using it? Should situation get dire enough, then go to stage 3 and 4 if necessary. But for now leave well enough alone.

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Users living outside the city limits do not have representation on the City Council. This is effectively "taxation without representation" and I would think subject to legal dispute. Users already pay more for water due to the rate structure in place. These new proposals are just a way for SAWS to harass users and extract money. This sounds like a play out of the ERCOT book. SAWS is unable to maintain system reliability when under high demand, so blame it on the users. The whole idea stinks.

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99	<p>Thanks for all you do for us. Paying the bill at HEB is a pain. We can pay all other bills online. your system causes a fee at HEB and the trip over there each month as a penalty which is not an undue hardship but problematic for sure. You are the only bill we have extreme problems paying. That needs to be fixed.</p> <p>As a strong proponent of the US Constitution, we feel everyone has the right to a fair and speedy trial for any accusation with penalty. You are going against steadfast rules afforded by the US Constitution and risk legal action for as it has been coined throughout history--"taxation without representation".</p> <p>To throw a penalty or fine so to speak without a fair trial would most assuredly find you crossing paths with those who are aware you cannot do that.</p> <p>You better leave it in a fair and impartial arena to circumvent the arbitrary iron fist slap of loyal customers who will possibly seek redress and accumulated legal fees.</p> <p>You will lose if you try to go around protection afforded by the Constitution. I for one do not want my money paid to you, used to protect you from your mistakes.</p> <p>Respectfully, consider the legal ramifications and pray on this. Try to imagine this on the evening news and you are on camera attempting to defend this misdeed.</p> <p>At the end of the day it all boils down to where you heart is at. I would not want my reputation tainted by this hard, fast, undue punishment of loyal customers.</p> <p>Often it takes a lawsuit to correct serious violations by those who perpetrate the conduct. Do you really want to be served by name on this matter for redress?</p> <p>Thanks for all you do for us. But remember all we ever have is each other. I would recommend an old adage--what would Jesus do? That may serve you best!</p> <p>Everyone deserves recourse for alleged indiscretions. You need to find a better way than the violation of a fair and speedy trial. The constitution always wins in the bright light of day in an arena of your peers.</p> <p>And upon loosing that fight the looser pays the bills. Pray on it and be all about others. That is what Jesus would do.</p>
100	<p>If you limit drip irrigation to one day a week, you might as well mandate that we replace all of our landscaping with gravel and mulch. There is no way I can keep even my drought-tolerant shrubs and perennials alive with hose watering. I work 40 hours a week, so I cannot be in my yard in the early morning hours. I have tried watering by hand in the evening, and it was never enough. There are not enough hours in the week to stand there with a hose and water each individual plant. Even if there were enough hours in the day, would you really expect us to stand in our yards when the temperature is more than 100 degrees?</p> <p>Even with drip irrigation, I still lost approximately 20 mature, drought-tolerant shrubs this summer. If you restrict drip irrigation to one day a week, I will lose more.</p>
101	<p>I have a large yard and I have always followed SAWS watering rules. During this past record hot extreme drought Summer I had to increase watering times on my sprinkler system in an effort just to keep the grass and plants alive. I received some record high water bills which I paid as part of my costs in maintaining a big yard. I decreased watering times or turned off my sprinkler system when conditions permitted.</p> <p>In my opinion the billing calculation is fair. I have done what I could to conserve water. In my opinion the SAWS Board is taking appropriate measures now to encourage water conservation.</p>
102	<p>I want to be sure to suggest pool ownership should be accounted for residential accounts. It seems during summer months our bill is unfairly comparing us to those who don't have a pool. We moved to San Antonio to buy a house with pool a year ago and now it seems like we're being harassed for it by SAWS.</p>
103	<p>I don't support a fee on the bill that can apply to all customers. Once this fee is approved by the board, it can migrate to a permanent fee that would then apply to all SAWS customers.</p>
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105	<p>I only water once per week to keep my grass alive. I have a large lot. If the lots in my neighborhood were half the size and two people were watering the same as I do now, then the same amount of water would be used. However, each individual would be charged at a lower rate per gallon and the sum of the two bills would be less than what I pay for the same amount of water used. How is that fair?</p>
106	<p>I live in a home that happened to be built on a double lot so therefore I will use more water to water my lawn than my neighbor who's home is on a single lot. Yes, I need to water on my designated watering day and yes I need to pay for that water, but at the rate everyone other residential customer is charged. I do not support an excess use surcharge for simply watering the lawn that I have on the appropriate day. I believe I should be able to water my entire yard without being penalized because it is not the same size as my neighbor's.</p>
107	<p>I do not believe that those of us who have larger lots should be penalized simply because we own a larger lot.</p> <p>We should not have to pay more because although we are following all of the rules, it will take more water to water our property,. Yes we should water on our designated day but obviously our larger lot will take more water than those with smaller lots so we will be a higher water usage. We need to pay for it but at the same rate. The size of our lot should not penalize us. We are already paying higher taxes on our property.</p>
108	<p>I do hope that our opinions actually matter and will be seriously considered. I grow a lot of our family's vegetables in my backyard gardens and also have rain tanks to supplement. Please consider our year-round use before adding penalties, because other than my backyard gardens, we are pretty conservative. How will I be charged, and what is it that I need to do to ensure that I can continue growing food for our family?</p> <p>Also, I have lived here for about 25 years and for more than a 10 year period, I was overcharged yearly because my bill was "estimated." I provided the data to SAWS and you guys graciously did not charge me for the next full year. I do appreciate that. However it has been happening again. Who can help me with this?</p>

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109	<p>The proposed watering surcharge smacks of progressive politics that is aimed at dragging everyone down to the lowest common denominator, redistribute wealth, and punish those who have made the effort to beautify their landscape. If I live in an area where my income is higher, my home is more expensive, and my water use is higher than 90% of the people in my neighborhood, people who do not maintain their landscape or home, and living off retirement savings or government payments; why should I be subjected to water use penalties if I am not like them? If I can afford to use more water than 90% of my neighbors why should I be punished in these new proposed regulations?</p> <p>Adding a fee to the bill instead of issuing a citation to appear before a municipal court violates my rights to a fair hearing before a neutral magistrate and circumvents and allows SAWS to fine people with impunity with no recourse. Not only is this a bad policy idea, it is also probably unconstitutional. Do the people who have proposed this regulation understand the principle of due process before the law? I think not.</p> <p>All of these new regulations will not reduce water consumption as much as SAWS would achieve by remediating their water losses before the client's meter due to ancient leaky pipes. Focus your efforts on fixing your leaky infrastructure first! That's the low hanging fruit for water conservation that SAWS management is currently ignoring.</p>
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111	<p>It appears that the additional fee for high use water users will apply to those customers who use more water than 90% of other customers. I think 90% is too low and will affect too many customers. I suggest the fee apply initially to those customers who use more water than 99% of other customers. See what the savings in water use is at this level against your plan before moving to a lower percentage. Twice this summer I have received a letter from SAWS advising me that I am in the top 5% of water users. I have lived in my home for 37 years and I do not have an automatic sprinkler system. I water my St Augustine grass once a week using sprinklers attached to my three houses. I run each sprinkler for 25 minutes and spot water where necessary by hand. While some of my plants and shrubs are watered when I water my grass, I have 56 plants and shrubs that are in beds around the front, back, and side of my house that I have to water once a week using soaker fixtures attached to my three hoses. I spot water the plants and shrubs where necessary by hand. In spite of my efforts, I have lost some plants entirely and others have been damaged due to lack of water. I am 80 years old, retired, and on a fixed income. I try to be cost-effective in the use of my funds and use only the water I need to protect my grass, plants, shrubs, and foundation. I called SAWS to see if they would come out to see where I might be able to use less water, but was told they offer that service only to customers with automatic sprinklers. Please see what you can do to minimize the impact of your proposals on people like me. Thank you.</p>
112	<p>I don't understand: Customers using more than 90% of other customers will pay a surcharge and water only every other week? Is that correct?</p> <p>Would a golf course be an example of that?</p>
113	<p>Many times throughout the city I have seen huge leaks or broken lines running for weeks. Why are they not capped or repaired?</p>
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115	<p>My spouse and I have a fully grown Magnolia tree in our front yard. Magnolias require a lot of water. If I must adhere to the proposed new rules, I might as well cut down this over-seventy-year-old tree because it probably won't survive. A side effect of cutting down the tree is that it provides substantial shade to our neighbor; thus, saving water at my house will adversely affect my neighbor and his bills. I would point out that forty years ago we removed a Magnolia in our backyard - it shaded the rear portion of our house. After it was removed, we suddenly faced a master bedroom with an inordinate heat problem in the summers - the area is, finally, ALMOST shaded from the afternoon sun by a large live oak. If I must stop watering it, we will have to find some way to shade that portion of our home.</p> <p>I want to point out that my wife and I have taken steps to control our water use but, over the past ten years (2014 thru 2023) our SAWS bills have increased 22%.</p> <p>We have also taken steps to control our use of CPS utilities, yet our CPS bills have increased 15% during the same period. To the best of our knowledge, we are doing everything reasonably possible within constraints of our income to conserve water, electricity, and natural gas - yet continue to face the challenge of utility price increases.</p> <p>I must add my skepticism as to whether water will be saved by limiting drip irrigation restrictions. I do not believe that if I use a hose, water will be saved; rather, more water will be used.</p>
116	<p>We have completely eliminated grass in our backyard and have a small front yard of grass with many large beds in the front. We always adhere to water restriction days and water by hand to supplement. A few areas have drip irrigation and it is so little each time that being restricted to once a week would result in dead plants!</p>
117	<p>It's past time to impose Stage 3 rules on everyone regardless of consumption to inform how critical this drought is on the Edwards Aquifer. It doesn't matter what aquifer the water comes from, the appearance of robust lawn watering is we have no critical shortage of water, and we do.</p>
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119	<p>It is not appropriate to charge an additional surplus on water use that is more than 90% of other customers use. Those customers are already paying a large surplus and it is mainly due to the size of their yard, family, pool, etc and things that cannot be changed. Adding an additional charge does not seem fair.</p>
120	<p>I would also like to see the SAWS water saver rewards coupons only be valid for native plants. Some of the ones you currently allow are not native and take a significant amount of extra watering to survive and thrive.</p>

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121	<p>I have a normal sized 1/3 acre lot with no grass. I water with a drip system that has no automatic controls. There are about 14 different zones for my drip system, and each of them gets watered no more than every 3 weeks, because I do not want to water more than a couple of evenings or mornings a week. I have had to do some hand watering these past 2 summers, because of lack of rain. There is no way I could keep my plants alive watering once a week, even if I could water all day on my watering day. It is a slow process, but I use much less water than my neighbors, according to the water bills. If you change this, I will be forced to go back to a sprinkler system, and I will definitely use more water.</p> <p>Thanks for asking, but don't punish those of us that are actually trying to save water.</p>
122	<p>Developers should be required to eliminate or reduce the amount of grass planted at new residential developments. There should be an incentive to residents to install xeriscape landscaping. Developers should be required to apply permeable types of construction for roads, sidewalks. The use of water features in subdivision development should be stopped. There is still water loss even if when the water is recycled to to spillage and evaporation.</p>
123	<p>I get we're in drought, but it's the customer that hurts with ugly dry lawns and yet property taxes skyrocket! But the lack of water doesn't stop the constant building of thousands of apartments or new subdivisions with water needs. Building should be stopped until a water source can be determined to supply for the future. Nobody wants to be here unable to water a lawn and yet all the building can only make it worse. When is San Antonio going to require xeriscaping for all new non residential builds like retail strip malls, churches and apartment buildings...and road medians like in Stone Oak? The Vineyard Shopping Center at Blanco and 1604 uses more water than my whole subdivision. Get a handle on all this before wanting regular residents to pay more just for wanting a green lawn! I can go on forever, but it's ridiculous how we expect the Aquifer to meet all of the growth we're experiencing even if it rained all the time! It's the definition of insanity to think so!</p>
124	<p>I only support the enforcement of state and local irrigation standards IF this will come with no increased cost to us, the customer. Enforcement of standards always includes more people, more jobs, more paperwork/regulations, and more cost to enforce the standards/laws. I do NOT support SAWS requiring an enforcement approval for new irrigation systems. These systems are new -- and thus more efficient. So no reason to be concerned. SAWS should be helping customers with OLD irrigation systems -- like inspect them when the customer inquires and give a credit on their account when the customer updates their system or their control box (as I have, and it's saved me water and money). I also do NOT support excess-use surcharges. Given any amount of power to add surcharges onto our accounts, SAWS will do so. We despise this (have you seen NextDoor discussions about the Uplift Assistance Program FEE??).</p>
125	<p>I disagree with penalizing those who follow the rules and hand water. It is cheaper to hand watering in a way to keep your grass alive during strong drought periods. If you do not hand water, then the grass dies, and you have to replace it. It is not always appropriate to xeriscape if you have kids and dogs. Xeriscape can cause issues if especially children fall on the hard surface. Also, buying new grass requires a lot of watering. So, the solution is that keeping your grass alive is the most cost-effective way; not buying grass and the amount of water required to stabilize growth and not to die.</p>
126	<p>is there a way to require rotary sprinkler nozzles on new irrigation systems instead of the spray nozzles. Spray nozzles lose a lot of water through misting.</p>
127	<p>The most disappointing aspect of this survey is the clear absence of any changes to how commercial (including HOAs) properties are addressed. As I reduce my watering and water by hand I consistently see commercial properties with sprinkler systems that are not well maintained resulting in tremendous amounts of wasted water.</p> <p>Additionally, allowances should be made for homeowners with pools. While a pool is an extra amenity that nobody is required to install, existing pools must be properly maintained to maintain property values and safety. Many pools were installed prior to these punitive measures for water use and homeowners like me may have decided not to get a pool if these measures were known at the time. Just as building codes allow existing structures to be "grandfathered", any measures implemented by SAWS should do the same.</p>
128	<p>I honestly would be all in favor of surcharges like the one suggested at all points in the year, whether we're in drought or not, or even better, some sort of discount recognition for those of us doing our part to conserve water as much as possible. Our household consistently uses way less water than our neighborhood average, and I think we have on average more people living in this household than our neighbors.</p> <p>And while we do not live in an HOA neighborhood, for folks who do - I think it would be amazing if the city could have influence over yard requirements for HOAs. It's wild that an HOA can require a property owner to grow and maintain plants that are counterproductive to water conservation, especially in drought times. The city's jurisdiction should outrank the HOA jurisdiction when it comes to policies that affect resource use.</p>
129	<p>your rates ARE WAY TO HIGH ALREADY!</p>
130	<p>I do not care for changes in the existing watering rules.</p>
131	<p>Address the issues around HOAs requiring a percentage of grass in landscape designs. Encourage xeriscapes with new builds.</p> <p>Drip irrigation is smart compromise to allow more targeted water to specific shrubs, without the over spray onto driveways, sidewalks and streets.</p>

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132	I am surprised at the amount of users who abuse the use of the water. I am not a eco nut but do believe in conservation and caring for our natural resources in a responsible manner. It isn't difficult.
133	Set up a schedule for drip irrigation users maybe 3x week and if they need more they should hand water as presently scheduled.
134	I am a Texas licensed irrigator and contributing member of the San Antonio Irrigation Association. I would hope that when a contractor pulls a permit (which can be several hundred dollars), the city would actually look at the irrigation design turned in by a city employee that understands what their viewing. If it's not in accordance with TCEQ rules, which include water conservation, that permit should not be granted. Secondly, cities need to do more than a quick drive by to see if the proper backflow was installed. A visual inspection to see if the permitted plan was actually installed accordingly to the plan turned in. There seems to very little to no oversight on installations and plenty of people with no license installing them. With all the new homes being built (track homes, etc.), many irrigation contractors get set with a builder and are doing VOLUME work and not quality work, because no one is watching, and they cut all the corners, thus wasting a lot of water. These contractors put in 3 - 5 systems a day and could care less if it's efficient or water wise. These VOLUME contractors need supervision, and it begins with the design and inspection. Also it should be noted that ALL irrigation supply houses generally only carry .9 gph @ 12" spacing because it's the most expensive (I guess) but not desirable for our clay soils. I have to have them "special order" dripline @ 18" or 24" spacing. I specialize in custom landscape & irrigation design and installation and care about what I install and how (integrity). I provide the hydraulic calculations, pressure regulate heads, carefully choose the best drip for site. I often use point source drip on Xeriscape projects, where there is no water waste. I hope that because there are some bad actors out there, you wouldn't punish those who correctly install irrigation systems for water conservation. Drip is our most efficient method of watering and should not be treated the same as spray heads because of a few that incorrectly program extended run times or choose the wrong products. Please go after the violators and not limit drip to one day per week. If it has to be done, why not limit it to 3-4 days per week? A law abiding company shouldn't get penalized the same as a law breaker? This shouldn't be an all or nothing rule and hopefully there is some middle ground. Even Xeriscapes need drip ran more than 1 x per week in our hottest months. At one day per week, it will be a brown city with dead plants. Point source drip SHOULD be exempt from ANY rule changes, it uses the least amount of water and is much needed to keep plants alive. Irrigators should buy the correct dripline (spacing and emitter size) instead of what is easiest to purchase at their local irrigation store. Anyway, I hope that these suggestions are helpful and we can continue to have a beautiful city. My suggestions are not an attack on anyone, and simply just my opinion. I know that SAWS often attends our irrigation meetings and maybe would could have a discussion of topics. Please feel free to reach out to me at my listed email if needed. I truly love our industry and hope it can continue in the future.
135	I don't even know what to say about SAWS! They are killing us with high rates and I don't care attitudes. SAWS guy came out to check our sprinkler system and did not believe me when I told him we are not in the San Antonio city limits.
136	There should be no ability granted to SAWS to make recommendations to the City Council for any properties who are not represented by the City Council. Should be no taxation (fines or penalties) without proper representation. If I can't vote for a City Council representative then they should not be granted any authority over any matter that would impact our rights. Thank you for appropriately considering this important feedback
137	
138	Definitely address the restriction on personal home pressure washer use. Most use an average of 150 gallons an hour. Maximum use for my sidewalk and long driveway would be six hours which is less than 1,000 gallons and needed at most twice a year. Many take a daily tub bath and that's 1500 gallons monthly. Of course I want people smelling good but house appearances also reflects well on San Antonio as a whole. In addition, I'd like to see a water restriction use or excess fee charge in all stages in lieu of a designated watering day as it's hard for us that are older, full time workers and especially those that are not fortunate enough to have an irrigation system to water on our designated days. I understand the difficulty to be fair to all and appreciate the concern you have already shown for us in taking this survey. Kudos to management. God Bless you all! Take care.
139	
140	Enforce the rules concerning washing driveways, vehicles, etc. during a stage restriction. Violators should be fined through fees added to their water bill.
141	I just xeriscaped my backyard. Instead of adding fees to big users, how about offering a discount to those who dramatically cut their usage year over year?
142	Your proposals do not address the home/lot size when determining a "90% user". We are already charged a premium when we exceed the average usage. Please do not further penalize homeowners with larger than average homes/lots. I would be more amenable to applying ordinance rules in same manner across those outside the city limits if SAWS would also charge the same rates outside the city limits. Let's set all the rules/rates the same across the service area inside and outside the city limits. Drip systems use 50% less water than sprinkler systems and minimize water loss due to evaporation and runoff. It is not prudent to change drip irrigation rules based on the faulty assumption that "drip irrigation waters at a similar rate to spray systems"
143	Happy to discuss further. Thank you for your service Why hasn't SAWS declared Stage 3 restrictions, when we have met the criteria for over 3 months now? Actually, I can answer that - because you care more about money than you do about conserving water, which is also the reason behind many of these proposed regulations.

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144	I am a landscape architect. I found it appalling that SAWS asked people to replace their lawns with paving, but this direction I can support. What I feel is the biggest challenge for SAWS is getting landscape contractors, designers, and laypeople to actually understand efficiency in irrigation. Yes, drip can use as much water, but it is far more efficient and the water you use is more likely to go into the soil and through a plant - isn't that the point? Why not invest something in helping people understand HOW to design AND SCHEDULE for drip irrigation instead of merely penalizing water use? There's very little (even here in CA (I have a rental in San Antonio)) real usable information on this stuff being touted - water agencies seem to only understand meter readings, not the usefulness of water nor efficiency. What we should be promoting is appropriate design, using soil as a starting point for flow rates, proper scheduling and hydrozoning, mulch, and compost. If SAWS can't get this right, how do you expect the public to? PLEASE feel free to reach out to me, I teach on this stuff and I have a vested interest. I've also talked to a few San Antonio landscape maintenance companies for my rental - they have NO IDEA how to deal with drip irrigation. Seriously, get the message right and you have a chance at making a difference, not being just reactive to numbers. Nobody respects that, just ask California (sigh).
145	I am not in support of a base penalty fee for excess water use based on SAWS average water use. I would be concerned that a change in my household could result in me using more water. How does SAWS know how many folks live in a house at any given time. Keep up patrolling the neighborhoods for violators and make them pay huge fines.
146	I live in a hilly and shallow soil area. If I water once per week much of the water runs off and the landscape doesn't benefit. my overall water use is less than neighbors.
147	Initiate more water source projects and allow owners who are outside of Edwards aquifer to have access via a well to the water under their property.
148	I feel that to add a fee for months in which a persons water usage goes up is unfair. Many times a person may have company for an extended period of time visiting them (especially the elderly) because during the summer school is out and that is when their loved ones can travel to visit them. Spring and Fall hopefully all homes are thoroughly cleaned and more water is used because to clean a home and wash all items in the house takes more water. I have faith that most people follow the rules by watering their yards only once a week and hand watering when necessary. Also, we were taught in science class as youngsters that there is a need of green grasses and trees to create rain. My husband and I follow the rules and there are months that our water bill is higher than others. Under your proposal we could be fined when we do in fact follow your set rules.
149	ok. adding fees for high users. First of all many of us have large yards and cannot afford to put in a pool. i now have pure mud and was having a huge watering bill to try and keep some grass with watering only 1 time a week. Now i will feel like California when it does rain and the landslide begins. To put in ground cover is cost prohibitive as i will need a lot of accessories to begin. Basically do not penalize many of us for having large yards..it came with the house!!! we follow the rules and i will say it still killed my yard and i was having 600 dollar bills. I am between a rock and a hard [place with no where to turn...sod is expensive and i cannot afford to water it to keep it. Ground cover will just now work for my yard...a pool is too expensive to help minus my mud. Do not make our bills any more expensive please.
150	People and business should be charged based on the more water they use the more they pay.. Add a fee for very high use of water. People in Hill Country Village and ranchers with ponds can pump as much water as they want or deceive oversight by saying they have fruit trees. I have heard how they use their private wells to use as much water as they want.. Put a meter on their water usage and lighten up on the little home owner alone. Thanks for the opportunity to provide feedback.
151	The lawns in Monte Vista and Olmos Park are looking too green to be believed....
152	
153	My sprinkler system is on a timer, so I know with 100% certainty, that I obey the Stage 2 watering rules. These rules allow 8 hours of watering (7-11am and 7-11pm) on my designated day. A sprinkler system which has four 3-gallon-per-minute sprinkler heads per circuit if run for the full 8 hours would use 5,760 gallons per week or about 23,040 gallons per month. My water usage in the 104-degree days of July and August was large, but it was not this much. DESPITE THIS, SAWS CHOSE TO SEND ME LETTERS BOTH MONTHS IMPLYING THAT I MUST BE CHEATING ON MY WATERING TIMES. THIS IS INSULTING AND UPSETTING. For this reason, I do not think that SAWS can be trusted to issue fines on their water bills. I think that customers will be falsely accused of cheating with little recourse to appeal this decision. Note that I do support surcharges for large water users, including myself. This is a better and fairer way to encourage water conservation. I do not think that SAWS can be trusted to issue fines. I think that power will be abused.
154	This year it will be the top 10% of the over consumers, next year it will be the top 20%, eventually it will be everyone who isn't the top 10% savers. The philosophical concept of "The path to hell is paved by good intentions." Is lost on all of those who can't foresee past a few years of planning in their lives. But I'm quite sure my options will fall upon deaf ears. But remember this, to whom is reading this, your children will grow up in the world you allowed to be molded.
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156	I am a relatively high user, I had 2 separate issues that caused extreme usage in 2 months this past year above my high norms. I will never understand paying 6 times more for water than a lower level user.
157	

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	<p>As a retired landscape architect and Development permitting specialist I am VERY interested in new regulations and policies. Furthermore I want to see how you balance regulations for older well established areas that were held to a different standard of landscaping requirements. This includes neighborhoods associated with high water use golf courses. Our property taxes continue to increase while at the same time you ask us to make water conserving landscape modifications. Where is the balance? How do you propose the manage all of these conflicting interests. You cannot penalize people now that you once encouraged to create beautiful green water hungry environments. Please continue to share your vision, I'm interested!</p>
158	I'm happy to discuss this in further detail.
159	<p>This summer we were fined for beginning our sprinklers on our given day one hour too soon, because of an error in setting the system. although we were out of town, we had neighbors immediately, correct the problem for us. I went to municipal court, and hadintended on fighting the fine. we are so careful about how much water we use .Our bill is 30% less than most of ourneighbors. Some whom I may add Pay hundreds of dollars a month to keep their lawns green. I didn't want to waste municipal courts time in fighting this minor glitch that we had had and corrected immediately, so there's a little bit of ,shall I say ,bitterness? That we were fined in the way that we were and yet neighbors are allowed to continue violating the restrictions . I am also very happy to know you were going to take this out of municipal court hands and do something yourselves, I feel this is a waste of the court system, a great burden.</p>
160	<p>Thank you for this survey. I am a senior citizen, Texan, and homeowner. I follow ALL water conservation rules. This past year has been especially hard, and I watered more on my one day a week and my bill went very high. Not sure how I can reduce watering when temps are 100+ every single day for nearly 4 months straight and not lose the \$\$\$\$ investment I have made in sod for my front yard especially, which is small compared to many others. 100+ degrees sustained daily for 4 months will kill everything unless it is deeply watered on our once a week day plus hand watered using a hope on other days.</p> <p>That said, SEVERAL OF MY NEIGHBORS abuse your SAWS watering day rules!!!! I walk every weekday morning and see it firsthand. Most of these have sprinkler systems they turn on overnight so they tell me, or I see them turned on early mornings several days a week, without any respect for the rules or how it affects all of us.</p> <p>MY STRONGEST SUGGESTION IS YOU do a much better job of MONITORING neighborhoods and water abuse. I talked to a meter reader one day and told him of the abuse of SAWS rules in our neighborhood and he said there was nothing he could do about it and that even with SAWS monitoring, it is not monitored enough and a LOT OF PEOPLE GET BY WITH WATERING when it is NOT their day to water. He agreed, it is awful.</p> <p>You need to punish/fine the ones who water on days outside their days to water. But you should not penalize the rest of us. ONLY THE ABUSERS should be punished. I agree with fining them. But how will you know? I usually use around 3-4000 gallons a month at my house, but this past summer, my use one month reached 8-9000 gallons! And I only watered on my scheduled day, but I watered all 4 hours one months, and I watered with hand held hose a day or two in-between. I did this so my grass would not die. But that high usage was not at all common for me. But, it was necessary for a few weeks due to 103-106+ degrees many days.</p>
161	Thank you.
162	
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164	Water saver idea. If u spot a drip in your house immediately put a bucket under neath drip. This can be used for watering plants or flushing toilet. Throw water from plastic bottle on grass or a bucket.
165	What is SAWS specifically doing to improve our water issues INSTEAD of just passing on endless enforcements on it's customers to solve the problem because of it's lack of action.
166	Charging higher rates for higher usage is discriminatory against large families. Large usage does not always equate to overwatering lines. Often, higher usage is day-to-day, bathing, laundry, dishwashing, and bathroom use for people with more people under one roof. The number of people per household should be considered.
167	We have an in-ground swimming pool, but our water usage is being compared to similar sized lots that don't have pools. This is not fair as you are comparing apples to oranges, and we would have excess usage surcharges all or most of the time for something that we can't change!!! You need to refine your comparisons.
168	I do not think people who follow all watering restrictions and chose to keep their grass alive instead of replacing their lawn every year should be penalized more than the high bills they experience now. Additional fees are not appropriate or fair.
169	You must take in the size of the lots. Also, our yards are an asset. Are we to let our asset die because you average the size of the San Antonio lots. Once again, the middle class will pay! You also need to press the HOA's whom are pressing us to water to maintain the appearance of our yards to keep the value of our properties.
170	Ensure that these changes apply to accounts in the County as well since so many developments are out of the city boundaries.

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171	Why San Antonians/builders are permitted to install front and back yards of grass with the local ongoing water crisis? Why not allows either front yards or backyards to have grass. This can even be done by neighborhoods or sections of neighborhoods having or backyards of grass. San Antonio residents should be strongly encouraged to rock or xeriscape yards, and HOS's should agree and cooperate.
172	I think you all are not considering that there are some of us who obey all water restrictions yet still use more water than neighbors who let their grass die in the middle of summer. Your water restrictions are already the harshest in the state and not at all in line w Dallas area. We have plenty of water in the aquifer. Let us use it! And start penalizing businesses who water all the time. During the day. And are exempt from your restrictions bc they aren't a citizen who you can take advantage of.
173	It is unrealistic to expect people not to water their yards. If you use more water, your bill is more. There shouldn't be penalties added to your bill if you use more water than your neighbors- what if you have foundation issues or your trees need watering?
174	
175	I would use much less water if the HOA allowed xeriscaping the entire yard instead of setting a limit on how much lawn CAN be done that way. I do not like grass, however, a certain percentage of the lawn has to be grass. Look into passing a law that prohibits HOA's from telling homeowners that their yard has to be grass or that it can't be "dead". How are we supposed to keep it alive in a drought? After this is done, assist homeowners with removing grass and installing low maintenance, low water yards, whether that be rocks or mulch or "wild" lawns or gardens or whatever. ("assist" means advice like where/who to contact to get a yard plan, discounts on their water bill for signing up for the service, and resources for the project like approved non-scamming contractors that have been vetted by SAWS).
176	Strictly enforced water rules today will help conserve water for families tomorrow.
177	We're a family of 11 and of course use more water just for laundry and hygiene than our neighbors, even though we never water our grass (come by and see for yourself!). I'm concerned about discrimination in being charged higher fees just for our normal water use. Any such plans to penalize customers with "excess" water use MUST take into account a normal per-person water allowance and the number of people residing in the family home. Also, who determines how much is "excess" water consumption anyway?
178	
179	None at this time
180	Charge penalty fees on rule offenses
181	
182	why don't you focus on more flexible rules so we can start saving more water, the rules you are proposing seem more restrictive. This is a perfect week as an example - there is a 50% chance of rain Thursday and Friday of this week. My watering day is Thursday - I'd like to turn off my sprinklers this week and see if I get rain. If I do, I don't need to water, if I don't get rain, I'd like to water Monday instead of my normal Thursday. Just let me pick the one day a week I water so I don't waste.
183	I've called SAWS about this before and was told, just go ahead and water each Thursday and consider the natural rain as a bonus. That's ok, but I'd rather cut down my water usage based on when it might rain. I have a concern about the #2 "Encourage customers using more water than 90% of other customers to reduce discretionary water use during very severe droughts. A new excess use surcharge would replace every other week watering in Stage 3." As a customer with a large yard, a pool, and 4 people living in the home, on average we are going to use more water than a neighbor with a small yard, no pool, and less people in the home. Additionally, homes that aren't occupied due to travel or having another home, like a lake house, may indicate a neighbor is using far less water that we use. Therefore, I do not think it is fair to charge an excess use surcharge purely based on a comparison to other customers. I think a better approach would be the following: - Target those residents that are hand watering their entire lawn every day. I have neighbors that water by hand 7 days a week for prob 2-3 hrs per day. I would guess their water bill is very high. Plus, a simple water enforcement patrol would see that they have the greenest, wettest lawns in the neighborhood. Easy to spot. - Target business and communities that are watering outside their water days and on days it is raining. There are plenty in the Stone Oak area I've witnessed week after week. - Institute more water enforcement patrols to catch those that water on the wrong day, wrong time, and in excess (water pouring down the curb, etc). - Require homes to upgrade their irrigation systems. We upgraded ours by taking advantage of SAWS rebates 5 or so years ago. We went from 13 zones down to 5 and added 2 drip irrigation zones in our beds. Additionally, we installed water efficient sprinkler heads. Our installer was licensed and verified with SAWS to do the work. SAWS inspected the work to approve the rebate. Many homes in my neighborhood still use the original irrigation systems from 2005 with an over use of sprinkler heads (ex. 10 sprinkler heads for what 4 new water efficient heads would cover). I also believe a professionally managed irrigation system performs better than a homeowner adjusted.

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	I'm all for penalizing those that are just greedy and don't understand what "drought" really means! I've lived when our personal well went dry and we had to haul water for our consumption. I'm not sure how you can make/teach people understand that you can actually RUN OUT of water and their lawn & landscaping would be the least of their worries.
184	I like that there may be allowances for home vegetable gardeners.
185	I will oppose a fine being applied to my bill. Such an action would deny me the right of due process. I must be able to face my accuser and explain my situation.
186	<ol style="list-style-type: none"> 1. To be falsely accused of watering outside of the designated day is wrong. The city should be required to provide physical evidence to the homeowner / magistrate with date and timestamp for any photos, videos or other provided documentation. Homeowners have invested significant amounts of money in turf, landscape watering systems creating a sustained livelihood for a variety of skilled professionals that are tasked with mowing, trimming, feeding, de-thatching, aerating, preventing pests by using pre and post emergent herbicides that generates millions of dollars and directly contributes to our local San Antonio economy. 2. Every address has a designated day to water. SAWS sets the rules for this. Do not be angry for those that follow the rules. Punish the ones you can document the violation. An increased fee system is inappropriate if you did not violate the rules. Enforcement of the rules is key. 3. Offer reclaimed water sources to the public. There is plenty of treated effluent for those wishing to use it. The problem is that SAWS has not developed the infrastructure to deliver the product to those who would take advantage of this invaluable resource. 4. Fees for high use are retaliatory in nature if not based upon physical evidence. Enforce the fines and surcharges on violators only. Not on high users who follow the SAWS rules. 5. Grass and other plants provide a permeable surface for the water to return to the ground. The runoff from non-permeable surfaces should be captured during a rain-event to be reused at a later time.
187	There should be a reward for reporting water abusers. There should be laws to override HOA rules to allow zeroscaping. Allow installing stone yards, or artificial turf. Your salaries for executives are too high! Your rate increases are way too high! You are way exceeding inflation rates hurting us elderly on fixed income.
188	<p>Stop giving incentives to developers</p> <p>Increase the income eligibility limits to adjust for inflation</p> <p>Step up as a utility to oppose development given the limitations on water-adopt what Phoenix measures have meant to water</p> <p>Keep the eligibility and provider for that program within SAWS. Do not farm out to a bunch of non performing non-profits as CPS does.</p>
189	<ol style="list-style-type: none"> 1). If San Antonio didn't permit unrestricted development, our water supply would be secure. 2). The increasing price per gallon penalty with increased use should guarantee adequate saws income. 3). I purchased a Flume 1 device, then a Flume 2 device, then your electronic meters made them obsolete. 4). Why punish people for drip watering? 5). These suggested rules seem to only increase the strain on every homeowner this city. 6). SAWS actually seems heartless to me. It seems ALL about the money.
190	Rather than add more rules, please go after the folks who are using excess water. It is absolutely disheartening to look at my bill seeing I'm way below average even in times where I felt I was aggressively irrigating. There must be people skewing the average with extreme consumption. Based on the communication from SAWS, one would assume the over-consumer is the sweet old lady taking care of her garden. Before going after gardeners who try to reduce waste with drip irrigation, how about we pursue people who have uncovered pools evaporating away, people pressure washing for hours on end, commercial and industrial users, etc. It would be helpful to publish more statistics on the consumption across the service area to put this in perspective.
191	After investing thousands of dollars to replace spray irrigation with drip irrigation SPECIFICALLY because this saves water and decreases waste, and now SAWS wants to punish us for doing so?? I don't think so. We are strongly opposed to this idea.
192	I observe watering rules & water 1 a week on my designated day and am over the predetermined usage how is that fair

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	<p>1. With the Electronic meters, SAWS should be in a position to rebalance water, sewage, and average usage rates on a monthly basis. Do away with the Winter, Summer, Spring, and Fall averages. Use the actual water usage rate to determine averages and associated billing. My current sewage rate is higher than my water bill based on current usage. Seems to be very poor system to regulate sewage rates! Need to use actual water usage rates calculated monthly!</p> <p>2. Need to hold commercial firms accountable for excessive water usage. Put an electric water meter, i.e. new construction, builders, businesses, malls, commercial office buildings.</p> <p>3. If you are attempting to be fair, let's be fair to all users!</p>
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194	
195	Reward good behavior rather than punishing bad behavior. There isn't a single incentive for people using less water on your list - just punishments and more money grabs.
196	You need to take into account that a customer in a multifamily unit will always use less than a customer in a single family home on a large lot in Hollywood Park.
197	SAWS has changed rating systems over the years to increase the cost of using water by a tiered increase in price-the more you use the more you pay. I think this is very hard on families that have more than two people in the house, meaning if your family is large and the water is necessarily used more then you are penalized for having children. Since "very high use" is subjective to who is determining what that is then if a person has a new lawn and needs more water for a few weeks he is subject to being a violator-totally wrong. Replacing Stage 3 watering rules with an excess-use surcharge for high users-again this is more about making money instead of suppling water to the customers! The City of San Antonio welcomes the influx of people from all over while telling citizens we are in drought stage of one level or another constantly for years but making money seems more important than common sense. All these rules take away the citizens duty to be responsible and let someone else make the decisions to how we choose to live a responsible life, You are a utility supplying water to the citizens and hopefully have a better way to come up with that supply than constantly making it a financial burden. If you cannot maybe SAWS and the city council need better oversight.
198	I think you should wave the designated days of watering for weeks we have 30-50% chance of rain. For example, if your day to water is Monday and if Tuesday, there is a 50% chance of rain, so you skip watering on Monday. But no rain falls on Tuesday. Monday designees should be able to water another day of that week without being penalized for trying to conserve water. There needs to be an incentive for customers to conserve water and this would be great way. But people are afraid not to water on their day because then if it doesn't rain their yard suffers and they have to wait another week to water. Whatever percent of chance of rain SAWS decides would be a great incentive for SAWS customers. If it rains, it's a win for everyone involved.
199	Thank you for the opportunity to provide feedback.
200	I think almost anything would be better than the current non-enforcement we have today. Our neighbors waters seven days a week all summer long despite four to five notifications from us and more complaints from neighbors.
201	Thanks for looking into alternative options of enforcement.
202	Please don't penalize folks for water use unless blatantly breaking rules. Numerous reasons could cause use, and folks pay for it when they use it.
203	Please have enough employees to fix water leaks timely. Publish how much water is wasted due to this issue. Why would you not be enforcing existing state and local irrigation standards already?
204	Please advise home owners with odd-shaped pools (ours is a pentagon), for which pool covers can be cut to fit but do not function. I can explain more if someone contacts me at . We are desperate to know what we can do to more fully prevent pool evaporation . Thank you so much! BTW.... SAWS is the best water utility; we are proud to be a SAWS customer!
205	The existing system of watering day per address needs updating. Since it is arbitrary assigned, no provision is made for someone's ability to actually be home to water during the assigned day. We need a way to reassign the watering day per address (permanently) so it works with our schedule. Having one day a week watering is no problem- not having flexibility on which day that is, is a problem! Thanks!
206	
207	Enforcing watering rules is unpractical, costly, and difficult to apply fairly to all SAWS customers. Instead of setting rules for different stages, progressive and aggressive pricing policy for excessive usage should be an better alternative. Set a very low rate for basic household needs based on family sizes, then step up the rate exponentially for excessive usage. Whoever is willing to pay a lot more to keep yard green in drought season should have the option of paying a lot to consume a lot.
208	Pleased to see the proposals. On the second one, the changes have to be significant for businesses to react.

A	
	I indicated "moderately support" for the 2nd proposal because any customers using more water than 90%of other customers probably are financially well off and won't be concerned about an "excess use surcharge."
209	In my view, a customer able to afford that much water might only pay attention to a CITATION by the city (whichever incorporated city being served by SAWS) with a court "invitation."!
210	Allow drip irrigation 2x a wk. A citation or fee Allow only after a fair hearing. A precious, life-giving resource, water should not be flaunted or wasted on water fountains; especially big business, wealthy. All entities must adhere to watersaving limits. Climate is changing. All must start accepting the inevitable; by willing to conserve water.
	SAWS needs to work with all HOAs in San Antonio to restrict the requirement to have a lawn. We should be allowed to Xeriscape our entire front and backyards. The HOA in my neighborhood currently requires our yards to be 60% lawn. This is unacceptable! And then SAWS doesn't allow us to water our grass. We do not need anymore prices hikes. The amount SAWS charges for water is astronomical compared to other cities in Texas. Also stop allowing more people to move to San Antonio. You obviously do not have enough water for the people that already live here.
211	All new builds of apartments should be stopped immediately.
212	NO NEED TO AUTOMATICALLY CHARGE CUSTOMERS ON MONTHLY BILLS WHEN THERE IS NO REAL TIME USAGE FOR VARIOUS SIZE HOMES IN SA. USING DECADES OLD INFORMATION TO CHARGE CUSTOMERS BASED ON ANTIQUATED USAGE INFORMATION IS WRONG. I DON'T BELIEVE IN ADDITIONAL ENFORCEMENT. WATER SHORTAGES ARE A RESULT THESE DAYS FROM CONTINUED DEVELOPMENT AND EXPANSION OF WATER PROVEYOR EXTENDED CCN'S. THIS NEEDS TO STOP. ALSO THE QUALITY OF POTABLE WATER HAS GOTTEN WORSE OVER THE PAST FEW YEARS - ALKALINITY VALUES HAVE SKYROCKET SINCE NEW WATER RESUSE SORCES HAVE COME ON LINE IN THE 78257 AREA AND ADDITIONAL TREATMENT IS LACKING. SO ABSOLUTELY NO REGARDING ADDITIONAL INFORCEMENT. I WILL SAY THAT ATTENTION TOWARDS REGULATING IRRIGATORS (RESIDENCIAL & COMMERCIAL) NEEDS WORK- PVC SHOULD BE 40 GAGE AND NO MORE THIN WALL PIPE, ALSO IRRIGATION LINES SHOULD BE BACKFILLED WITH SAND NOT ROCKS (ALL THIS HAS BEEN IGNORED DUE TO IRRIGATION LOBBIEST). AS WELL AS DEPTH CRITERIAL.
213	I think a great way to cut down on watering is for new builders to use other types of landscaping when they build. Why put in turf? do some xeriscaping. I wish i'd had that option.
214	Maybe offer a discount for those who use less than average water.
215	No non-governmental entity should ever have the ability to charge any extra "fees" .
216	I want to know why no action is ever taken on Water Waster reports? I have been reporting neighborhood wasters (DAILY watering flooding the streets, etc.) for months with no change being made. What is the point of going to the bother of reporting/photographing blatant waste if no one acts on it? The whole issue infuriates me.
217	We pay enough to the state as well as water, to use our water as we like.
218	Try to reduce the number of cheaters who use their irrigation system to water their lawns multiple times per week.
219	We have beautiful landscaping more involved than our neighbors. We are all on drip irrigation.
	People with large lots should not be compared to people with smaller lots. That is comparing apples to oranges . Country Clubs and golf clubs - can they use untreated water?
220	Residential rate should not be higher than commercial rate.
221	How will you monitor drip irrigation for vegetable gardens only?
222	How will you help customers whose compliance with lower water use results in fines from HOAs who insist on grass upkeep?
222	Stronger penalties for those wasting water trying to keep lawns green.
223	
	Drip irrigation should not be reduced to standard restrictions like sprays and rotors... Drip irrigation doesnt put out put water like your standard spray and rotor heads....
224	If anything saws should push more drip irrigation, mp rotors or precision nozzles that reduce water waste and run-off

A	
225	<p>Why can't SAWS force HOAs to allow for zeriscape? I wanted artificial turf denied by HOA, wanted rock denied by HOA! I spent \$5000+ to re-landscape my small front yard in order to get approval with 75% ground cover. I wanted to remove sprinkler zones, but had to leave them in order to irrigate new ground cover. I've been forced to hand water every night to keep the new sod and ground cover alive!!! Replacing landscape is more expensive than higher water bills. My water usage has greatly increased because I have to water for a longer time once a week than I had to when it was twice weekly. Stop allowing new apartments and condos to be built in the bexar county. They have multiple families using water in a stackable lot. If you determined how much water is being used per stacks of apartments and their swimming pools and sod, landscaping I believe you would discover that they are water abusers more so than single residents! Plus the land previously was vacant and used zero water. I don't know of anyone who wants higher water bills, but isn't also concerned about conserving water. HOAs and construction of multi use complex homes need to be stopped! Don't blame me!!!!</p>
226	<p>Although I agree with these measures, my concern is that when one has a house full of out-of-town company more water will be used. It would reflect more on indoor water use (showers, baths, laundry, etc) and not on outdoor use such as excessive lawn watering. How would the difference be assessed?</p>
227	<p>DO NOT support punishing drip line customers at all. NO ONE will install drip lines again if you do this. I lost plants this summer even so. If you do this, I will remove ANYTHING that needs water in my yard & pave it over!!! The environment will SUFFER. I have a pollinator garden. But WHO CARES. You eat, you should care! DO NOT DO THIS!</p> <p>Highly suspect of the automatic surcharges!!! This is how large, white-man-own companies SCREW their customers. If you do this, you will have to hire staff to deal with the billing issues or pay extra to your billing service. DO NOT DO THIS.</p>
228	<p>If you focused on business use, imagine the savings there. Punishing people for usage is unconstitutional. We already pay for water usage and treatment, even charged for treatment when we water only. I regularly see businesses wasting water, which is very concerning; yet, you allow this abuse because of their status. The small homeowners would once again be singled out and punished, while business and government continue their abuse. Encourage and help homeowners in establishing better irrigation, like CPS does. Help them install systems, versus their sprinklers. Help with grants, in providing seeds/grass which requires less water, over those like St Augustine. Taxation without representation isn't the way; remember, you are here to be part of the community not rule over the community. Work on faster response to water leaks we call in, versus waiting days and weeks to repair leaks. In closing, thank you for the service you provide.</p>
229	
230	<p>1.You do not need to change enforcement whatsoever. Municipal Court is more than sufficient. I see abuse & corruption in your proposal, that I cannot support in ANY way! 2.It is NOT fair to use the indolent policy of 'what other customers use'. There are a plethora of reasons things could change, and NOT considered. Maybe guests have arrived, and causes increase. a)Everyone I know comes from out of State, so it is an extended visit. 2) Many in my neighborhood have allowed their landscape to die, thus, they use less water than I. 3) Almost no one in my neighborhood has has a garden, but I do. A considerable one, and I use other areas of my property to grow food, not just in my garden alone!! 4) Maybe someone has increase shrubbery, and landscape, which would increase water use. Thus, You do NOT judge from neighbor to neighbor, EVER. That is abuse, stupidity, poor water management, and I could go on. Further, Texas has a far LONGER growing season, due to our weather. So again, your policy lacks these elements, and MORE. Landscape is a considerable expense on top of that, and keeps the value of property up. I refuse to allow my landscape to die, and thus decrease the value of my property. It is RIDICULOUS & asinine to compare me to others, in such a cavalier manner!!!! To let die, and then redo landscape, is a CONSIDERABLE expense, and we all know your Executives do not live that way!!!! I do NOT support this rubbish in the least! It is the thinking of indolents. It is ONLY REASONABLE to compare a property usage, by the SAME property usage from previous years, when there was no drought! Mine doesn't vary from year to year, because I do the same thing, year to year, and I also plan to INCREASE with MORE landscape. Further North, there is an abundant amount of water from rain. SAWS need to propose a water pipeline, that would otherwise cause flood from those areas, and pipe it to dryer areas. The expense is immense, but it IS good water management! Many States have done such projects, using a slight sales tax increase, to pay for the project, so that it does not overburden one customer to the next. I, personally would sue, under such indolent thinking, and unfair business practice! 3)Ok. I would only moderately support restrictions of drip system. Reason in Answer #2 say it all. 4)Since New irrigations system policy is not indicated, and I don't have the time to look it up, I only slightly support your proposal. You should have indicated what your "enhancing the enforcement" etc., is. That was done in a very manipulative manner, and lack of information, to skew the outcome of survey in your favor only. That is tantamount to intentionally deceive, fraud, etc.. I do not consider SAWS as good water management. I see strip mall, etc., using irrigation systems well before 7p, with overages of water spilling onto the streets, and down the drain. I see it CONSISTENTLY! You do not manage well, the water we do have & get!!! There is so much more you should and could be doing, but don't. Until YOU fix your own problems, stop looking at your customers to pay for your lack of good management & labor resources. Since I came from another State, prior to moving here, I have seen far superior management, that you people don't even come close to. It is aggravating. You have a welfare state of mind, where you think just charging more money solves all issues. WRONG!</p>
231	<p>Enforce the same water restrictions on businesses that are enforced on home owners or residents. It's disheartening to see large expanses of land or even small lots around businesses being watered on weekends or in the middle of the day.</p>
232	<p>My concern is that a misread meter caused us a very high bill recently but the next bill low evened out and I don't want anyone getting a penalty for high water use when it was an error on reading. I didn't catch the error myself until I went to read the meter and saw it was dirty and lower than was recorded.</p>
233	

A	
234	Would hand watering still be allowed as it is now?
235	I oppose and do not support these changes. Myself and my fellow San Antonians are capable of exercising water conservation on their own accord. These are the responsibility of the people not SAWS. In the instance where a municipal court citation is necessary, it is the right of the people to represent themselves, not taxation without representation.
236	When establishing new landscapes additional water may be required until the new foliage takes root. This year we had an early hard frost, which damaged many newly planted shrubs. This was followed by a severe drought. Even when using drought tolerant, low water plants, they still have to be allowed to establish roots. Since one cannot forecast the weather accurately, and landscapers may not be available just when wanted, I do not think that punishing homeowners who are trying to complete landscaping is the right thing to do if the homeowner is paying the water bill. Once established, the homeowner could then go back to using less water.
237	My water bill is ridiculous, comparing me to neighbors with rock is unfair
238	Not sure about this, if a fine is not giving you results you want. Then you must increase the source. Find ways to use gray water for large parks or theme parks. Especially water parks. (not swim in gray water) but the landscape. At minimal.
239	
240	Repeat offenders should get bigger fines.
241	
242	Although residential watering is a large portion of landscape watering, I see local golf courses dumping thousands of gallons of water onto very green courses. That needs to stop. Car washes need to stop. Restaurants need to limit their water usage. I could go on. The point it, punishing homeowners is popular. It's time to encompass the entire water use strategy and enforce rules across the board.
243	
244	
245	None
246	We don't need SAWS to become a police state!
247	How about stop issuing building permits to areas that don't have adequate water or infrastructure. We don't have enough water for the people that are already here, yet we continue to build, build, build. Rhetorical question. I know the answer, MONEY!
248	I do not support the shift of power away from courts into an unelected bureaucracy. There are checks and balances incorporated into the courts but none in SAWS. While intentions may be good right now, these changes, if approved, open too many opportunities for abuse in the future.
249	I do not believe your rules will be enforced. High users may have a different reason, I have an APPROVED Fishpond in my back yard and it has a float, which maintains the level at a safe level for my Koi. with the heat this summer water was dissipating faster than normal, so my waterbill was high, but I pay it, I do not complain. However when I see construction sites or city Parks watering where the water sits in the street, not sure how you going to enforce this., or have not been enforcing it. Seems like you always go fter the small taxpayers instead of fixing the problems you have within. It would also help to do away with these high salaries and bonus you give away.
250	Recycled water should be used to the maximum extent possible. For example, in the Middle East, all public watering is done with recycled water. Rain capture should be maximized with SAWS paying for private rain barrels. The city/state should charge 5 cents per bottle of water as a tax to help conserve water and use the funds for further conservation measures. Washing driveways should be prohibited.
251	None at this time
252	No
253	
254	
255	Some people would pay higher prices on their water bills than to do without watering everyday or with the wrong drip hose, sprinkler, and irrigation system. They are wasting water, when we live in a bedrock area the water saturation levels is about seven minutes. Not 30 minutes or a hour or like my neighbors behind me two hours and they flood my backyard. This has gone on for three years. Do your job. Ticket them the are breaking the laws for draught time.
256	Thank you for the opportunity to vote.

A	
257	<p>I think that you guys are doing a very good job considering all the demands on the system. I do think that SAWS needs to pay more attention to the huge number of water main breaks that happened last summer. Is there a plan to get these under control? Are there better materials SAWS can use to reduce these breaks?</p> <p>Regards,</p>
258	<p>The majority of water-wasting is done by businesses. While driving around you can see water gushing or watering the streets yet when SAWS is called the "emergency" reps are nonchalant and state that they will TRY to get someone out there. All of these proposed rules are for residents when the new rules need to focus more on businesses that continue to waste water because they are not penalized and it happens year after year in the Summer drought conditions as well as year-round. I REPEAT, BUSINESSES NEED TO BE FOCUSED ON.</p>
259	<p>I believe SAWs should allow watering on designated days to start at least 2 hours early. Beginning at 7 does not allow for water to absorb before the heat begins to evaporate the water in the soil.</p>
260	<p>.... Continue to let people know that hand watering is a good way to conserve.</p>
261	
262	<p>Some people will NOT follow water restrictions; I see that in my neighborhood. Three written warnings should be issued and must be followed with fees. I am of the opinion that the citizens of San Antonio and the surrounding area ARE NOT taking water shortages seriously enough. Fees and enforcement are necessary.</p>
263	<p>Once the aquifer level dropped, we stayed at stage 2. On the news, it was reported that we had other water sources. I feel this gave people the impression that even though the drought was serious the water supply was unlimited. Why have the rules and then ignore them. I want there to be water in the future for everyone. Thank you for listening.</p>
264	<p>Recognize that customers with swimming pool will use more water in order to protect their asset and not to waste water.</p>
265	<p>Lobby the city to create ordinances that prevent HOAs from requiring "green" lawns during a drought. And promote native vegetation lawns even in HOA communities</p>
266	<p>I received a notice that I was using too much water in July /August billing cycle. During that time I was on vacation and was watering daily with sprinklers to keep a veg garden alive. Every month the rest of the year I was at the lowest percentile in water use. If you're going to start fining people consideration should be given to those of us who conserve at a higher average the rest of the year. The water wasn't wasted.</p> <p>Also if a company campus management /homeowner association has strict landscaping rules they should be the ones fined if those rules require water waste to comply.</p>
267	<p>Water usage in homes with a pools increased significantly this past drought Evaporation required daily fill of water. I should not be penalize for having a pool nor be told to let it be empty. I'm in the 10% but I never violated the once a week rule. I'm retired so I have the time to hand water. Between the pool and my hand watering placed our home in the 10% abusers. I still lost many plants and a few shrubs this summer.</p> <p>I do not agree with your approach to conservation. You have become a government BIG BROTHER.</p>
268	<p>Are HOAs and commercial customers included?</p>
269	<p>We do our best to follow rules but while we were travelling, our system went off on wrong day due to malfunction in program. I did like it when computer notified husband we had running water so we checked and found a leak.</p> <p>Please let us know when date comes to turn off outdoor watering.</p>
270	<p>Drip irrigation allows a small amount of water flow directed to the plant's roots. The information you are giving about drip irrigation is false.</p>
271	<p>It would appear SAWS solution to the water supply problems is to impose endless ever increasing draconian restrictive measures. SAWS was very late in obtaining additional water sources and must bear the brunt of blame for current shortages</p>
272	<p>Consistency is imperative.</p>
273	<p>Please make it easier to report water waste. The form is time consuming. I've stopped reporting. There are people in my neighborhood who have their sprinkler system running more days than allowed. If I could report several days on 1 form, that would be great. Thanks.</p>

A	
274	<p>Improve response time measured from your receipt of notification of a leak until the leak is completely fixed. Do you have metrics on past performance? How are you improving response time?</p> <p>Pay more attention to commercial firms violation of the restrictions. Set up a hotline for reporting violations and immediately contact the violators to tell them to cease and desist. Then check for compliance and assess a fine if the problem is not corrected.</p>
275	
276	<p>Don't agree with drip irrigation revision. Drip irrigation, like newer rotary sprinkler nozzles (like pictured on your e-mail), take much longer to apply the same amount of water that non-rotary/non-drip zones do. For those with a larger number of zones (HOA common areas, businesses), the 1-day a week stage restrictions do not allow the additional time needed to apply the recommended amount of irrigation water. We recently upgraded 2 of our residential zones to rotary nozzles, resulting in our Rachio smart controllers increasing the watering time in each zone to 2-1/2 - 3 times the time programmed by Rachio for those zones' previous 'standard,' non-rotary nozzles. The same issue pertains to our HOA, that has 15 irrigation zones in our front entrance areas and 9 zones at our community park, both of which converted those areas' flower beds to drip irrigation in 2022 and 2023 to take advantage of that much more efficient irrigation method.</p>
277	<p>I suggest permanently blocking HOA's from enforcing rules that waste water. SAWS should provide more educational resources to convert grass lawns to drought resistant landscaping.</p>
278	<p>I strongly support tightening the restrictions and improving enforcement measures. I would personally be in support of banning the sale of St. Augustine grass in Bexar County even though I know that's probably not possible.</p>
279	<p>I absolutely do not support arbitrarily imposing fees on customers who are staying within rules. Your enforcement needs to be enforced on THOSE outliers. A few months ago I was hand watering AND had a leak at the same time (unbeknownst to me). When I got the staggering bill I did not send it the repair bill in an effort to lower my bill - I bit the bullet and paid the WHOLE bill and immediately stopped hand watering. Lesson learned. EVERY month you tell me how much more water I have used than my neighbors. I live in a cul-de-sac and have the largest yard (several times larger than those at the neck. Your comparison is erroneous and insulting. The problem here is your lack of enforcement - don't bring arbitrary fee implementation into the mix.</p>
280	<p>drip irrigation is NOT wasting the same amount of water as a regular irrigation system, drip irrigation is measured (gallons per hour) compared to a irrigation system which is measured (gallons per minute) there is a lot of factors that take place into that. If you had every residential and commercial property that have a irrigation system to change their STANDARD NOZZLES to HUNTER MP ROTATOR NOZZLES you can save UP TO 30% in water usage (LOOK UP - Conserva Irrigation). Conserva Irrigation can reduce water usage by 60%!!!!!! Highly efficient spray heads can eliminate wasteful run-off and it also delivers water at rates that the soil can absorb. Essentially smart irrigation technology is the future of significant water conservation. Making sure that ALL irrigation systems new/old have a back-flow, rain&freeze sensors, master valve, and a flow sensors and a smart controller (not from home-depot, lowes or amazon) a GOOD QUALITY one, that is already making the best choice to conserve water. People who use 90% more of water and charge them for something out of their control (its common sense, you have a property with more people who live in it , they will obviously use more water that a home that has ONLY 2 people living in it) however they shouldn't be punished with a surcharge (we do not know their circumstance) I also think leaving it to the public for them to make a decision is NOT the best or efficient way to find a solution for water conservation. I suggest gathering experts (like irrigation companies) who have professionals and expert with years of experience to provide their input for water conservation as they deal with irrigation systems on a daily basis. Also hiring more SAWS employees because when there is a city leak it take 3-5 business days sometimes more to even get a crew to fix the city leak (that is wasting a TON of water) not very efficient either.</p>
281	<p>I believe it necessary to limit the extent to which the city incorporates more areas and tasks SAWS with servicing them. It is not possible to keep expanding and deal with extraordinary climate change at the same time.</p>
282	<p>You are taking the wrong approach to this! Your job should be to encourage landscaping using far less water. That should include a significant limit on grass can you construction.</p>
283	<p>Residential and commercial rain water collection should be supported and encouraged by SAWS. For example it has been a long time since SAWS offered rebate or coupons for purchase of rain barrels. Drip irrigation should be promoted and encouraged and allowed more frequently than traditional spray irrigation;. Drip irrigation targets the plants that need it, and doe not water areas that don't need it. For example certain newly planted trees and shrubs, certain trees and plants and veg it able gardens. This can become a water saving measure. SAWS should research and investigate new building designs that collect 'Grey Water' from sinks, showers and bath tubs for irrigation use. Of course toilets, dishwashers, and kitchen sinks with garbage disposals would not be connected to this type of system. Saws should encourage and assist in the installation of Hot Water circulation systems in new and existing homes. A lot of water goes down the drain while waiting for hot water to reach the faucet from the heater.</p>
284	<p>Because drip irrigation is not adversely affected by wind and temperature, I believe it should be allowed to be used any time during my regular weekly watering day.</p>
285	<p>A drip variance is proposed to allow additional watering for vegetable gardens - this is really a big one - We have specifically installed a drip system for our garden - once a week watering for a vegetable garden is NOT sufficient.</p>

A	
286	If I'm allowed to Hand water whenever during stage 2. Then how are you going to differentiate that from running a sprinkler or maintaining a pool?
287	<ol style="list-style-type: none"> 1. I take Baths due to medical issues and I cannot function without them. People that have pools use more water than we do. We do not have a pool. 2. We have large vegetable gardens because fresh vegetables are better for us and especially my heath. Drip irrigation once a week would cause a loss of our vegetable garden. It's not right. You would not do this to a commercial operation! 3. . As of now, we pay a higher tier because we are slightly outside the city limits and that is wrong! 4. You only need to look at my lawn to know that we are not watering our yard much during severe droughts. 5. Builders in all areas that support SAWS should have better landscaping plans for drought. Large medians fully of stuff that has to be watered is wasteful. They should be required to use drought tolerant plants and use landscaping with no water use. 6. Our area feels targeted by SAWS. You put smart water meters here and not in city areas. 7. Commercial sites are using water like crazy on landscaping and not conserving. Do you put restrictions on commercial entities? Do you charge them more or anything? No you do not!
288	8. HOAs REQUIRE homes to have green lawns. Saws and the City should have thought better about HOA landscaping rules and make the HOAs change rules.
289	I do not support any of these proposed changes. SAWS has a monopoly on the San Antonio water system and as such change the rules as they see fit. I already find the incremental billing to be unfair. If there was at least one other provider to help keep charges in check, I would be a lot happier.
290	I'm all for individual accountability, but is there a way to also hold businesses accountable? Can car washes also have a designated water day? A shiny car isn't as much of a necessity as a vegetable garden
291	Remove the Uplife Program. If someone can pay for 4-6 Starbucks coffees a month, they can afford their water. They need to learn to be responsible for how they spend their money. I have to do it, why can't they?
292	I support surcharges and higher rates for the higher quantities of water consumed/used. I agree that consumption should drive the rates and charges for water. But I have a real concern in how the surcharges may be applied. My irrigation system is set to run on the right day on the right hours. I have not changed any system setting and I have not traveled or caused my usage to change in any way. However my last four bills were : June \$104.09, July \$448.41, Aug \$104.09, Sept \$533.89. Clearly, in two of these months the meter was not read, causing it to appear that I had larger consumption (and thus higher charges per gallon) in the following months. If you are going to have surcharges for usage beyond certain limits then you must ensure that the meters are being read, otherwise I think we as consumers have a legitimate complaint about surcharges if they are automatically applied.
293	Residential irrigation fees for larger lots need to be based on the same "price per square footage of lot size" as for smaller lots. Maintaining shade cover from shrubs and trees benefits everyone. Ideally, basing the surcharge on the square footage of lawns would encourage lawn removal, water conservation, and the planting of trees and native shrubs.
294	Which is exactly what SAWS has been recommending and supporting with coupons and rebates. Need another water company in San Antonio
295	Completely ridiculous SAWS has a monopoly on residents water because we only have the one company and have no choice to use another company
296	The first two questions need to be more specific. I have a large family so I'll use more than most people, although we are very careful about water waste. I should not be penalized for that.
297	I would like to see the watering day rotate. My watering day I had always been Friday's and I'm gone a lot on the weekend
298	How are you going to address swimming pools? There should be a formula for swimming pool water use then into account
299	Is there a discussion on changing the cut offs/threshold for water restrictions and moving forward to the next level quicker considering all of the growth happening?
300	I recommend that all new landscaping, commercial and residential, is required to be xeriscape with native plants.
301	All efforts should be made to give effective variance for those growing food for both the drip irrigation limits and the discretionary use. A way to reduce wastewater emissions for those putting most of their water in the soil would also be useful. Voucher programs to reduce grass lawns are also great.
301	I recommend holding a publicly advertised open meeting for each section of the community to voice their concerns on these proposals, similar to any other city legislation, considering this is a public utility. Additionally, any new enforcement that requires more taxpayer subsidies should not be enforced and SAWS should reduce their manpower force by a flat 10% of the lowest performing members of their company, and give that money back as bonuses to its employees to incentivize value added efforts instead of trying to pass costs onto customers.

A	
302	It seems as though residential customers are having to extremely limit their watering during stage 2 leading to a lot of loss of landscapes whereas businesses such as the TPC resort are able to just get variances to keep their ground lush and green. I do not understand corporate businesses get a variances while residents landscapes have to suffer. I believe we should all have to sacrifice equally to maintain water levels.
303	I strongly believe that many are using too much water to keep a green lawn. Why?? The water should be used for cooking, bathing etc. Instead of creating a new irrigation system we instead need to change HOA rules so we are allowed to collect rain water. Rainwater can be used to water plants and gardens. We should not have grass but plants that are tolerant for Texas weather.
304	I think everyone would benefit from rain barrels.. we currently installed gutters and have 7 rain barrels around our house.. they have helped immensely.. along with taking out half the grass in our front yard. Our water bill is still high due to having 5 adults living in our home but not having to use water outside as much because of the changes we made has helped us during the summer drought
305	Citations and/or fees should only be issued with time/date stamped photographic evidence.
306	Vegetable gardens need special arrangements. What happens if we are out of town on our watering day?
307	If you're going to grade us based on the number of people living in the household, allow for households with more than 4 people. We have 10 children living at home and use less than 3 times what your 4-person household median number is, but we will get penalized for using more than 90% of households if you just compare us with other 4-person households. We try to take short showers and not use excessive water for washing dishes and such, but doing 3-4 loads of laundry and running the dishwasher 1-2 times a day isn't really negotiable. Our per-person lawn-watering cost is obviously way below other households, but we get nothing but penalties under this new plan.
308	How about encouraging water conservation by giving larger credits to those who adopt water conservation by doing the following: 1. Change to Drip irrigation 2. Change to Zeroscaping 3 Continually conserving water., get bigger discount Why do you need to give out citations and fines all the time!! Everything seems to be driven by negative reinforcement instead of positive motivation. People would be happy to modify their landscape if there was a bigger credit given. DON'T FINE, GIVE CREDITS FOR COMPLIANCE AND ENHANCEMENTS.
309	I believe that more information should be provided about the proposed variance for vegetable gardens.
310	Why are our water bills already so ridiculous? This has been an on-going issue for several years now. Why not stop new construction permits on apartments and large water users? If we cannot support our current population why are we allowing more residential construction? Start at the root of the problem before you keep putting mandates on those of us that have paid for all the Apple-White improvements and other water source improvements.
311	Once you move to digital meters, will you provide access to our home usage data, similar to Flume, to notify of any suspicious leak events or sudden breakages occur?
312	I wasn't sure about doing this survey because I fear...no good deed goes unpunished
313	Between 01-Jan-2023 and 01-Sep-2023, SAWS created almost 6,500 new criminals...threatened the security clearances of almost 6,500 citizens...increased the Municipal Court's workload by almost 6,500 cases...and were responsible for the removal of almost \$900K, above and beyond regular billed amounts, from customers bank accounts. Not having any sort of avenue to handle this outside of the CRIMINAL justice system is absolutely ridiculous! I have talked to numerous residents that have simply made an honest mistake, but instead of them being able to correct the issue and work it out with their service provider (SAWS), their service provider just immediately submits a CRIMINAL complaint and forces them to go through the CRIMINAL just system. We are already paying SAWS to have their employees driving around searching for non-compliance, so why can't those same people take the 5 minutes to get out of their car and either talk to the homeowner or leave them a note as a warning? I am also utterly confused at why you are cutting corners on enforcing existing state and local irrigation standards. Do you really need to take a poll and then have a vote to accomplish your job and enforce the laws and standards that are already on the books?
314	If SAWS can bill instead of a court fine that makes SAWS the cop, judge, jury and executioner. Concentrates too much power in one authority with no appeal process.. I've recently seen a case of SAWS making false and unsubstantiated accusations of illegal watering. Who protects the citizens when you do that?
315	This is an overreaction to a very bad summer. All it accomplishes is more money for SAWS. If the aquifer does not have enough water, and do we really know that, hire engineers who can figure out how to provide water for San Antonio. . Conservation is not the total answer. Solve the problem

	A
	<p>You promoted, even incentivized, drip irrigation systems, which many of us - at great expense - installed to replace spray heads. Drip systems cannot output water at the same rate as spray heads, so they simply must be run for longer times to compensate. Drip is more efficient, so I applaud you for promoting them, but now backtracking on your previous stance is unconscionable. If you'd like to pay for us to convert back to spray heads, fine, I'm all for it.</p> <p>While I'm at it, I question your watering times. Ask any horticulturist, landscape professional, gardening expert or irrigation specialists and all recommend late night or very early morning watering. The sun rises around 7 AM, so evaporation occurs far more rapidly giving water less time to soak in. Furthermore, wind speeds are much lower very late at night or very early in the morning. It's visually obvious to anyone that atomization (thus waste) is far greater as wind speeds increase, and this is the case even with newer spray heads (which I've installed). Before your rules, I watered at 2 - 3 AM and used less water than I do now.</p> <p>Lastly, you should be FAR more concerned with commercial waste. Every single day, even with my very minimal driving and in a very small area, I see water in the streets from various businesses - virtually never from residences. And this waste is significant, with water often running down streets for blocks. The quantity of just one of these instances is easily more water than I would use in a month, or more. With the heavily discounted rates commercial users are privileged to enjoy, there is little incentive for them to conserve. How about charging commercial users the same rates as residential customers (as do some other cities and municipalities)? That would not only make conservation more important to them, but likely would result in lower rates for homeowners. Schools are another frequent abuser. Huge amounts of water are used to irrigate large playing fields that often see little use, and I've seen them needlessly watering after significant rainfall (are they not mandated to have rain sensors as are your residential users?), or at times outside your mandated times. I've reported this to the districts involved, with very little response.</p>
316	I'm all for conserving water, and have invested heavily, in both time and money, to do so. Your new proposed restrictions are, frankly, a slap in the face to those of us who have taken measures to reduce waste.
	Fees should be imposed for customers living in separate incorporated cities or outside of extra territorial jurisdiction.
317	Why is the city allowing huge apartment complexes being built everywhere? North 1604 East is really booming with nothing but apartments.
	Fix the leaks first
318	Stop cheap water for businesses that use a lot of water like car washes!
	Please publish complete rate schedules for the 2 proposals: with and without a "new excess use surcharge".
319	Please publish the proposed monthly usage number. I submit 90% of customers is an arbitrary number and is deeply swayed by the number of properties on the west, east, and south sectors of the city.
	<p>I follow the one day rule for my irrigation system. There is no way to ensure that many grasses (St. Augustine, etc.) can survive on only watering once a week. If St. Augustine turns brown and dies, it'll have to be replaced at a huge cost. It doesn't go dormant! This means supplemental hand watering has to be done to save a yard. Many senior citizens like myself have physical disabilities that prevents hand watering in the hot weather without health problems occurring. Many of us live on Social Security and barely pay our bills much less the cost of replacing grass or putting down rocks or other desert landscaping which the people at SAWs recommends to cut back on the need for water.</p> <p>Generally the public knows there is no winning a case if the penalty is just placed on their water bill. SAWs then becomes the Judge and Jury and it becomes a no win situation for the public. Yes, I agree we will need to be water conservative. It seems water and energy costs just keep going up and our city puts the public to blame. Personally, if we have so many issues with water and energy, why is the City/County just continuing to provide building permits right and left. There's new housing and apartments going up on every corner. 1604 is beginning to look like apartment row. How do we expect our limited resources to keep up with our non regulated growth?</p>
320	There's got to be another way to corral these issues!!!!
321	I no longer have grass that needs supplemental watering but found that I used more water when in water restrictions. My grass needed watering about every 10 days but by day 14 some areas had died and since we had to water on certain days, I had to water MORE often to every 7 days to keep it alive. Since we are on a hill, erosion is a concern and I have lost mountain laurels and an oak tree in my native uncleared area so the hard freezes and droughts the past few years have stressed many plants including the landscaped areas. I am hand watering and have never watered so much to just keep xeriscape plants alive. Part of my back yard is bare dirt as even bermuda grass couldn't survive.
322	Who are responsible for individuals who are not following the restrictions on watering restrictions

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323	<p>Measure 3 above says "...[Drip irrigation] waters at a similar rate to spray irrigation". Please explain how a well maintained and installed drip irrigation system uses the same amount of water as a standard spray irrigation system if both are running for the same amount of time.</p> <p>I am stunned that SAWS would base an excess surcharge on comparative usage rather than a fixed value. Unless water usage is exempt from all laws that apply to other industries, using a comparative standard must surely violate many laws and would result in ongoing litigation; just as it is now more than 50 years since federal law banned grading students on comparative values ("grading on the curve") yet most of that time there have been lawsuits against school who did not comply and continue to be lawsuits based upon the consequences of that legacy.</p> <p>Using comparative values is obviously antithetical to the stated objective. It is easy to anticipate the problems that will occur. What happens when a customer is fined excess surcharge one month and then the next month so many people use more water, that the amount the fines customer previously used is no longer in the top 10%? Will that customer not seek recourse? The observations that Karen Guz has shared about past customer behavior during Stage 3 would indicate that a segment of customers might actually increase usage during a prolonged drought to raise the average and then decrease their own use so that they are still using as much water as previously. For those customers who plan to continue irrigating but do not want to reach the level of excess use, how can they set their irrigation controllers to avoid that amount when SAWS says it doesn't know what the amount will be--just whatever everyone else uses the next month? Again, using a comparative values as basis for surcharge is certain to cause litigation which will be costly for years and ultimately cause customers far more money. From my own experience, I know SAWS customer service has been basically non-existent since the beginning of the COVID-19 pandemic. At one time I received a phone call from a customer service representative named xxxxx some weeks after I contacted Customer Service. xxxxx was thoughtful and efficient and she also explained that the customer service representatives were challenged and unable to respond to the customer contacts which were far more than the representatives could address. In August I received a notice from SAWS that it was fining me for a returned check. I contacted the financial institution to see what could have caused this and found that SAWS never processed the check for payment. SAWS still has not refunded the fraudulent returned check fee nor refunded the credit card service fee which I will pursue to get refunded because SAWS fraudulent claim that I wrote a check from an account with insufficient funds and informing me that SAWS was prohibiting me from paying by check in future, were the cause of me paying by credit card. If the customer service system is so understaffed and the actual payment system systemically created fraudulent rejection of value payments, this non-functional customer service system must be repaired priority #1.</p> <p>When my neighbors discuss SAWS bills, they ask about the section that shows the comparison with systemwide usage, they ask "How can anyone use that much water?" SAWS is acting like a bad parent, proclaiming "Waterful" until the lack of consumer water budgeting for basic future needs achieve the inevitable consequences. Why wait until the crisis rather than avoid it?</p>
325	<p>What does "enhanced enforcement?" mean? It's hard to support something that isn't defined. We need to be able to protect our homes' foundations in times of drought. I have heard experts express that need for years. Our homes are our primary investment for many families. I already have seen the effects of shifting in the foundation of my home. Limiting my access to water may lead to further damage to my home. It already has cracked drywall and difficulty locking a door and a window at times. I don't see the due date listed for this survey and noticed that same problem on another recent survey from the city. Do you want people to know when they are due so they can budget their time and participate? I do not agree with automatically billing fees or fines. There needs to be time to process appeals. It might cause a family to have an overdrawn checking account if they have auto pay. We are already having trouble meeting the current needs at times for water and electricity. Why is the city trying to increase the number of higher density dwelling units? My water bill has been over \$100 at least twice this summer for the first time in the nearly 30 years I've lived in this house.</p> <p>This is happening too fast with too little publicity. Please slow down, spread the word through the local news, and get much more input. Thank you.</p>
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328	<p>The direction the board is going is not correct. They should be concentrated on repairing leaks in the system. The fact the users are charged a fee should be sufficient., There is not an allowance for size of property, garden sizes and investments made by owners on their garden. Maybe you should recommend rocks for grass for all property.</p> <p>The fact you take weeks or months to repair leaks is a disgrace.</p>
329	<p>Our household respects and upholds the watering stages throughout the year. We do live on a corner lot that is bigger than the regular lots. I have a small vegetable garden which I hand water every 3rd day if needed or use rain water from my 2 rain barrels. We try to be as conservative as possible but there will be times when our water usage will go up ie.: new plantings, house guests. I don't want to pay more for growing my own vegetables.</p>

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330	<p>I support SAWS attention to water conservation, however, the two letters we have received in recent weeks have been insulting. The first accused us of watering outside of our assigned day and time, which is not true. We leave our sprinkler system set on "manual" operation and turn it on during our 7am - 11am watering time on Wednesday, our assigned day, address 135. We do not initiate a second run during the evening time period. We closely monitor each station to make sure all are operating properly. The second letter, quite frankly, questioned our intelligence by explaining in minute detail how to operate a sprinkler system. Our water use during the height of our summer drought, which you call excessive, is due to our being out every morning watering with hand-held hoses or buckets in our backyard, which is not covered by our sprinkler system and is roughly 2/3 of our lot. We also apply supplemental hand watering, as needed, to new plants we installed in the front yard in the spring that we don't want to lose. We realized in July that we were losing a twenty-plus year old live oak and numerous native plants and understory trees. We simply do not want to lose any more of our valuable landscape. We have turf drip irrigation on one small section of grass in the front yard, but we run it only when the grass shows severe wilting, not every day, all day, as you infer in your comments about drip irrigation. As far as an excess surcharge on statements for those using "excess" water I would agree, but the surcharge should be within reason and not punishing. Limiting drip irrigation to once per week, I think, is unfair to all who spent lots of money to install these systems to keep inefficient spray irrigation from blowing away in the wind that we have almost all the time and never reaching the grass. Never mind that drip irrigation delivers water at the same rate as sprays; every drop from drip goes to the roots. I think you need to rethink your approach to conservation, surcharges, and generally how you communicate with your customers.</p>
331	<p>Allow drip irrigation which allows the health and survival of trees.</p>
332	
333	<p>1) Exceptions on fines to those the first time they are aware of a leak. They are already paying extra for the water. The fine should only be on the 2nd or 3rd month to allow time to find leak and get it fixed. Also for elderly, disabled, etc. There should be assistance offered to find the leak, to expedite the resolution. Maybe also a charity set up to help elderly, disabled, etc. fix leaks when they are disadvantaged and can't afford it.</p>
334	<p>2) Drip irrigation should be allowed 2x per week. The water won't evaporate, I believe you've told us.</p>
335	<p>SAWS can't even get the meters read correctly or deal with customers who have billing issues. There is no way SAWS should have enforcement powers. An independent 3rd party needs to be involved to keep rein over SAWS.</p>
336	<p>Not all water usage is the result of irrigation, alone. I have active boys...my washing machine does numerous loads a week just to keep their athletic unis clean! These same boys are sweaty and stinky...many showers are taken and yes, I do try to limit their shower time. But teenage boys don't rush through showers. Life has to happen and thinking of severe fines being put on me in addition to the already high cost of water I pay SAWS, this seems ridiculous.</p>
337	<p>How does the city plan to enforce this when already back logged with inspectors. Who would be investigating all these irrigation systems. Is this something even someone like me could do for a side job? Worry that more laws but no one to enforce them it won't change anything.</p>
338	<p>Let's get the strip malls to stop watering the streets, driveways, etc, and make them water once a week as well. Same for corporate offices and restaurants.</p>
339	<p>If SAWS deems stronger measures are necessary on current population, how does it plan on providing service to additional customers of new housing, which is being strongly encouraged? Indeed there are proposals for developments to be constructed over the aquifers and we strongly oppose those.</p> <p>Existing laws and regulations should be enforced before adding others.</p>
340	<p>I do not know enough about irrigation and water conservation to make a well-informed decision.</p> <p>I want to learn more about it. However, I do not particularly like having to irrigation water once a week on my designated day, which ends in zero.</p> <p>I do not mind watering once a week with irrigation, I just do not like having to wait until Monday. The weekend is the only day i have to water my yard properly in the mornings, and following the last day of my zip code doesn't allow me to water with my sprinkler.</p> <p>I do want to learn more about this.</p>
341	<p>What will be done to ensure BUSINESSES are conserving water. I would suspect that local businesses (restaurants, golf courses, office buildings, etc.) consume a great deal more water than residential households. What actions are being planned to enforce and encourage conservation on businesses?</p> <p>Education on water conservation is important. Each winter, I see many of my neighbors watering their grass at the normal (summer interval) despite the grass being dormant and needing less water. I also see my neighbors watering their grass a day or two (and sometimes on the same day) as when it is raining. I know it is hard to change people's behavior. But, I think a lot of these people simply are not aware of the need for less watering in winter and after rain. A good marketing campaign to education people should be considered.</p> <p>I appreciate monetary incentives SAWS offers to reduce water consumption (i.e., rebates for grass removal, etc.). I think these programs work and I think they should continue or even be expanded.</p>

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	<p>-- Non-concur with automatically billing of "fees", especially for those having auto-pay accounts. There needs to be a process for appeal and adjudication, which I understand is the purpose of the citations. There is not enough time from receipt of the bill to the auto payment for appeal of the surprise fees.</p> <p>-- How does the current insufficient supply of water (and electricity) mesh with the City's quest for higher density dwelling units and zoning? It seems there needs to be direct correlation between requesting more housing coordinated with an assurance from SAWS (CPS) of the availability of more water (electricity). (Note: I think that moving to Stage 2/3 (and rolling blackouts) by definition means insufficient resources.)</p>
342	-- What is "enhanced enforcement" as compared to simple "enforcement" of current standards?
343	I support an excess use charge. Consider charging industrial-type users more to further discourage water-consuming displays such as water fountains.
344	
	<p>You already are billing the heck out of water being used in the tiered rates. No need to bleed us any more.</p> <p>It is not fair to classify a 5 acre property with a half acre of St Augustine grass the same as a postage stamp style city lot that is perhaps less than a quarter acre. That is your 90%. You also don't care about our foundations / structural slabs, tree preservation by watering.</p> <p>Yes the Live Oaks in the 1/2 acre receiving watering have been used to getting the water for over 70 years now so they are used to getting that, and need it.</p>
345	What you don't take into account is the fact on 5 acres you easily could be having at least 10 homes drawing down 17000 gallons of water a month and I don't use anywhere near that.
346	
347	In Olmos Park, individuals are putting in their own individual water wells. What regulations and restrictions are enforced on those? Would this apply?
348	SAWs must address two important issues. 1. SAWs rules have destroyed 90% of the green growth in SA which causes damage in the \$billions, and damages our weather & reduces our oxygen! Instead of curtaining water use SAWs should fine people whose grass, Trees, scrubs die! 2. SAWs should work with City to STOP the required commercial landscape ordinances that required that new plants & trees be installed and, per city code, must be irrigated on a timer for a year! Why spend millions on new planting when SAWs will fine you if you water them to keep them alive! Conclusion: SAWs is no longer about water use, it's become more of a regulatory, fee collecting, citizen accusing organization. SAWs is heartless when they favor saving a blind salamander I Austin instead of thousands of square miles of oxygen producing vegetation!
349	There isn't enough in these new ordinances to stop over watering. I see it everyday but homeowners and commercial alike. I'm not sure these new rules will change this. Seems like it would need to be a large jump in fees for overuse. Possible look at a better meter system. The meter system is probably antiquated and should have the settings to show overuse and days watered. SAWS does not have the staff to babysit all of the over-users.
350	Improvements in workmanship - improved training? Better management? Better staff? How?
351	During the drought I have had to slow drip around the my house to protect my foundation. Would the new rules affect my watering there?
352	Municipal court citations protect the right of the individual to contest an alleged violation. A fee on the bill does not provide the same protection and should not be used as an enforcement mechanism.
353	what does this mean, 'every other week', dont we get billed monthly? Does this mean that you will be applying an excess surcharge twice a month?
354	If true then i am against this
355	Definitely support hefty fines for those that ignore the watering restrictions. Hopefully it is a tiered structure so repeat violators incur heavier fines.
356	
357	I think those are good things to implement. It might take some time to implement, but it should be better in the long run. Some people might complain, but they may not be aware of the long-term benefits to everyone following this plan.
358	I completed this survey once last week when I registered for the Webinar for the proposed water rules changes. After attending the webinar on Thurs., Sept 28, I understood more of what was being proposed. I then changed some of my answers on this survey. Thank you for your assistance.
359	I think the regulations should extend to businesses and builders as well as homeowners. I find these entities are the biggest culprits when it comes to water waste and it seems they are offered waivers to make their spaces look nice when homeowners would also like their spaces to look nice for better curb appeal for every day living or when trying to sell their properties. I believe these fines should be across the board and part of all SAWS account holders.

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	Will this new drip irrigation regulation be in place for all water stages or only stage 3?
358	I have read the flyer and I believe the information concerning drip irrigation is misleading and overstated. I have been involved with drip irrigation for over 10 years and have trained several 100 homeowners on how to design, implement and manage drip irrigation. I would like to understand how you did your research it seems this is an easy reaction to force a change in watering habits. If SAWS is really interested in changing habits, you would create education classes on how to use the irrigation controllers for example or ask a group like the Bexar County Master Gardeners to help more with education. I know in my neighborhood most people leave adjusting controllers to their lawn mowing services. I agree that drip irrigation can be miss used however our community as a whole are not the bad actors and should be treated as such. By implementing this drastic measure on drip irrigation, you will cause added cost to homeowners who now will have to hire a watering crew to manage their flower gardens when on vacation.
359	
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361	I have questions about how excess water use would be determined and how an enforcement action would be initiated under the proposed changes. Regarding the excess use charge. How would you determine that someone is using 90% more than other customers? Would this be based on lot size and other factors or would my water usage for a 1/3 acre lot be compared to a 1/4 acre lot and then determined that I was using excess when compared to "other customers"?
362	Need to know how use that is 90 percent more than other customers is defined. For instance is this done by persons per household? If so, how is such info obtained and updated?
363	A lot of this sounds like a money grab. Moving enforcement to fees instead of the court system, removes fair arbitration. Drip irrigation must take place over several days in order to be effective particularly if you're watering different types of foliage or trees. If you were truly after reform, then you should be targeting the commercial and industrial users, who waste so much water that residential waste pales in comparison.
364	A certified structural engineer has told me that I need to apply an inch of water twice a week, in the 5 foot area around the foundation of my home, in order to stabilize the foundation. Under the new rule I would be out of compliance. Shouldn't there be a variance for this, just like there is for vegetable gardens?
365	Do not want every other week watering replaced by s use surcharge for stage 3 restrictions. Work with the city to require new home construction to have no more than 50% of the lot, minus the home's footprint, to be lawn.
366	
367	Homes that have yards that are larger than average and pools should not be assed additional penalties, they are already paying excessive penalties and charges. Limiting drip irrigation and charging additional surcharges will cause loss of trees that have been established for decades. these trees provide not only shade but also help to clean the air in our city. Our neighborhood has lost numerous trees this year due to lack of watering. I see numerous leaks around the city due to lack of proper maintenance to the city infrastructure. First look internally at the waste of water that SAWS allows die to water breaks in your infrastructure. I met an executive from a national water supply or infrastructure company and he said that he loves San Antonio because our system is always breaking and in need of repair. These breaks in your infrastructure are not in neighborhoods that are high consumption, they are in neighborhoods that have small homes or apartments and you can see the streets are being impacted by the Main Water breaks.
368	One day a week for drip would not be possible for me because I need to move the hose around the yard. I work days and can't move the hose at 9am to do a different zone. And I only have 3 hose bibs outside so can't run more than 3 areas at once. I have 8 areas. I'm able to get all the watering done on Saturday and Sunday and Monday evenings, watering each area once with the exception of the vegetable garden which I do 3x per week when I have tomatoes planted. One day a week and that just doesn't work for someone who works and has hoses to move around.
369	Re Drip - in previous years I had a bed that thrived with a drip system that ran 15 minutes once a day. Once a week is pointless with conditions like we've had this year - it would just be a waste of water
370	I more or less like the new proposed rules, but I think in the long run and by history itself have demonstrated that this changes, the way are proposed can become abused by SAWS. As a plant aficionado, I will love to see more proposals and help from SAWS to keep, maintain and create new types of gardens, that need less water but give us beauty and/or food, I see so many of my neighbors OBSESSED with the "green" lawn and the stupid grass that give us nothing, no beauty, no oxygen, no carbon sequestration, but so very thirsty grass, instead put online free examples of different types of gardens, so we can get inspired and also true discounts on drought resistant plants, and not those useless cupones on those over price stores, please. The real solution is all of us working together, not just paying more money. The majority of us want to help ourselves and the environment, but that is not going to be achieved by taking more money out off our pockets.
371	Why not charge customers ,that are not changing behavior even when faced by higher rate charges) to double fine at each violation . SAWS should focus on monitoring unusual water usage, and altering customers to high usage, ie due to leaks, before the customer is hit with thousands of dollars in charges. It would prevent needless loss of water and prevent customers from facing exorbitant water bills?

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	<p>QUESTION 1: How would rate changes / rules affect residents living at complexes that allocate water usage? If, as previously reported, commercial customer rates would increase to compensate for residential customer decrease(s), it appears that apartment dwellers who conserve will - unfairly - face higher bills. Please better explain and is SAWS considering a solution for those who "play by the rules?" (Being a single occupant with individually metered CPS electricity, my bills are much lower as diligence is applied to conserving usage.)</p> <p>Question 2: Is there a link that provides in-depth information for 1 and 2 above? I would like to read the full proposed changes instead of a "summary" statement. (The Moderately Support answers are due to more information needed.)</p>
372	Advance thanks for your reply.
373	ALL new homes should be required to be zeriscaped w/NO lawn in the front yard and no sprinkler systems put in.
374	1) Do something about HOAs sprinklers. In my neighborhood, even after it's rained or is actually raining, the sprinklers will be running! 2) I have a neighbor that's had a leak for 2 months. Still hasn't fixed it.
375	Mandate that HOA's allow artificial TURF.
376	Please define additional watering for vegetable gardens and enhanced enforcement of existing state and local irrigation standards. Please include any proposed costs for both items. Thank you in advance for your response.
377	Quit sending me warnings. I follow the rules and "use more than 90% of you customers" because I have more people in my house than 90% of your customers, I have a larger yard than 90% of your customers and I have a pool unlike 90% of your customers. I already pay a socialist rate for my water and subsidize the other 90% of your customers. How much more can I offer the other 90%? If you want me to use less water you're going to have to change the rules or come shut it off.
378	We are not just watering our grass, we are using water to keep our trees alive and healthy because they provide shade and reduce our electricity bill. It also keeps them from dying, break and possibly damaging our home. We also have to water to keep the soil from drying out too much and separating from the house causing foundation issues. Watering the grass is necessary for home maintenance. You all need to find other solutions instead of fining customers for using a service we pay for to maintain our homes.
379	I have never understood why SAWS doesn't adhere to its own drought restriction guidelines. For the vast majority of the past year plus, we should have been in Stage 3 drought restrictions (really one could justify stage 4), and yet we have never gone above Stage 2. From a message and conservation efficacy standpoint, the drought stages and restrictions appear to be mostly meaningless. People know we are in a severe drought, but expectations for water usage don't change with the drought level, which renders the stages pointless.. Ongoing drought is a significant issue, and as San Antonio is going to continue to experience EVEN HOTTER AND DRIER years than the one we are currently in, we have got to get serious about impactful water conservation and water usage accountability.
380	Why have more people move here with our limited water? If you are well off you can have a lovely green grass yard. Just drive through Terrel Hills.
381	<p>Make it easier to find and pay citations online as well. I know that's not necessarily your lane, but holy cow - it's a whole ordeal to find and pay a citation, and I ultimately had to go to reddit to find how to do it.</p> <p>As far as citations and enforcement, if you are really wanting to make a difference, go after the businesses and companies that are flagrantly violating the policies, and just paying the fines simply as "the cost of doing business" - make it hurt. Take away tax exemptions, throttle their lines, make the fines actually meaningful to their bottom-line and profit margins, make their wallets hurt if you really want them to stop.</p> <p>With new builds, require the builders/landscapers putting in these new yards put in drought resistant sod - not this junk that dies in 2 months after the 5 week exception to policy window closes. Go after HOAs that have unreasonable lawn policies requiring green lawns year round (I don't personally know of any HOAs that do this, but wouldn't be surprised to learn about any).</p> <p>Beyond just conservation policies, send out like a little post card with bills that gives some tips to keep a lawn 'alive' during a drought. Also provide tips for new homes to keep the ground around the home from drying out too much and potentially causing foundation damage over time. That is a big concern of mine - the ground has dried out so much around my house that I have gaps around the foundation wide and deep enough to stick a whole hand into. That terrifies me, honestly.</p> <p>Stop supporting politicians that deny climate change and human impact on the climate. There are people alive in San Antonio today who can probably remember when snow once regularly fell on this city in the winters. Who can remember summers being filled with fun and laughter outside, not hunkering down inside to stay alive. It is undeniable that the climate has changed in my lifetime, it most definitely has in theirs. Also, again - not your lane, this whole ERCOT nonsense where this state is so darn independent that it can't be bothered to connect to the national grid to help it out in high demand is absolutely nuts.</p>
381	That needs to be done away with.

	A
	I want to know why you can't use sprinkler system to water at 12 am to 5 am when it's dark and no different when it's dark at 9pm to 11pm in another words what is the difference between irrigation system
382	at early am and late pm it's dark both times. Thanks
383	Stop paying your executive employees so much and use those funds to help cover these proposed costs for other area.
384	Perhaps year-round conservation, i.e., watering once a week on designated days, would ensure the aquifer's stability. Gouging money out of people who already have a negative image of SAWS will not help. I would be searching like mad for additional water resources as the city seems to be trying to increase our population without regard to the water supply.
385	And I object to paying so much for water recycling (?) because I don't live in San Antonio proper. The cost almost equals my water usage bill.
386	Limit futue delopment especially of multi family apartment complexes if you are genuinely concerned about conservation of current resources.
387	
388	Create a system of auditing for irrigation systems including a self-audit (measuring the usage for a single programmed watering cycle by checking the water meter before and after one cycle) and offer a professional / SAWS audit option whereby trained plumbers/landscapers/professionals/SAWS can come out and audit an irrigation system's performance and recommend repairs, changes to durations/zones/sprinklers, and even offer discounts to those who participate in the auditing.
389	Make it voluntary before Stage 3, but mandatory for Stage 3+ to operate any irrigation system. This would help with performance issues, overwatering, leaks and repair waste, and it would provide SAWS with detailed/measurable data for each customer's irrigation system that could be utilized in more accurate calculations/modeling as well as for calculating outdoor application on billing statements.
	Watering times should be 7pm to 8am. Makes absolutely no sense to be watering at 1030am when it's 95+ outside.
	SAWS claiming to support "improved workmanship" is a laughable objective in low-building-quality San Antonio. You can't find a qualified plumber or irrigation specialist at almost any price and this effort is simply doomed to fail.
	Additionally, SAWS is too-little, too-late. A strong 'mea culpa' from the CEO and senior executives for the woefully misguided "waterful" marketing campaign helped cause this problem. I've spoke with rule-breaking neighbors and they point to SAWS campaigns saying "we have plenty of water" as rationale for their rule breaking and excessive watering.
	SAWS had an opportunity for informed community feedback about the drought structure and surcharges during the RAC, under the objective "Drought Management" but completely pushed past that. The proposals suggested today are strikingly similar to those advocated during the RAC, but executives pushed back hard. In theory, adding any charges to the bill should be an out-of-cycle rate change. Stage 3 surcharges are too late, and likely to be more eye-wash. SAWS is politically reluctant to ever declare stage 3 because - and this is on record in news articles - strong drought restrictions dissuade investment and the Chamber of Commerce is against having those restrictions, ergo, SAWS is also against them. Look it up. It's a recorded interview.
	SAWS, under CEO Puente and conservation director Guz, have little credibility in actually reducing water sales (or average use) and emphasizing conservation. GPCD rates have been flat or increasing since 2004, yet the Board still commends Puente and rewards him with bonuses for meeting conservation goals. (Remember: 50% reduction in 25 years! Not true, but a good story to tell). Businesses are rewarded for average high use due to the General Class rate structure re-setting the next year. They're paying lower bills this drought year for using more water in the prior drought year.
	And please tell me again how using more water makes the cost per gallon go up for residential customers. I love that explanation. It's completely false for the vast majority of customers, but I love it nevertheless. If I use 1,496 gallons in a month (or about 50 GPCD) my bill is \$46.47; or \$3.11/100 gallons. But when I water heavily prior to a weeks-away vacation and use a whopping 14,214 gallons (or about 473 GPCD) my bill climbs to only \$141.97; or a tiny \$0.99/100 gallons - one third of the price of when I conserve. That seems to be cheaper the more I use. So, honestly, why should I use less in a drought if it makes me pay more per gallon? Isn't that the opposite of a "strong price signal" due to increased consumption? I'm not a water rates expert, but I can do basic arithmetic.
390	If it weren't so serious, it would be funny.
391	Water patrol after midnight
392	Landscaping design and adjustments to lessen and minimize water usage.

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	<p>We invested a fair amount this year in drip irrigation to provide more effective watering, do our part, and have more flexibility. Now you want to change the rules on which we based our investment. I cry foul. I got a letter alleging we used more than 90% of customers. I cried foul on that as well, detailing in a letter to you exactly what we are and are not doing. You already overcharge people who you deem are using too much, now you want to add a fine? Like Nazis. There are only 2 of us, no pool, no inappropriate use, we've had a check for leaks, something's wrong somewhere and I want to give you no more license to my wallet than you already have because you just DO it and any irregularity is NEVER your fault from what I see in social media. You are widely distrusted, even despised, by customers if postings are any indication.</p>
393	I'd work on that first.
394	I think these are great p, common-sense ideas. They seems more streamlined, effective, and equitable for water users.
	<p>Also put more resources into repairing SAWS pipe leaks promptly - seeing water gush down the street for days discourages the public from conserving.</p>
395	Also put more resources into assisting customers in learning how to identify and locate leaks on their property before the leaked amount escalates the water bill beyond their ability to pay.
	<p>Implement a development policy which requires residential builders to install 1/3 (or a specific, reasonable portion) of a new residential or multi-family residential development's yard / landscaped area in native, TX Super Star drought tolerant plants.</p>
396	Drip irrigation is more efficient than sprinkler systems... considering these two systems to be the same in terms of usage does not seem to be research-based.
397	Drip irrigation is a significant help for our gardens. If limited to a specific day, it defeats its purpose as it is not enough time to drip.
	<ol style="list-style-type: none"> 1. Remove the "Water Acquisition Fee" that surcharges use. Replace with one based on total square footage of property and percent landscaping so as to make equitable the basic minimum watering requirements for different size landscapes. Currently a tiny townhome and a acre size lot are allocated the same base amount of usage. 2. Stop developers from building non water sensitive landscape and homes. 3. Make Stage 2 water restrictions the minimum standard year round. and move to Stage 3 sooner. 4. Establish a meaningful variance policy and procedure which would be administered by Council District wide committees composed of citizens and SAWS employees. Such committee would have. power to waive fees, adjust fee schedules, etc. 5. Provide homeowners with the addresses of other users whose properties are used to determine "usage greater than 90% of other users". Consider separate use/fee schedules based on landscape size and landscaping used.
398	
	<p>Once again SAWS is going back to forcing us to use automatic sprinkler systems. I have hose end drip. There is no way I can water my landscape in one day a week via drip. I would need to resort to an automatic sprinkler system. Since drip only works for small areas, this is an impossibility. SAWS often does not think of the amount of water required to replace a dead landscape. Currently, I'm trying to save my pecans. If I lose them, I will lose a ton of shade and the plants underneath them will also die or require more water.</p> <p>Currently, I have no grass and sprinklers running all over the place lead to erosion. We use drip, but it takes me all week to water my landscape. A bed here. A bed there.</p> <p>Please don't force us into an automatic sprinkler systems.</p> <p>Basically SAWS is now anti-drip. I installed drip under guidance from SAWS. I might as well pull out my xeriscape and install grass and an automatic sprinkler system under this plan.</p>
399	This is crazy and awful. Also please don't go back to the 3 am - 8 am watering. I'm a senior citizen.
400	
401	I would like to see less restrictions on soaker hoses. Many of us are trying to save our foundations.
	<p>I would strongly support a limit on drip irrigation to twice a week instead of just once a week. Additionally, established and new landscaping (even low water) have different watering needs. I would love to transition my lawn to drought-friendly shrubs; but feel prevented from doing so because the first 2 years would need twice a week watering to establish before the plants could handle limited watering, and there is no room under SAWS rules to do that. I don't see the point of spending money on plants that will die because SAWS has no pathway to allow me establish new plantings. Right now, having to handwater new plants limits me to adding only 3-4 a year, a rate that will never allow me to transition my lawn into a more water-friendly lanscape.</p>
402	

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403	Well now SAWS has found a way to make even more money off its customers. The questions above have to do with charging customers more money, this is not a survey or solutions to help customers, it's to benefit SAWS. If the drought is so bad, why does San Antonio keep building houses? TheCity and County should pay the extra water fees, and not with tax payers money. Customers aren't the ones building more and more homes. Charge the companies who are building more homes for the extra water consumption and continue to charge them for the subdivisions after they are built and, if, the company sells to another bank or transfers to any other company continue the contract to include the water charges in their contract, and stop using the drought as an excuse to charge customers fines.
404	Some of us have large lots...are you really going to penalize us because we fall into the 90% bracket? That is just so unfair! I have an investment in my yard...I use my irrigation system ONLY on my designated day and times...and, hand water on Thursdays and Saturdays JUST to keep my grass and plants alive! Is that wrong?
405	
406	Are soaker hoses considered "drip irrigation?" I think true drip irrigation, with emitters for potted plants or specimen plants should still be allowed daily because they use far less water than spray irrigation. I wish the City would research and begin a program to use gray water for irrigation. Some cities require new developments to have a secondary water source of untreated or gray water for irrigation. Seeing new construction cutting down beautiful old shade trees and then installing St. Augustine grass is just not forward thinking. Enforce the laws regarding clear-cutting for new subdivisions to reduce the effects of heat on our rain patterns!
407	Watering between 7 and 11 am seems wasteful since the wind tends to pick up after the sun is fully up as well as the sun causing more rapid evaporation. Earlier watering hours would reduce how much water is used because less would be blown away and it would not evaporate as quickly.
408	
409	I would prefer to water same length of time but on 2 different days. For example water on Sunday and Wednesday from 7 pm to 11pm. El Paso utilizes this and I know my yard did so much better then here
410	Some of us work out of town and are not home on designated watering days. If I water on Wednesday because I'm out of town Thursday-Saturday, am I going to get cited?
411	Car washes seem to have been built exceedingly during the drought. Are there no restrictions on how many new car washes can be built?
412	Change the morning window from 7:00 a.m. to start at 5:00 a.m. to allow the water to soak in before the sun comes up and evaporates.
413	Applying violation fees on bills is simply a strongarm and intimidation tactic to force those who are unable to defend themselves against a massive and inefficient bureaucracy to pay unjust and unwarranted fees or be faced with their water service being shut off by that same bureaucracy. The most vulnerable and those with the least resources will pay for this.
414	
415	
416	Strong fines for violations of the rules. Too many do not comply. Fully support conservation efforts. Should consider rebates for zero landscaping and prohibit HOAs from denying requests. Thank you fir your continued efforts to save water.
417	Will these fees also be for all businesses and corporations? Will saws go and fix and ir help fix old plumbing and pipes in extremely old neighborhoods to help reduce excess water leakage?
418	How about you lower the CEO's excessive pay, and cut our bills, not raise them.
419	Restrict HOA's from trying to force homeowners to water more with notificaitons our lawns are not sufficiently green. In a drought yet the HOA still sends notices about our lawns not being up to the board's expectation...
420	We need to ensure water stays in the state of Texas. We shouldn't be sending water to California or any other stare. SAWS needs to be held accountable for their water waste just like everyone else. Leadership at SAWS need to actually lead and not put blame on others.
421	Different lot sizes require different amounts of water, even in drought. Comparing their usage to 90% of other users isn't necessarily fair. Watering of Foundation planting is critical for both plants and the foundation. Convince any new developments to require 75% to 80% xeriscape. Limit grass areas in any new development. Require all new sports fields to be artificial turf. More expensive to install but doesn't require water. More emphasis on requiring use of reclaimed water for all irrigation in new areas. I know it's expensive an requires greater infrastructure cost. All things considered I think SAWS is doing a good job of managing our water resource.
422	
423	The sir charge is way too high. Cut back on bonuses to exec's and give consumers a break. I don't mind paying for the water I use. But the surcharges border on criminalp
424	Enhance recharge zone regulations. Increase additional sources of water. Every business and resident should face the same penalties for excessive water usage.
425	Measure water usage for a consistent number of days. Our measurement time has fluctuated from 28 days to 34 days. Fees are assessed progressively so this issue unfair when your measurements are not made equally.

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426	Regarding the designated week day for watering. I have neighbors who water 4 hours in the am. and 4 hours in the pm.--on their designated day. I would like changes to reflect that resident can water on their day ONCE. Either in the morning OR in the evening. Regarding drip irrigation. I dont know how you are going to verify that a resident is watering their vegetable garden. Perhaps your studies have found that drip irrigation is not wasteful, but I have neighbors who have installed drip irrigation in their ENTIRE yard so that they can water daily. They are the ones with the all-over green lawns. Thank you for asking for customer input.
427	Provided there is a variance allowing for vegetable gardens, I am in favor of number three. If that provision is not there I only slightly support it. For starters, the SA Food Bank utilizes drip irrigation there and I don't know if they have the manpower to effectively water the food they grow there otherwise.
428	Watering by sprinklers is much more efficient than water by hand/hose. It is incredible that SAWS doesn't properly conduct a new study on this. Yet we see lots of people forced to water by hand, wasting more water because they are forced to do so.
429	People's water use can be contributed to a lot of factors besides outdoor watering. SAWS had record water breaks that weren't repaired in a timely fashion. Address that and leave people alone. People are paying for the water they use and they should be it. You can impose one persons chooses not to maintain their yard/property on another and try to penalize the person that maintains a yard. That's wrong. As long as I pay for the water thT I use is all that matters. Stop building more housing and businesses if there's not enough water or utilities to support it. Not to mention the numerous SAWS water leaks that were left in repaired got extended periods.
430	These proposals give SAWS too much power to levy fines/excess charges without checks and balances. I think the priority should be increasing the accuracy of meter readings. No more estimates!
431	1. Re. "Customers Using more than 90% of other customers." At some point, if water usage continues to drop, there should be a defined usage floor vs. 90% as top 10% use might still be extremely water thrifty, although top 2-3% may be the wasters. 2. Need to consider "conservation" created by prohibiting outdoor watering with potable water as opposed to looking for new/increased water sources. I would think at some point of our population growth, outdoor watering with potable water should be banned (at least with regards to in-ground sprinkler systems). Such an ordinance would need to be offset by the loosening of the codes restricting the use of "grey water" from washers and showers, etc. I think you might start with requirements that new builds install (1) basic greywater systems (e.g. perforated pipes 3-6 feet out from foundation to water foundation and the foundation beds) as well as (2) gutters and rain barrels/cisterns instead of sprinkler systems. Note: When I built my home in 2013, I did not put in a sprinkler system because I did not believe that outdoor irrigation was sustainable and would continue to be allowed. I hand water my native plants as needed. If my lot was bigger, I would install large rain barrels/cisterns.
432	How do I report neighbors water on other days than their designated watering days before 7:00am Do I have to record them.
433	
434	This is a poorly written survey. It leads respondents to one answer. It is very incomplete and poorly worded. Only being presented on Nextdoor.com is selective & not representative of SAWS customer base. I was unable to locate this survey through Google anywhere but here. If you really want feedback, include open text options on items to STOP doing, START doing & KEEP doing. SAWS should STOP allowing people in outlying areas to water under different rules; SAWS should KERP on cutting water to businesses that continue to overuse water;; SAWS should start communicating to ther public better, perhaps by having a regular segment on local Tv news reports. SAWS also needs to investigate other money saving efforts; for instance, does everyone receiving a paper bill need a newsletter; provide an option to receive bills electronically.
435	Losing and then trying to replace 50-100+ yr old live oak trees due to watering restrictions is insane. What's SAWS proposed variant for saving our valuable, native Bexar County trees????
436	For years we have been taught that drip irrigation is a strong way to conserve water. Now SAWS lists drip irrigation as 1 of just 4 ways to reduce water usage in this survey. Drip is very effective at preserving water loss to the atmosphere and runoff, unlike sprinklers. Please explain with researched specifics how much is being lost through drip irrigation. For the moment, I do not support limiting drip irrigation in any way, shape, or form. To the contrary, I would like to see a greater incentive from SAWS for more of its customers to switch to drip irrigation as an environmentally responsible way to maintain our landscapes (AND OUR HOME FOUNDATIONS) during periods of drought.
437	
438	An idea for conservation of water and grass. If deep watering was done once or twice a week it would support the root system Even if the grass isn't always green , the roots are kept alive. Encouraging citizens to use this would help to conserve water and keep grass from dying out. When it is cooler again the grass will grow again.
439	Who is holding SAWS accountable? SAWS knows that they have more breaks in the times of drought, yet we hear the same tired story year after year of being undermanned. We see leaks go on for months, we see large corporations and apartment complexes abuse watering times and waste water with it running down streets and into the gutters with maybe a warning given after many many citizen reports... CPS watering twice daily ... and it's the residential that has the hammer brought down on them. Where is the accountability for our resource?

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440	This survey is biased and worthless. It obviously begins with a bias. No survey should have four levels of agreement vs one disagreement. And you fail to present certain relevant facts, such as the progressive rate structure that already prices high water usage several times more than low water users. AND your explanations of the topic attempt to influence readers by saying the highest water users use a disproportionate amount of water ... exactly what do you expect? Not all customers are equally situated (apartment dwellers vs homeowners with lots or differences in family size). If 9/22 is bad, exactly what proportionality is acceptable? It appears the administration thinks every customer should have identical usage, which is preposterous but perhaps reveals the ideology that SAWS' job is only to supply indoor water requirements. It is my experience that some amount of outdoor watering is appropriate to preserve our flora and fauna. The presentation of this topic also ignores other drivers of the water situation in San Antonio ... unfettered growth in population and the SAWS service area without corresponding increases in the supply of water and maintenance of facilities. Do your job better! Do more maintenance during off-peak usage months and get us more water to keep up with growth, including capturing more surface water or whatever necessary; or slow down the growth.
441	
442	I understand the needs to conserve water. We also need to be able to keep our trees, flowers and vegetable gardens alive. They serve us like water serves us. Drip lines help to assure the water is going directly where it is needed. It is expensive to replenish vegetation and it takes years and years to regrow trees. In the scorching heat once a week is not enough. I don't mind letting grass die. Educate don't over regulate.
443	I support changing the municipal citation to a fee on the bill, only if, there is a burden of proof, and ability to appeal. I like to put down an inch of water a week. But only being able to water once a week, I feel like I have to put down an inch and a half on my day. I would actually save water if I could water twice a week, putting down a half an inch a time. I wish you could make an exception for those of us who are thoughtful of our usage.
444	Limit ALL to the same rules, commercial and residential.
445	I would like to get credit for taking out traditional sprinklers in my ward but given the way they were installed, I was told it would cost over \$3000, and I just d
446	How can homeowner with existing pools comply with these rules yet maintain the investment in the pool?
447	Personal swimming pools is not addressed in any way in this proposal. How do homeowners with an existing pool comply with water use, while maintaining the investment they've made in a pool?
448	While drip irrigation may use water over a longer period of time, the significant reduction in evaporation and 'spray-waste' associated with pop-up sprinklers, coupled with more exact plant watering by drip are reasons why drip should not be reduced to once a week using water restrictions. Allowing drip to operate during restrictions hours Monday thru Friday is a suggested compromise. A side comment - it's very difficult to observe properly installed drip irrigation in operation. If you can't directly observe it p, why institute mostly unenforceable drip restrictions?
449	One issue I see is if you are comparing customer usage (when using 90% of other customers) - I think it would only be fair to account for lot size. Just in my neighborhood lot sizes vary greatly in size.
450	What about Stage 2 restrictions as we are in now though I think the Aquifer is probably low enough for Stage 3. Seems we need these strong restrictions in Stage 2 also since overusers are not paying attention even this year at all.
451	
452	Saws is not following 5th grade science. Removing grass from yards is a mistake because when the rains come there is not sufficient plant life to stop ground erosion., causing earth to wash out into the drainage system. Excess water evaporation from watering grass add to the available water vapor in the air, of which, Clouds are simply excess water vapor in the sky. More clouds create More Shade which helps Cool areas from the intense heat from the sun. Saws needs to rethink where we get the majority of our water. (60% is supplied by ground water). Saws needs a sustainable approach, By taking Gulf of Mexico Water, Taking the salt out (& packaging the sea salt for sale) and using the clean purified water to supplement our water usage. Not using the tremendous supply of water to our south in the ocean is a dumb approach to our water needs. Please review 5th grade science how water evaporates creates cloud which create rain, which grasses helps hold to soak into our ground to refill our aquifer.
453	Change new home/apartment rules to require water friendly yards & SAWS approved irrigation systems
454	Surcharges should not be based on comparisons
455	I think these new proposals are fabulous. I just hope it doesn't negatively impact residents that can't afford high excess use charges.
456	inform people of the historical nature of the water supply in san antonio / the springs and the rivers that they give birth to were sacred sites for the native people but now they're dry / that's a shame
457	As long as vegetable gardens are allowed to use drip irrigation more than once a week, I think this is a great idea. It's important to penalize the high water users so I think the fines should go up by a certain factor with every violation (ex., double the previous fine with each violation) so a \$100 would turn into \$200, \$400, \$800, \$1600, and so on.

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458	Any fees should be additional to other enforcement, NOT replacement, or else its just a pass for those with money to continue to waste resources. Commercial users (this is ANY address zoned as C, Mixed Use, or I) should have stronger enforcement and larger fees. Commercial, mixed use or industrial properties with aesthetic water features (with or without water recycling system) should be required to provide free drinkable water access to the public. There should be stronger partnerships and programs to create water gardens, integrate water (rain and grey) recycling programs and incentives, and a tie-in between SAWS and the city regarding harsher actions regarding the tree ordinance and development over the recharge zone(s). Developers and contractos need to be held accountable for their lackadaisical approach to our city and how the ecosystem is integrated with our water. As someone whose home can be wasteful (we're working on it), I see all the hard work SAWS is doing to try and curb waste and keep water available to as many as possible. Keep up the good work and I appreciate it!
459	Why is SAWS not able to make repairs to old pipes before they break. Wouldn't water waste and breaks be greatly reduced if infrastructure repairs were made in the fall, winter and spring when the demand for water is lower? If the city would prioritize improvements and repairs to our water system we would be able to better save water, protect our precious fauna and flora, and reduce global warming (a green earth is cooler) - all making for a healthy ecosystem. While I support SAWS putting better protection on new development, the last statement is unclear what I am supporting. Can you clarify?
460	"enhancing the enforcement of irrigation standards" sounds to me like you would require bureaucratic hoops before someone can install their own irrigation system. Drip systems are really easy to install and I wouldn't want any roadblocks to doing that.
461	Customers already pay for their water usage according to their meter reading, so why the additional fees. The customers that water their lawn more than once a week in order to keep their lawn from dying are trying to avoid HOA penalties, as "dead or brown lawn" is not allowed per the HOA bylaws. Please consider this when implementing new water restrictions penalties. We already have too much to worry about with this economy without SAWS and the city looking for more ways to increase their budgets.
462	For drip irrigation, does "vegetable garden" include fruits and herbs grown in ground and in pots? If wording was "edible gardening" to include vegetables, fruits, herbs, etc. I would agree with the drip irrigation for grass or non fruit bearing trees once a week.
463	time of day & wind factor
464	
465	I did not support the majority of the possible statutes because the percentage of ea resident's water usage is not computed accurately or fairly. A SAWS customer bill states what water usage percentage as compared to others. It's always "compared to others", but who are "the others"? I called SAWS to find out how this comparison is computed ...for example, 1) does SAWS know how many people are in ea house or is it a guess?, 2)does SAWS know what size lot each resident lives on or do the care? , 3) does SAWS know what size house is on that lot? I called SAWS last week and asked the representative those exact questions. The representative told me that SAWS does NOT have that specific information about each residence and to compile this information would take a lot of time. So....when a SAWS bill states that "each resident's usage percentage as compared to "other houses" like their own", this is false information because SAWS does not have this information. If SAWS would like to impose fines on a residence whose water usage is 90% above the rest of the residences, it should be compared to the exact same size lot, exact same size house and exact amount of humans living in that house. SAWS cannot compare the water usage of a 5000 sq ft lot to a 30,000 sq ft lot and then say the residents with the 30,000 square-foot lot is in the 95th percentile of houses like theirs. It's Not ethical. In addition, I was also told by a separate SAWS emergency-line representative that the main breaks that are occurring are because 'the ground dries up and shifts which can lead to pipe breaks when we have this many days of extreme heat and no rain', not the reason written in the above literature. That would mean that residents watering their lawn iate actually preventing the home's main pipe from breaking. Broken water pipes definitely waste alot of water, so residents preventing breaks by watering their lawn on their allotted day is helping to save water too. And how about a new requirement for new construction to bury the water pipes deeper to help prevent water main pipes being affected by the shifting dirt in extreme heat and no rain? Bury deeper where the soil is more stable. Thank you.
466	WATER RATES NEED TO BE FAIR TO ALL PROPERTY OWNERS. WATER IS A UTILITY, JUST LIKE ELECTRICITY. CHARGE EVERY WATER METER SAME RATE, JUST LIKE ELECTRIC METERS. NO SPECIAL INTEREST GROUPS. EVERYONE CONSERVES. BUSINESSES AND RESIDENTS WILL FIGURE IT OUT. EVERYONE PAYS SAME RATE. SMART METERS WILL HELP EVERYONE CONSERVE AND SAVE SAWS MONEY FROM HAVING TO HIRE WORKERS TO CHECK METERS BY HAND. IN THE PAST MY METER HAS BEEN CHECKED EVERY 90 DAYS AND THAT RAISES MY BILLS TO HIGHER RATES. NO DIFFERENCE IN PRICE FOR INDOOR AND OUTDOOR WATER OR ELECTRIC PRICES. GREEN GRASS CLEANS THE AIR AND IS FIRE PROTECTION. TREES SHADE HOUSE AND CUT DOWN ON ELECTRIC BILLS. TREES WILL GET STRESSED WITHOUT WATER AND FALL ON HOUSES AND CARS CAUSING PROPERTY DAMAGE. WORK WITH CPS ENERGY AND LET CPS ENERGY FIGURE IT OUT FOR SAWS. ONE BILL FOR ELECTRIC AND WATER. SAVES TIME AND MONEY.
467	What about yard planting in new construction to make sure they aren't water hogs? Also, Unfortunately the other day a well-educated friend who overwaters their lawn said to me that they still water 5 min every day. Don't give up the education and outreach efforts - plenty of people still don't know our yards don't need to be watered every day in summer. She thinks the restrictions are a liberal attempt to limit resources and charge her more, instead of actual best practice to ration and use resources in a drought.

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468	You cannot implement automatic fines on bills until you improve your meter reading accuracy. Last month we had only a \$100 bill even though we had changed nothing in our correctly programmed watering schedule. This was much lower than a normal bill. This means next month we will likely get an abnormally high bill - placing us in the high end of usage - this would trigger an automatic fine under your new proposal even though the problem is a misread meter on your part. You do not have an accurate enough meter reading process to do automatic fines. With respect to drip - retroactively applying a once a week rule is unfair given the investments in landscaping made with the understanding of the current rules. Our drip is installed in a large rock bed, which in the Tx heat/sun, requires a bit more than once a week watering for the landscape to survive. You would be asking us to lose over \$25,000 in landscape investment, not to mention the unsightly landscape bed it would create. Perhaps some limits would work but not once a week.
469	There cannot be a lack of incentive to use water conserving devices such as drip irrigation. Water conserving devices (rotary style nozzles, drip irrigation, cycle/soak) apply water at a much lower rate and need more run time allowances, not less. There is an attitude within the larger cities that "Minutes equals gallons" and this is the absolutely wrong attitude to take to assist the public in understanding and implementing water conservation policies.
470	Hand watering should be restricted also. There are houses in my neighborhood with lush green grass because the owners don't work and water every day
471	WILL PAYMENT ARRANGEMENTS BE ALLOWED FOR THE CUSTOMERS WHO RECEIVES ENFORCEMENT FEES ON THEIR WATER BILLS ?
472	Yes, the concept that drip uses as much as mist/rotar systems is false. Drip requires a limited pressure valve, so it literally cannot deliver as much water as a standard irrigation valve. A 1.5" hose ejecting water at 30 psi is a lower flow rate than a 1.5" hose ejecting water at 65 psi. The flow rate is not the same. Therefore the stated proposal within this document is false. Also, drip does not have the evaporative loss that mist/spray/rotar head water delivery systems offer. It is a slower delivery system, right at the plantings and often underneath landscaping or landscaping materials. San Antonio has been enduring almost 600 days of drought now. History shows both wet and dry season occur here, across our country and planet. It happens. Drip delivery systems to landscaping are a more efficient delivery system to landscaping. Lumping them into the same category as spray system is idiotic in my opinion. Instead SAWS might consider encouraging more drip. Those who install and maintain drip, are interested in making the system efficient and keeping landscaping alive. Drip just plain takes more work to install, more labor, more money. The upside is there is less waste and less water is needed due to less waste. And why not allow users to water in the very early morning hours before the sun rises. It is cooler, maybe not much, and the water gets to stay on the landscaping longer before the heat rises, hopefully allowing more absorption and cooling. People are struggling to keep TREES alive, SHRUBS alive and some are using drip to do just that. Please do not lump drip into the same column as spray systems. They are NOT the same!!!
473	Have more incentives for people to get rid of traditional lawns. Have more info available on how to have lawns with drought-tolerant native plants (like what plants work in an area). Watersaver program is nice but hard to do if a person can't make it to the events/get the info
474	The penalty for extra watering should be high enough that those with extra financial resources will pay attention.
475	When planting native and adaptive trees and plants you need to water for two years (until the plants are established with deep roots). So that would need a variance same as vegetable gardens.
476	
477	The exemption for food/vegetable watering is very important when discussing changes to any watering policy.
478	Why is unrestrained development not ever addressed. As long as the population keeps growing so quickly the water shortage will continue to worsen. This environment cannot sustain so many people.
479	Would like to know if SAWS is still installing new water meters.
480	Will need to regularly update info your calculations are based on. I received email stating that I am using more than average for a single person household. My son has lived with me for the last 5 years. Also, some folks have home business such as massage requiring more laundry.
481	The watering times wastes a lot of water. In the summer months, from 7pm to 11pm, the ground is still very hot & water evaporates. Also, 9 am to 11 am, the sun evaporates all the water. Please change the watering times for the Summer months.
482	Although I do not doubt it happens, I have yet to see a resident wasting water like businesses do. It is not uncommon to see a business watering more than weekly during a drought, or otherwise. It is not uncommon to see businesses running water during a rainstorm.
483	Information and rebates for reusing Grey water in gardens (I. E. Sinks/washing machines that drain into containers for watering)
484	Saws already charges excessive water supply fees and many others which should a crime!! \$278 water bill and only \$96 is water. Everything else is fees. SAWS sucks. You need to stop paying your executives such high salaries. Put that money to the citizens of SA.
485	Please have an annual rain barrel sale! Buying these as an individual customer is very expensive but if SAWS could organize a sale, surely the barrels would be at a steep discount. I was able to get one through a SAWS program for \$30 about 10 years ago. Do people with pools pay a premium for the water. With this excessive heat, and the evaporation of water my neighbors are constantly topping off their pools. Pool covers should be mandatory and enforced. I'd like to see Stage 2 Restrictions become the norm, eliminating what we call Stage 1. We don't need a Stage 1 since there is never a good reason to waste water. Thank you!
486	SAWS needs more money to get more water. Just charge more for high users and use the fees to get more water.

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487	I received a citation in error when a monitor mistakenly considered my neighbor's property to be mine. I was surprised and pleased that a SAWS representative listened to me, made the effort to check my case, determined from a photo that the irrigation was on my neighbor's lawn, and removed my citation. Please see that sufficient staffing remains in place to address such issues.
488	I am very frustrated with HOA watering lawns that no one uses as well as neighbors who have excess water on the streets. Climate change is here and while that is sad, we can look for positive changes and embrace a more diligent water culture as well as plants that are native here.
489	I think watering should start earlier in the mornings vs the current 7-11. A 5-6am start time would be more appropriate as the earlier the start, the less chance of evaporation. The city should also give more options for saws rewards such as giving away rain barrels and compost bins as it has done in the past. This too would encourage less water usage.
490	I don't support the municipal court ticket changing to a fine on the bill one bit! How would someone contest it? You'd have to have original photos of the violation to prove it to me. I have a large corner lot that needs a lot of water to keep it from dying. There should be an allowance for more use for larger yards. I don't need SAWS to tell me let it go dormant, it'll come back, sure just like all the dead yards that surround me. This last bill was the highest ever for me, not in gallons but dollar amount. The bill reading matched my photos that I take regularly, and it's 100% hand held hose watering, still cheaper than one pallet of grass. All new developments in SAWS service areas should be required to install xeriscaping, houses and businesses!
491	<p>DRILL MORE DEEP WATER WELLS IN CITY PARKS! CLEAN UP BRUSH IN MEDIANS AND LANDSCAPE WITH DIFFERENT COLORED ROCKS LIKE ARIZONA. BRUSH IN MEDIANS IS A FIRE HAZARD.</p> <p>CHARGE BUSINESS CUSTOMERS SAME RATES AS HOMEOWNERS GALLON FOR GALLON.</p> <p>STOP PERMITS FOR NEW CONSTRUCTION WITHIN CITY LIMITS--ANYTHING THAT WILL USE WATER</p> <p>ALLOW CUSTOMERS TO WATER TREES THAT CLEAN THE AIR. NATIVE CENTURY OAKS NEED WATER! FRUIT AND VEGETABLES NEED WATER AND HOMEOWNERS GROW THEM FOR FOOD!</p> <p>STOP THE COUPONS TO FORCE HOMEOWNERS TO ELIMINATE TURF. TURF IS GREEN, CLEANS THE AIR, AND USES MUCH LESS WATER THAN FLOWER BED PLANTS.</p> <p>HOME FOUNDATIONS NEED TO BE WATERED TO PREVENT SLABS FROM CRACKING.</p>
492	SAWS doesn't have control, but I have to comment on the large numbers of new apartment, condo and housing developments that have been approved by the city. I would like to see all new development be required to put in any water saving devices that are available. It makes no sense to me that the water situation in San Antonio is severe, but continuing development is approved.
493	<p>We hope you will continue your educational efforts regarding conservation. Your programs have helped us reduce our landscape watering despite having one of the larger lots in our area. We are interested in asking our HOA to modify landscaping rules to encourage more people in our area to transition to drought tolerant landscaping & would love to learn more about best practices in working with HOAs. Can HOA require a % of front yards as grass? can we put rainbarrels on the front/side of the house? We want to support our HOA in keeping the area looking nice while making it easier to xeriscape.</p> <p>We have had to do all our xeriscaping ourselves because we couldn't find contractors who could do it. The information from SAWS has been great but most of our neighbors either don't have the time or physical ability to do it. Also it would be super helpful if you could get one or more of the home depot type of stores to carry the Ivy rain barrels. We have 6 but it took awhile to find them online and slowly assemble the collection. Then we had to build stands for several. It would have been way easier to go to the hardware store & buy the barrels and stands & simply take them home & get them set up. This year I started to think that it is normal for the grass to go brown this time of year & I think this was because of your newsletters & communications. Thank you!</p>
494	I think that charging more per gallon of water used regardless of how many persons live in a household is very unfair. If a household of 6 uses the same amount of water per person as a household of 3, the household of 6 pays much more than twice the amount paid by a household of 3. This unfairly penalizes those with larger families. This should be changed immediately.
495	"Limit drip irrigation to watering one day a week": I support the variance for vegetables and would suggest a variance for establishing trees/shrubs. A drip (or soaker) hose under mulch using a timer is helpful for establishing trees/shrubs. It's also better than hand watering because hand watering involves trampling the soil too much (I already have problems with compaction; the soil where I step often due to yard maintenance is turning into a hard caliche-like mass, with increased runoff). While drip might have the same application rate as spray, drip directs water closer to the ground with presumably less evaporation, putting more water back into the ground. I'm this as someone who values water conservation (we don't water our lawn, we're using far less water than average households during this hot drought and we're often more water-efficient than our Most Efficient neighbors).

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	<p>On changing the enforcement from a Municipal Court citation to a fee on the bill, I would recommend that before the fee is charged that the accounts be reviewed to see if the customer has completed a SAWS irrigation inspection that would enable any leaks to be identified by a SAWS consultant. I do not believe that a fee should be assessed if the consumer is not aware of the leaks, but once the leaks have been identified, the consumer would be responsible for fixing the issue, and would need to have a re-inspection to ensure that the problem has been assessed. This could also be an opportunity for the SAWS Conservation Team to help advocate their programs and how to promote less water usage. Charging a fee without disclosure of a surcharge on the bill to the customer can impact the consumer's lack of faith in the institution charging the fee. If a surcharge is assessed, a full disclosure of the percentage of fees (minimum and maximum) and the impact of the fee charged to the consumer on an annual basis should be provided so that the consumer can have a better assessment of the overall cost they can potentially incur. It is important to inform the consumer of the maximum surcharge to be assessed.</p> <p>If the drip irrigation is limited to one day a week, I would recommend that at least the consumer be provided with disclosure on "tips" for using the drip irrigation effectively to save water. I strongly support that if drip irrigation is limited that a drip variance should be implemented for those individuals who plant vegetables and fruit trees. I believe in sustainable gardening and this variance would ensure that sustainable gardening continue to contribute toward slowing future warming by reducing carbon emissions and increasing carbon storage in soil and plants. Having restricted guidelines can save our water supply, but could adversely impact our carbon footprint.</p> <p>The last concern I have is that a senior be charged a surcharge to their bill. If the accountholder is a senior, SAWS should review the bill and see what is driving the increase. Before charging a surcharge, they should contact the consumer and see how they can better service the elderly community. Many of the irrigation companies are charging high prices to even fix a leak on an irrigation system. I do not believe it is fair that seniors incur a surcharge especially if they try to address the problem that inevitably becomes a financial burden to their household income. As a consumer and resident of the city, I believe that the message of water conservation should also be promoted to the vendors providing irrigation services. I understand that businesses need to increase their profit margins, but at the same time, these irrigation companies are advising homeowners to implement irrigation systems that may not be serving in their best interest. Consumers value the expertise of irrigation installers and sometimes their consultation comes with a sizable price. It is unfortunate that even getting an estimate to review an irrigation system to fix irrigation leaks is costing \$130 to \$195.00 on average. Consumers can perform simple fixes, but to actually implement effective water saving irrigation systems, it is going to cost consumers more money, and seniors may not have the disposable excess income. Rest assured that we all want to conserve water, but the stakeholders involved should understand that water conservation comes with a cost that most consumers are not fully aware of until full disclosure of the costs are made readily available to the public.</p>
496	<ol style="list-style-type: none"> 1. Use Smart Meters to determine illegal watering, and cite the violators accordingly. 2. Improve rebates for xeriscaping. 3. Double the fines from current levels, and escalate for repeat violators over specified time periods eg 12 months 4. Rewards for residential meters in lowest 10% of water use. 5. Use IR thermometers to assist inspectors (if not already being done) 6. Fence fines \$\$ income to support infrastructure repairs and upgrades 7. Rebates for roof runoff storage, irrigation systems not in recharge zones 8. Publish/advertise names of commercial users in lowest 1% use 9. Reward "Best Practices" of licensed, irrigation installers
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499	<p>#1-Pool owners must maintain a water level to avoid damage to their filters and pumps. Even with shade, the high temperatures and low humidity, for weeks on end, increases water demand. SAWS is not including this issue in any proposal that has been sent to residential users. Existing pool owners are faced with the dilemma of maintaining their INVESTMENTS in the pool, foundation maintenance of their home, and some sustainability in their landscape.</p> <p>#2-Size of the residential lot is not in your proposals.</p> <p>#3-The number of people using the property at any given time changes demand. That is not in your calculations, (yet greatly effects our monthly numbers)!</p> <p>#4-Your formula is based on "one size fits all" while implying that fairness is also in your equation. I don't believe that you will find a formula that will include all variables and be fair.</p> <p>Conclusion- Continue with positive responses to the vast majority of the residents that are trying to conserve water. Coercive leadership is not your answer.</p>
500	<p>Allowing a shorter duration of watering times twice per week in the early morning would be the most sensible option. There's no benefit to plants when watering from 7-11 pm since photosynthesis can't take place without the sunlight. Watering from 7-11 am is okay, but would be better if it started earlier and was allowed twice per week to keep plants alive. It's ridiculous that we should accept that our plants should die or go dormant so some people can waste water from 7-11 pm.</p>
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502	Instead of taking away our most efficient method of watering (drip), why not educate people on proper run times? This assessment is not fair or honest- yes .9 gpm on 1' spacing maybe, but drip comes in many different gpm as well as spacings that will use less water. Even better, how about point-source emitters that uses very little water at all- one emitter at each plant? This all or nothing thinking is'nt helping irrigators or homeowners and will only guarantee everything will be dead while watering only once a week. Why penalize ALL irrigators that do take water conservation seriously and design them correctly? Why hasn't SAWS and other water perveyors been inspecting designs and installations over the years if this is such an urgent problem? Drip comes in many forms/sizes and should be utilized. If you say 90% of customers are doing the right thing and following the rules, why penalize everyone? Go after the 10% violators and penalize them!
503	There is a problem with determining excess water usage during exceptional drought such as currently occurring. There is a need in such situations to water trees, shrubs and perennials to keep them from severe damage or death. The larger the yard, the more specimens that need to be watered. This can drive historically high water usage which has occurred with my property. I object to any excess fees or surcharges in these instances. They would serve as a penalty to those who are providing needed tree canopy and pollinators for San Antonio which is a Monarch City. There needs to be exceptions for this water use. I plan on contacting my City Council representative, John Courage, about these concerns.
504	I have a bigger yard, a 5 person family, and a vegetable garden, therefore I am in the top 5% of water usage despite only watering once a week. It is not fair to apply a surcharge for my water use. I should pay the same price per gallon as others
505	Make sure you bill and fine for the total amount of water used—not higher usage than other similar households. Because water is water. For example, I am 1 person and use less than a big family. However, I have been using 10% less than other single people. But during the heatwave I used more than some % of single people—which is still far less than other users. So don't fine me because at the end of the day I don't use much water.
506	Why do we allow people to use and abuse so much water. If they don't respond to one or two warnings/interventions/advisory offers to help correct the problem, they should be fined enough to make a difference.
507	Why is there not a recurring fee for those with swimming pools? Why do the rates unfairly favor those with smaller lots insted of allowing those with larger lots to not be penalized for using more water based on their lot size (but then again, those with larger lots should pay more of a base fee)? I don't believe drip systems use as much as regular systems, however dribbler systems do. Maybe the restrictions need to better differentiate low-usage drip vs. dribbler. Maybe drip should be allowed 7 days a week but limited to the same hours as sprinklers. I am amazed at the inability of SAWS to actually issue citations. I reported one house for 6 months repeatedly watering 2x a week. Another house had been watering multiple times a week for 6-8 months but before 7 AM (hard to miss with the water running down the street). I still watch businesses frequently (and new, in development, places such as that at E Evans Rd + Stonework Spur) watering during the day and on weekends (e.g., the businesses at 17445 Huebner Rd). Why are you not addressing these major water wasters?
508	What am I supposed to do about my dead grass? I didn't put a garden in this year to save water. I can't afford to replace my dead grass. Does SAWS have a program to help me cover new lawn replacement? From now on, I'll hand water every third day instead of every second day as I have been doing.
509	No comments or questions. Thank you.
510	We should ban lawns in Bexar county so that people are less likely to waste water on something that is purely aesthetic like grass.
511	How can you determine if someone who is using drip irrigation in their non-designated watering day?
512	Install smart meters to help customers track their usage closely to real time
513	Drip irrigation is vastly more efficient than sprinkler use and yet you propose penalizing customers who have invested in drip irrigation? Also not a fan of replacing citations with a fee. At least with a citation you have a third party adjudicating whether the citation was fair. I doubt anyone could successfully argue to SAWS that a "fee" from SAWS was unfair.
514	It wasn't long ago SAWS was giving out Drip rebates because it was more efficient and didn't waste water like spray heads, now SAWS is backpedaling after many took advantage of those rebates and modified their irrigation systems. The drip topic will not go over well.
515	SAWS should override all HOA rules which prohibit the use of synthetic turf. SAWS should override any HOA rules that prohibit the use of xeriscape. The amount of xeriscape permitted should be 100% of the property, many HOA's still require a minimum of 25% live turf. SAWS should not be allowing any live turf to be used on any street/road medians and should be prohibited on all new construction of all homes and buildings. All watering of medians should be prohibited indefinitely. My drips do not have the same application rate as my sprinklers. My sprinklers (before converting to mp rotators) delivered 13 to 16 gal/min. My drips deliver 2 to 4 gal/min. The rates between drips and sprinklers are not similar at all. I use drips on my bedded areas, the drips are far more efficient.
516	My household has 10 people. I am getting charged for using excess water every month compared to other households in my area that have 4 or less people. If you look at per person usage our family is actually much lower (except the month our sprinkler broke). Isn't there some way you can account for that instead of punishing people for having a larger household?
517	Does water restrictions also limits homes with underground pools?

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518	<p>Almost every month my bill shows my water usage high above others in similar households. I have an irrigation system and I do comply with Stage 2 rules. Still my usage is high as I attempt to maintain my lawn and trees, both of which are investments in the property and would be expensive to replace. How do I know if I'm in the 90% usage or 10% too high usage category? Since my usage is high, would I be charged a fee, even though I comply with Stage 2 (or any Stage) rules? Other than the irrigation system, only 2 of us live here so we run the dishwasher and washer less often than other households. One other thing I would like addressed: Our driveways and sidewalks are in desperate need of cleaning and we're not allowed to power wash. Can you address other options?</p>
519	<p>Put a moratorium on new lawns and pools until the aquifer is at a level with no conservation action needed. Charging users more \$ doesn't really help because you can't get the water back.</p>
520	<p>No questions or additional topics, just comments. All I can say is, it's about time! On any day that I'm in my car, driving to work or running errands or visiting friends, I always, ALWAYS see automatic systems watering during the heat of the day, most at commercial establishments. I see water in the streets from poorly maintained or adjusted systems...and I see yards so lush and green I would think I'm in a rain-soaked climate. Meanwhile, my front yard is dirt, as is most of my backyard. Unfortunately, the only way to get some folks attention and affect change is to hit them where it hurts....their wallets! I've always wondered why high water users weren't charged more.</p> <p>I'm moving out of state in less than two weeks, so best of luck with managing water usage in the San Antonio metropolitan area!</p>
521	<p>I would like to point out that the meter is not read properly month to month therefore resulting in true ups that position the customer in a higher usage and pay rate bracket. For example, I have had multiple bills showing the absolute exactly the same amount of usage for two, sometimes three month straight and then a huge bill to catch up. If SAWS is planning to institute high usage fee, the meter needs to be read accurately month to month.</p> <p>Additionally, how can you tell that one month's usage is irrigation related? People install pools that require full ups, initial fill up being a large water commitment. In the summer heat, evaporation is high so we for one need to fill the pool once a week with a hose running for an hour at least. It also does not account for leaks that the customer may not be aware. I agree that people who violate watering restrictions should be fined, but a blanket fine for high usage is not the best gauge to determine this.</p>
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523	<p>the thing that discourages me most of all is seeing some customers (HEB) watering their grass in front of the gas station at 11 am on Wednesday last week. It is upsetting for those of us who have really cut down on the usage as much as possible and that kind of watering is happening. There are also subdivisions watering their entry grass and letting it run down the street.</p>
524	<p>I only plant heat-tolerant, drought-tolerant plants. But I have a large yard, and I water the entire 7 am - 11 am because of the extended triple-digit heat. This 4 hours does not include the plants in my backyard. It says I can also water from 7 pm - 11 pm on my day, but will that make me a high user? I am afraid that even though I am watering during the designated hours, and only on my designated day, that I may be deemed a high user. I don't think it is fair if I am watering when it says I can. Plus I don't want to find out I was deemed a high user only when I get my bill. Is there going to be communication with users if their usage is high?</p> <p>Also, I think commercial and government fountains should be turned off in these harsh times. Private swimming pools are required to be mostly covered to avoid evaporation and the need to be refilled. Fountains are unnecessary.</p>
525	<p>I support the drip irrigation change if edible gardens are exempt. Many of my neighbors water multiple times a week, water the street with auto irrigation, and do not follow the day/time restrictions.</p>
526	<p>While I agree with all the attempts to sanction excessive use through fees, considering the account holders that it would probably impact, they're unlikely to take it seriously unless it's a percentage rather than flat fee. They're likely to have deep pockets and probably wouldn't be bothered by fees unless they're serious.</p>
527	<p>Dear SAWS:</p> <p>The Edwards Aquifer has a physically unlimited supply of water. We are regulated from using it by the ruling of a liberal judge of the 1980s, Lucius Bunton. We now have a more reasonable set of justices in the United States Supreme Court. In the interest of human flourishing, please consider suing to overturn the ruling by Lucius Bunton.</p> <p>Despite the best laid (and horrifically expensive) plans by SAWS and the EAA, we are likely in a drought cycle that will likely continue and break them. Let's not elevate the propagation of endangered species in a live spring over human flourishing. The endangered species somehow survived five weeks of no spring flow in 1956 - they can do it again. Instead of grinding human flourishing to a halt, let's raise the endangered species in an aquarium over the two year drought period to come and return them to their natural habitat thereafter.</p> <p>Let's re-establish human flourishing as the priority and stop the false crisis of the Edwards Aquifer and the absolutely ridiculous higher expense levied to support it.</p>

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528	Maintain hand watering daily to protect homeowners foundations. Our household xeriscaped 3/4 of the grass on our lot. For the past two years we have had to plant new sod due to the drought. Realizing our water usage goes up tremendously to get the grass started but this year three months of extreme temperatures and very little rainfall will require us to plant again next year. We are not allowed to xeriscape all of our lawn area due to the Standards set forth by our homeowners association.
529	I do not support the second change because I received an email along with quite a few other people that I am in the top 5% users. We are 2 people in our house and shower daily, do approximately 4 loads of laundry/week, run the dishwasher twice a week, run our irrigation on my designated day (have had SAWS consult and readjusted my irrigation system including capping off 3 zones), hand water plants in pots twice a week, and I don't have a pool. I check religiously for leaks and my water bills are consistent. I feel we are doing everything we can to conserve water and also not lose hundreds of dollars in our landscaping. My grass is brown and crunchy. I feel that there are so many abusers of the rules, when my neighbors lawns are lush and green obviously there is disregard. Also eliminate hand watering every day, that uses up so much water and people are using that to keep the lawns green. This should be an effort across our vicinity, I hear from people who live outside SA proper that they don't have restrictions...aren't we all drawing from the same source? This is a serious situation and SAWS needs to get tough and assess who the true offenders are and not sent our blanket emails accusing people who are trying their best to comply.
530	Why would you not allow once a week irrigation watering to begin as early as 6:00 AM in the morning from May 1 to November 1? A well designed lawn sprinkler system can place 3/4 to 1 inch of water on a lawn in less than 2 hours and that water can penetrate down to the root system before the 10 AM Sun and heat can diminish its effect.
531	Based on my research, this statement made about drip irrigation is false: "Drip irrigation has the same application rate as spray irrigation." Multiple websites (and my sprinkler company) indicate drip flow rates are significantly less than spray. If added restrictions are placed on drip, we will consider switching back to less efficient spray. Please provide support for your statement regarding drip application rates.
532	Green lawns represent numerous choices inappropriate for our area. SAWS and numerous organizations have provided better alternatives. The best of those are in the context of landscaping with native plants. In addition to the consequences described, providing continued education and incentives should work to encourage and support better choices. There are many recent examples of the use of revenues from the list of penalties to support and encourage sustainable changes. We have all known this time would come. Make use of the accumulated knowledge and experience of organizations and individuals who can provide a community of change now when it is truly needed.
533	What about the fact that some drip irrigation is used to stabilize home foundations during extreme heat and drought?
534	What about people with pools. I have a solar cover and still need to add water via a hose. I was wrongly accused via a nasty gram about using a high percentage of water. I called the next day to dispute and discuss. 1. I only water on my designated day which is Friday. I water according to the rules that are posted. 7 to 11 AM or p.m. Two I only use my hose to water my severely depleted lawn which is over 50% brown or hay in a lot of places. You are welcome to come visit my lawn. Three. I have a Pool in order to keep my pump from freezing up. I must have the water level a certain level. I also have a solar cover to help with evaporation. However, I use a hose, sometimes twice a week on an automatic timer to fill up the pool to the appropriate level so the pump doesn't seize up. What considerations will be taken for those with a Pool? Thank you
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536	The 18,000 gallon limit is much too low for the limit. Understanding that some homes have pools, larger yards, more landscaping and then being penalized is not at all right. It is essentially an added water tax on families that live on larger lots, have pools, or even just have more family members living at a location. All this will do is lead to dead lawns and landscaping, which will lead to more water used to put in new landscaping. I follow the rules as they are. Charge me for the amount of water I use, nothing more. The offset here is not all families live in homes with yards and/or pools. Please don't make this into the haves and have nots. Also, would like to see the rules on car washing changed to allow for non-weekend washes. I often work weekends, and as such am not always available to wash cars on the weekend. What if we made it weekends AND your watering day?
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538	If this proposed change is to 'ensure conservation ordinance rules fairly apply to all SAWS customers' then the proposal for stage 3 that involves a surcharge is not fairly applying this. It would penalize those with larger lots.
539	For those whose water use exceeds the proposed 18,000 surcharge a few months of the year while the remaining months are well below the surcharge level, the SAWS proposal seems unnecessarily punitive. In our case, typically July and August are our heaviest use months depending on when, or if, we receive rainfall. That notwithstanding, our overall monthly average water use for the most recent 13 month period is well below the proposed surcharge level. It seems far more equitable to consider a 12 month rolling average rather than penalizing users for a moment in time.
540	Why doesn't SAWS get water from different sources. Penalizing customers that are trying to maintain their homes foundations and yards is not the way to go. The only winners will be foundation companies.

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541	<p>We have a pool, plus a moderately large yard. We must keep the pool properly filled so MUST add water, especially in the heat of the summer, probably twice a week. We are REQUIRED by our HOA to maintain our yard and property in general properly cared for condition. We are restricted to the amount of xeriscaping we can use in our yard by the covenants, as well as the type of plants we use.. I feel that the new proposals punish people who have larger land area to maintain, plus covenants that limit or prohibit our ability to reduce our water use. You are putting at least THIS homeowner in an untenable position. Add to that that in years past homeowners were encouraged to put in drip irrigation saying that it was a more efficient use of water because you had less evaporation of the water used. Now you are saying that it's no better. Charges should be proportional to the size of the residential property AND the covenant requirements of the area, as well.. I see no provision for that. I am guessing that the assumption made is that if you have a larger yard area you also have a larger bank account? That is not a fair way to assess the user. Also provisions should be made for subdivisions with strict requirements as to how yards must be maintained and how much non-green area can be incorporated in the yard area, because this is not the individual homeowner's choice. The proposed changes are punitive to those of us who are wrongfully believed to be profligate in our water usage. We are NOT. We may have more constraints because of where we live as to what we must do with our water. But we are not water-wasters and should not be unfairly surcharged. Please do your homework. Check out the covenants of Inwood and others to understand the requirements for those of us who live here, plus the lot size that must be maintained according to those requirements. We are between a rock and a hard place.</p>
542	<p>The problem with these proposed rules in my view is it does not take into account lot size. Larger lot home are definitely being penalized by these proposed rules. There is now way for me to keep my turf alive with 18,000 gallons a month total home usage.</p> <p>We conserve at our Inwood home by making sure we only wash full loads of laundry and dishes, not leave water running while brushing our teeth. Installed low flow toilets and shower heads, and all the other obvious techniques that are important for conservation. But the value of our home is largely affected by its landscaping and it becomes a very harsh economic hit to our home value to have a dead and dying lawn and planting beds. I have removed turf, Installed a new lower usage irrigation system at significant cost, hand water when I am in town to minimize needing to drip the beds, but when gone for a couple of months to our second home in California, we have to run the drip as well as the regular spray systems to keep things alive in the furnace of a place we call San Antonio, Texas in the summer months.</p>
543	<p>A sliding scale threshold water usage floor that escalated for increasing lot size before the surcharge kicks in would make the process more equitable in my view.</p>
544	<p>No exception for residents who live on large lots is wrong. In theory, my neighbor who has a very small lot, could water every day and as long as they stay below 20,000 gallons, will not get fined, while I, who live on a one-acre lot and own a pool and follow the rules but uses over 20,000 gallons in a month will get fined. I can see the lawsuits happening already.</p>
545	<p>I am local irrigator Here in San Antonio. Watering hrs should be 5-9 am and 8-12. Programming mismatched time is extremely confusing and hard to program Not to mention getting people/clients to understand.</p> <p>Surcharges is not the answer. It will not gain much to getting those to conserve. They already are, they are the ones who now pay allot not, and are very aware of usage. Penalizing them is wrong. Drip allowance 3 days a week should be allowed. Drip is not what has increased saws usage. Where is your data. Increase in overall usage was the reason last year. Most who had landscapes where cheating, and hand watering to keep from loosing Multi thousands in plants. Drip must be installed correctly so not to run long times and over use. I will tell you most irrigation companies are not putting it in correctly. That makes clients run zones much longer to get coverage.</p> <p>Good quality drip installed correctly is extremely efficient and is the only irrigation answer!! I have talked many clients into investing in it and now you want to take it away. This is the only tool we have to get clients to conserve in irrigation equipment.. Pushing master valves with pressure regulation is also another tool.</p> <p>Your pushing penalties is causing Customers to put in rock. That is just heating up the city and making things worse. You are going the wrong direction!!!!!!!!!! More dirt for field holding capacity is much needed. Allowing 6 in of soil on hill country rock is not right. That always ends up 4 inches!! More on education in complex programming would help. You can only squeeze so much blood out of irrigation. The idea that always hitting irrigation systems is not the answer. Landscapes are very complex and need to be constantly addressed. And saying st agustine is a water sucker is NOT CORRECT. It is the only turf that will grow in the shade. All aspects of landscape must be addressed not just cut, cut cut on irrigation. Make people invest in correct landscaping, not just plug a plant in the ground and water!!!!</p> <p>Also, basing Restrictions on 1/2 in per week is WRONG!! Keren should be very aware of that. She was in the same auditing course i was. 1/2 is only for a short survival time. IT IS UNSUSTAINABLE MONTHS AND YRS ON END! All your data is skewed wrong. Especially for turf. Also comparing water users of landscape to non landscaped is misleading. Many do not mind having dirt and rock for yards. Your regulations will make everything worse in the long run. It already shows now.</p>
546	
547	<p>Residential users shouldn't be prohibited from irrigating under any circumstances -just pay higher rates based on volume threshold</p>
548	<p>Rules must be equally applicable to all water users. Higher volume residential users are not limited by volume but pay higher rates based upon volume thresholds.</p>
549	
550	<p>The usage of 18,000 gallons a month during the summer months would not be equitable to all SAWS customers. There must be some accommodation for larger lots/pools/family size to allow more than the 18,000 gallon usage that SAWS proposes to apply to all customers - something like a usage ratio per acre of your lot. It also needs to take into account whether your lot has a pool, which can require additional water during the summer months due to evaporation. Even without running our sprinkler system AT ALL in the summer, our household of 6 people uses greater than 18,000 gallons a month.</p>
551	<p>You make too much money off the good people of San Antonio now as it is ... and your service in and around San Antonio is NOT what it should be ...</p>

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556 Strongly support

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I understand the need for Question 3, but comparing drip irrigation to above ground spray irrigation is wildly inaccurate. Drip irrigation is by far the most efficient use of water. Having drip as a similar type to above ground does not account for any of the water lost due to evaporation or high winds. I can water a plot with 5 gallons of water through drip and a separate one with sprays. With the same amount of water, the landscape will hold up much much better with drip irrigation. Maybe education on drip irrigation is needed for the public to install and operate it right. Either way, drip does not need to be lumped into above ground irrigation methods.

558

Limiting drip irrigation to the same schedule as spray irrigation will affect tree bubbler irrigation and is counterproductive to the intent of COSA's Landscape Ordinance. Newly installed trees cannot survive without daily watering before establishment. The equity that the City is building through tree planting will quickly be lost in the dust of dying landscapes if these changes are enacted.

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I'm glad you all included a veggie garden clause in the language. I'm also curious if running irrigation around building foundations has been discussed? Typical homes in SA have very limited soil depth in most areas of San Antonio, watering with drip/sprays/rotors in a shallow soil horizon will likely produce run off if residents are trying to apply water only once a week. Two or three days a week would be better. Even if it were limited to evenings or mornings. Be nice to spread out the watering to 8hrs throughout the week. For the commercial applications, not being allowed to water code required trees and planting areas may be a challenge. Would like to encourage discussions with DSD Staff on how to move forward.

561

In regards to the fee on the bill over the citations. How will SAWS handle faulty irrigation systems (stuck open valve)? SAWS customers are being fined for stuck open valves or faulty controllers. I wanted to contest a stuck open valve (water violation) for one of our HOAs that we maintained. The HOA informed me that the property manager and the property managements attorney would have to be present at the hearing. I decided not to waste their time and paid the fine. HOAs use alot of water!!!! Can SAWS design a system for Landscaping companies to contest some of the fines, fees and citations for companies with licensed irrigators or licensed irrigation technicians and document license #s of the companies contesting so that landscaping companies don't take advantage. In other words, licensed irrigators only get to contest fines 3 times a year with proper documentation? Im curious to find out how much water the top 10 landscaping companies in San Antonio are in charge of with the programming of a controller? Drip irrigation if not maintained correctly (regular checks and mulching to prevent sun exposure) is a huge problem I understand that. It would be a punishment for those that do maintain their drip systems though. I strongly disagree with limiting once a week drip irrigation. San Antonio already looks like a desert compared to Houston, Dallas or Austin. This would make it worse. There would not be any color (flowers). With sun exposure, drip fittings and drip tubing does deteriorate and causes leaks I understand that but there has to be a better solution, 3 days a week for drip, one day a week would be depressing.

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1. Does this new proposed hour change include golf courses, sports fields plus municipalities?
2. "Enhancements" is vague. What are you actually proposing?
3. Are the top 5% residential numbers used for suggestions or does the algorithm use something else?

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To Question #1: anything to unburden the court system.
 Your proposal for Question #2 does not guarantee compliance and your video presents it as a money game rather than water savings. I do not have a better solution to offer. Perhaps daily monitoring these 5 percenters if your new meters will enable that.
 I understand your premise for Question #3 but by eliminating evaporation due to above ground delivery, drip irrigation remains superior to spray and should not be regulated similarly. Consider also that your proposed change will impact tree bubbler irrigation and without daily soaking of the root ball, a 5"+ tree will not survive a dry San Antonio summer in its first year. Foliage pulls so much water daily from the root ball that the surrounding soil, even with good moisture, cannot replenish quickly enough. This is a condition we deal with on almost every project. If swimming pools are worth 1,200 gallons per month shouldn't trees, especially City Code-required ones, be worth the same?
 To Question #4, who monitors this? City already subjects irrigation design to stringent review but drops the ball terribly on installation. I understand that manpower is expensive, but the wild west of installation will not be tamed without water cops spot-checking. Who will do this?
 Your proposed watering window schedule in Question 5 stretches the mid-day no-water period from 8 hours to 11. While your feedback from customers with established landscapes may favor this approach, it will severely impact newly installed landscapes and a 30-day variance provides little comfort in an extended drought. Perhaps a first-year variance for new landscapes? Could post "New Landscape" or "Baby Landscape on Board" signs.

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570

571 No surcharge

572 I think its insane to require developers and business owners to install trees that cant be watered by drip/bubblers during a drought to ensure their integrity

573

I think there is tremendous inequity with the water restrictions - there needs to be a way to properly evaluate water use based on a number of factors such as lot size, number of residents etc...
 I also believe that drip irrigation was sold as a more efficient way to water. However, the new regs will limit the drip. People are disappointed to learn that the extra \$ they spent on drip systems to be more efficient will not be allowed in the same way that they were previously promoted.

574

I don't support automatically adding a fee to any bill because it amounts to "taxation without representation". There is no recourse for billing errors or illogical billing policy since those on the phone with customers have no authority to correct illogical billing issues and they will not transfer you to someone who does. The only opportunity for redress that I have found, is a class action lawsuit at the customer's expense. The billing entity should be the one to initiate legal intervention as with all other businesses. I have no issue with charging water wasters at a higher rate or assessing a fine if warranted.
 I do have a serious issue with the new rate increase being initiated by raising the minimum usage from 1492 gal./ mo. to 4400. Why charge single, mostly elderly homeowners for an additional 2 1/2 times as much water? Doesn't that encourage water wasting? Doesn't it penalize those who xerescaped their yards to conserve water as you encouraged citizens to do? I never exceed 1492 gal. I conserve. If I'm going to pay for 4400 gal., why conserve? You are encouraging waste in order to make more money on the backs of those least able to pay and being the most conservative. It's not logical. With the new meters, you know how much we use. Why not charge based on actual use and increase the per gal. charge after the next tier is reached? You could be just and encourage conservation.

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577 Need to address some ongoing issues and concerns. Will follow up.

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I appreciate these improvements in enforcing regulations to conserve water. I regularly see homeowners violating the current drought restrictions in my neighborhood without any seeming consequences that bring about changing such behaviors.

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Please consider allowing drip irrigation more than once a week, maybe 2-3 times. I have garden areas and have recently planted shrubs that need more than once a week the first year (little water after that).
 I'm out of town for work at times and don't want the vegetables to die while I'm gone.

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585 Since drip irrigation is more efficient, it doesn't make sense to limit it further. If some homes/businesss are using too much water with drip systems, then notify them of the problem so they can fix it.

Those of us Senior Citizens who do not have irrigation systems cannot and should not be wandering around in the dark (including at 5 AM and 9 PM). It is a safety concern with the possibility of tripping over tree roots, cracks in the side walks, etc. It is also a safety concern due to unsavory people roaming the streets at night and wild animals that come out at night such as skunks, deer, and snakes. When it is dark, you cannot see where the water hits the grass due to how the wind changes. There are higher chances of fungus growing when you water at night. Please seriously consider my concerns!!!

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588 I do not see how SAWS can enforce new rules any better than the one's arbitrarily enforced now. SAWS doesn't have enough oversight and I don't agree with new ones that will give even more power to a monopoly!

589

590 Thank you for considering all of us who are very much trying to do our best to conserve our resources.

591

592 saws should scrap its conservation ordinance and adapt the city of mckinney texas irrigation watering code it is far superior to the one saws has in effect which is basically turn off sprinkler systems and let you landscape die or look like [expletive]

593 in a house hold of 6 more water consumption would occur and charging a surplus is unfair. We parents were divorced and each had a house hold of 3 the consumption would not be as high per household and would not be penalized.

594

595 My concern on water usage is the massive amount of apartment buildings being built, and the amount of water they use. Additionally, golf courses use millions of gallons each night.

596 It is important to conserve water which I agree on. A couple of years ago, a drip system was installed to conserve water. I think allowing two times a week to be used instead of once. Thank you.

597 Consider reducing the water by sprinkler etc by one hour: 7 - 10:00 a.m. and 7 -10:00 p.m., or 8 - 11:00 p.m.

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601 Charge a higher rate for appartment complexes and other high occupancy buildings. Also work to put a stop on these type of buildings for a few years

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603 Inforce businesses to water later. They have pre set sprinklers. Limit apartment clients not to be wasteful. Let homeowners know if water is own for 3 consecutive hours. We need to know.

604

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606 In conjunction with all these rule changes will SAWS also ask San Antonio City Council and Bexar County Board of Supervisors to institute a "New Construction Moratorium" for residential and commercial construction until current drought conditions abate, and the aquifer rises above drought level? If not, why not? What are the qualifications and the name of the rate consultant hired by SAWS to assist with the development of the surcharge and the fee on bills? What new costs will SAWS incur to enhance the enforcement of existing state and local irrigation standards? Will these new costs be offset by the savings generated from the enhanced enforcement? If so, how is this savings calculated? If not, why not? How much time will it take for SAWS to review the plans for every new irrigation system? Shouldn't the State handle the enforcement of existing State irrigation standards?

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609 Would like to see limited construction of apartments as the have so many tenants that use lots of water without regard. Also person that are high users might be able to afford the imposed penalty and not care about how much water they use

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611 If water is in such a low demand for CURRENT residents why do we continue to allow apartment communities and more housing communities. Where is the regulation in construction for housing and to be more specific apartments and new communities with small lot sizes/increased number of homes. It's simple supply and demand
To use words from my fellow SAWS customer — Your latest Newsletter (March 2024) insinuates that the increased water demand "Especially over the last two summers of record heat and severe drought" is related to existing water rules and noncompliance of some users. I agree that this is a contributing factor, although a small one. I am of the opinion that the major increase of demand is due to the increased and never-ending construction of high-density apartment complexes within the San Antonio city limits as well as Bexar County.
I am wondering if this is also a concern for SAWS. If it IS, your proposal for new watering rules to the Board of Trustees as well as the City Council should include a moratorium request on high density residence construction.
If it is NOT, you are not really addressing the increased demand and only punish and affect single family residences and that would not be fair as your statement reads: Changes should be effective, efficient and fair.

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613

614 Drip irrigation is more efficient than sprinklers or handheld watering. This proposed rule is basically telling SAWS users not to plant food crops for their consumption. Food crops need more than weekly watering. Hand watering can lead to fungus and insect infestation. Hand watering also has more of an opportunity for evaporation.

615

616 I live alone and am not willing to go out after dark to move the sprinklers in my yard. We need daylight times to water. Please do all you can to reduce the exploding volume of apartments. If we don't have sufficient housing, maybe they should live elsewhere. We cannot exist without water, yet it appears that developers are in control of our water system, instead of you. Commercial venues bring in lots of money & it appears that they don't mind wasting as long as their customers are happy. We are all in this together. Water wasters are harming others. Visitors to our area need to respect and appreciate how much we value our water supply. Hotels, restaurants, amusement parks should all make a renewed effort to encourage their guests to avoid waste. This is the only world we have right now.

617 None

618

619 I feel that the increase in population from all the new housing/apartment construction is the biggest drain on our water. There needs to be a limit to this population growth or a new source of water needs to be found!

620 Allow sprinkler system testing during stage 2.

621 the fee should apply to those who consistently overuse the water as they obviously don't care about receiving a citation as they are concerned about keeping their grass greener than others.

622 For some older individuals with limited income, increased billing due to misuse of other individuals needs to be addressed in some manner.

How about you actually enforce the current water restrictions that are already in place? Every morning I go by the same houses watering every single day. Plus do you really think that this unlimited construction and rape of our natural lands and resources don't have anything to do with the lowering water levels? Seriously? And don't even get me started on golf courses and businesses watering with no rules or restrictions. There needs to be a moratorium on new subdivisions, new apartment complexes, etc. Those of us who do observe these draconian watering restrictions are going to be the ones taking the brunt of any new regulations.

623 Thank you,

624 I think requiring new apartment and home builders to use native plants, xeriscape, is a better way to conserve water. New installations of sod should be banned, or the high use surcharge needs to be higher.

625 I understand SAWS is just another profit/taxing entity totally responsible to City Council who sets your annual "contribution" amount without regard to ratepayers. So, every year you find some way to generate that additional revenue which goes to the City general fund without benefit to SAWS ratepayers. The handing of water and energy rates is arbitrary and capricious with little to do with usage and continues every day to discourage new businesses without having to give away outrageous "incentives" to entice businesses to move or set up here.

You people are doing NOTHING to increase the water supply which is clearly what is needed.

626 Your punitive enforcement approach has been wrong-headed.fancy. Rather than a punitive approach, a simple progressive rate structure would still provide the conservation needed and preserve individual freedom. Looks like you are swirling onto that finally. I have not watered my grass in three years and am a fairly low average user. I think a method to track and credit a below average user and allow a consumption spike (such as filling a pool) to be accommodated without punishing the customer is in order.

627 heres my take on this you guys threatens me more times than i can count last summer!!! all of my grass was completely dead! i was just watering my newly planted trees and shrubs, meanwhile miles of stone oak park way was as green as it could be and everywhere i looked people's grass was so green if you are really concerned about water constvation than target these business that absolutely do not need green grass!!!!!! and quit picking on me!!!!

628 Can you provide assistance for people who have faulty or aging irrigation systems that result in higher than necessary water usage that would lead to a repair and retesting option (leaks in the system, problems with the controls, etc.)? Can you propose a reduced category rate for users who are more thrifty than others based on water use per home added to a factor of irrigation use per square foot of pervious cover? This could represent users who practice planting native drought-tolerant plants, xeriscaping, rainwater harvesting, greywater systems or other strategies. We are very thrifty with water use inside and outside the home and yet have a very lush property that heavily shades the house and further reduces energy by keeping the house cooler in summer. My winter water use average is 1,194 gallons, and my monthly total bill is usually less than \$33. A rebate available for installing approved and inspected rainwater harvesting systems would be nice. Maybe you can add it to your WaterSaver coupon program.

629

Again I notice throughout your explanations that you never seem to address variances for handicapped people. Most of us are unable to use a hose because of balance or strength problems. I think this is something that you need to address. It is not fair to assume that we are subject to the idea of once per week and able to use hand held hoses.

630 While I notice that all of your explanations begin with being fair to everyone using water. What I don't understand is how we can continue to add new users, both domestic and industrial, to our system. Effectively, this implies more use by newcomers and more belt tightening by all the old ones. Are you every going to limit further expansion?

A	
631	People with large houses and many people living in the house would be unfairly penalized for high water usage even though they have no way to stay below the threshold for the high surcharge. In my case, my landscaping would all die if I maintained water usage below the threshold because I would NEVER be able to run my irrigation system. Replacing landscaping would cost me thousands of dollars. I follow the water restrictions carefully and should not be penalized simply because I have a large household and a big lawn.
632	
633	Your News letter insinuates that the increased water demand "Especially over the last two summers of record heat and severe drought" is related to existing water rules and non-compliance of some users. I agree that this is a contributing factor, although a small one. I am of the opinion that the major increase of water demand is due to the increased and never ending construction of high density apartment complexes all over Bexar County. Looking at the apartment construction in the LAST TWO YEARS just along Loop 1604 between US 281 and I35 is mindboggling. I am sure the same holds true in other parts of the city. I am wondering if this is also a concern for the SAWS ? If it is, your proposal for new watering rules to the Board of Trustees as well as the City Council should include a moratorium request on high density construction. If it is not, you are not really addressing the increased water demand and only punish and affect single family residences and that would not be fair as your statement reads : Changes should be effective, efficient and fair.
634	Respectfully, Obviously water conservation is a continually growing concern in Bexar County. Why is it not proposed that all new construction require mandatory Xeriscaping? I have noticed many retail parking lots using sod and irrigation in parking lots which is an extreme waste of water. Also, why do the watering rules not apply to those with extremely high property values? Alamo Heights, Terrel Hills, King William district, golf courses, and others, are watering at rates like the rules don't exist. The rules should apply to everyone. Xeriscaping and native drought tolerant plants should be heavily encouraged if not mandated for all new construction residential and commercial.
635	
636	I disagree with the surcharge for single family home ownership having a surcharge for overage during the stage three drought as currently proposed. I think that it should take the house hold size as well as home size into account. A family of 6 in a 4 thousand square foot house is going to use more water then a family of two in a smaller house or even a house of the same size.
637	
638	Having a use amount per household is absolutely unfair. Family size should matter. A family of 6 or more would use way more water than a single widow with no children. To penalize big families with a surcharge is EXTREMELY unfair and biased!
639	High use should be proportional to square footage of home, number of occupants in the home and property size. A 4,000 sq foot home on a half acre lot with a family of 6 will use more water than a 1,000 sq foot home on a quarter acre lot with a household of 2. At a bare minimum the high use surcharge should be per/person not per household. In your example above, 18,000 gallons on a family of 6 is 3,000 gallons per person. 18,000 gallons on a family of 2 is 9,000 gallons per person. Laundry alone for 6 people is more than 2 people. I think the proposed surcharge unfairly punishes large families.
640	I do not support "changing the watering hours to 5-10 a.m. and 9 p.m. to midnight to help reduce high demand on the energy grid in the evening." It is not the citizens' fault the energy grid is not sufficient, and the watering hours are difficult enough as they are to meet. While I would personally prefer to having zero grass to water, due to the expansive nature of the soils in San Antonio, it is crucial that we are able to maintain the soil moisture around our home via artificial watering so as not to compromise our home's foundation. Requiring citizens to either apply for a variance or waste valuable time hand-watering is undue and burdensome.
641	Thank you for this survey!
642	I recommend SAWS adopts Stage 1 restrictions for all year round to save water. Any loss of income (which I was told why SAWS has not adopted this in the past) can be made up by charging higher fines... can it not? It's worth looking into once again.
643	Need to provide for drip systems for vegetable gardens in the same proposal. A high use fee should not be applied because the SAWS pricing scale ALREADY has a serious skew towards volume which it incorporates as its "equity pricing model". There is also a requirement for transparency regarding who is in the sample set which is the base determination for high use as a percentage of all users. Presuming 5% of "users" = addresses that have water service in Bexar County, there should be a normalization for size of lot/area to irrigate. SAWS does not know for instance, how many residents occupy any particular address (and to require that information is a serious invasion of privacy). There are assumptions being made to place a property in the top 5% of users and those criteria must be very clear to be fair no matter what the use policy regarding how to curtail consumption during drought periods. Finally, there has been a surge of population in all Texas cities over the past few years due to economic conditions (population shifts in the country) and immigration shifts (large numbers of newcomers now residing within the state and within the city). What is SAWS doing to meet these additional demands without continuing to decrease the water allocations to extant residents?

A	
644	Good water
	Because drip irrigation uses less water than regular sprinklers, I do not support imposing new limitations on the frequency of drip irrigation. The impact on those restrictions will be smaller than those on regular sprinkler systems. Ramping up enforcement of the existing rules for families and properties that disregard the once-a-week watering restrictions will be a better solution. Also, because installation of a drip irrigation system is expensive, limiting its effectiveness will create a burden for families that have just invested in it.
	Lastly, I had understood that the investment in the Vista Ridge water project would ensure that we would never, within San Antonio, ever reach Stage 3 restrictions. Diversification of our water supply, and
645	particularly taking full advantage of the new Texas Water Fund opportunities, would be an excellent approach.
646	Would hope there is a grace period for the irrigation time changes that are proposed.
	We have one of the larger yards in our neighborhood. We're concerned that applying a fee on the top 5% water users targets larger lots that will obviously use more water. Additionally, we are family of 4. If you are to target the top 5% then you have to develop a way to determine normal water use vs excessive for each unique homeowner.
647	We're quite shocked that in the proposed changes there is still no restriction on hand watering. Many of our neighbors hand water daily, often for 2-3 hours at a time with water pouring down the curbs. We feel that strong restrictions should be placed on hand watering because homeowners are taking advantage of the rules and wasting water. No one needs to water their grass daily.
	I think SAWS should provide incentives to replace grass with astroturf like what COSTCO has in their medians in the parking lot. I would replace my front lawn with this grass if I was provided an incentive. This way my grass would look great year-round meeting the expectations of the HOA and I wouldn't have to water the grass. I also think that bonuses for SAWS executives should be curtailed and that money used for other projects that would bring more water to San Antonio. SAWS cannot keep up with the growth of San Antonio with all the businesses, apartment complexes and houses that are being built. I'm not sure if
648	there is some way that construction can be curtailed in order to allow SAWS to find ways to accommodate the water needs of those areas first before construction is started.
649	Your focus is on residential usage. How about commercial waste? Time and time again you can see commercial sprinkler systems going full blast during a heavy downpour.
650	
651	
652	It sounds like a good plan to curb water wasters.
653	
654	We need more patrols out. Too many people are ignoring the current regulations. Give a warning the first time and then hefty fines thereafter \$250 to \$1000. That will get the attention of violators!
	This is simply a money grab. You already penalize homes with yards and large families by charging more for water at higher use thresholds. How is that fair?
	You also take my money to reduce or eliminate the bills of other families, further increasing my costs to run my household. In case that isn't clear, you are stealing from me.
	As for energy use, that isn't SAWS concern and is dishonest in intentions. Further limiting the time I can use the water I pay for to water my garden and lawn is simply and attempt to reduce water use. We haven't forgotten your turning off our water during the freeze in "solidarity" with CPS' poor planning.
	The Aqua Vista project was supposed to help eliminate watering restrictions by supplying 16.3 billion gallons of water annually to San Antonio, yet SAWS acts as if we don't even have that system in place. We haven't forgotten the 10,000,000 gallons of water you flushed away and were fined for. Oddly enough, that is the same amount of gallons you said we "overused" last Summer.
655	Your job is to supply and maintain our water supply. Nothing more. Nothing less.
656	It takes my irrigation system at least four hours to complete one cycle due the amount of zones I have due to low water pressure that I have had since moving in, the first water time 5 - 10 a.m. will work. The evening 9 p.m. to midnight irrigation cycle will not have time to complete a full irrigation of my yard to last the week between watering days.
657	The requirement to cover swimming pools when not in use, to prevent evaporative loss, is generally not followed and not enforced, at least in my community. If evaporative loss is a concern -- and it must be or the requirement to cover pools would not exist -- then SAWS must identify ways to enforce this requirement.
658	There is no provision for domestic vegetable gardens. With the increasing price of food, domestic crop production needs to be considered. Back yard vegetable gardens should either be exempted or given a higher priority for watering.
	As a resident of Bexar County who resides outside the City of San Antonio's citation authority and therefore also unable to vote for any member of the City of San Antonio Council which needs to approve changes to the enforcement of watering restrictions, your proposal if approved is taxation without representation. If it passes the council and you attempt to cite me, I will work with fellow citizens outside the City of San Antonio's citation authority to launch a class action lawsuit. We don't get a vote for a council member, so you don't get to tell us when to water our lawns. Pass it and you will have a lawsuit. A big
659	one.
660	I like the earlier in the morning watering schedule for us workers on an early schedule. But this leaves me wanting earlier evening watering like 7-9. Please make it easy to get the variance online. I was concerned about the once a week watering with drip irrigation for vegetable gardens as nothing would grow. Definitely need the variance for vegetable gardens.

661

The first amendment/change is very concerning. The proposed change would not allow for any due process. The proposed change does not indicate what recourse the customer would have to challenge the fee or to request a review if the reason for the violation is a mistake, emergency or accident.

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Again, there is no new information despite SAWS taking years to "analyze" the problem. Unfortunately, SAWS analysis still results in misinformationm being presented to the Board and the public. You are not - despite executives' claims - "taking the time to get it right." Specifically, during the WMP presentation the hyperbolic claims of "51% reduction!" were wrong - and used old data despite more current data being present right there on the slide. The presentation used 2021 numbers, not 2022 - even if they were displayed. The Board didn't catch it or question it. If this is the caliber of the analysis, then it's doomed to be unsuccessful to create a better conservation impact. Further, by this point the delay is inexcusable if the CIAP can press through with revising impact fees with a reduction (again!) in the Water Supply Fee. How can that be a valid forecast if the WMP - which is hypothetically the driving document for forecasting use in the next five year period - still isn't ready. Impact fees? On time! Drought management? Not so much. I will commend the Board chair for requesting that the Board be presenting negative commentary as well. Please include my assessment in that presentation. I will also, kind of, commend Ms. Hardberger for observing SAWS is about where it was "10 years ago" and there's really not been much improvement in conservation. A more apt period would, however, be "20 years ago." SAWS really needs to get your own leaks under control. You now exceed the total contribution of Vista Ridge and are approaching the combined volume of Vista Ridge plus desalination - or phrased differently - you're leaking nearly as much as your alternative supplies. The last time non-revenue water exceeded 20% was also in 1982, but I have never seen SAWS chart that with a big red arrow showing "+20% increase in 20 years!" even though that is accurate. Trying to have customers make up for this organizational problem is shifting the blame off of the SAWS staff and onto the public. Finally - again - Stage 3 surcharges are too little, too late. Start at Stage 2 and stay in Stage 2 in order to mitigate draining the Edwards and to also assist in recovery. Who knows, maybe if SAWS can discourage those perpetual high users (and they're always there, according to bill frequency data analysis) then perhaps someday we can get into Stage 1, and have some recovery in natural spring flows. It would really certainly be nice if SAWS were able to disclose what these limits and fees might be for Stage 3, but that will probably not be disclosed until the Board presentation where they vote on it; by which point it will be too late for public feedback.

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Rather go to court as SAWS cannot be trusted to fairly apply the disputed violation.

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Every one of the suggested changes are wise and appropriate. However, the individuals and corporations chronically in violation don't care of the fines or excess fees. They are wealthy and can afford to pay as much as they can to keep their lawns green. Meanwhile, the rest of us follow the rules and face times of browning lawns. I don't think the wealthy - those annually listed as high water users - will change. As it is they all have excuses. You can only do so much.

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Its hard to get behind these changes in a serious manner when SAWS and the City of Antonio allow my homeowner's association (Heights of Stone Oak with over 1,100 homes) to expressly prohibit me from replacing any of my lawn areas with artificial turf.

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The new Drip irrigation limitations are not acceptable. Provide the data - you only mention precipitation rates in your literature. If you're putting down the same amount of water from drip tubing and spray heads, drip tubing is still more efficient than spray heads because less water will be lost to evaporation and drift, as well as more water will reach the plants roots where it can use it. The efficiency leads to less over watering, which is where the real benefits come in. Plus it feels as if you are backtracking , telling us all of these years that drip is the most efficient. Homeowners can repair and install drip irrigation much easier than spray systems which reduces homeowner costs. Tree bubbers? Rotars? MP Rotators? Where do these sit in the rules? The language in the ordinance for fines is vague. You don't get to have an open ticket. Define what you will charge and when within the ordinance. The language in the ordinance needs to mention that smart meters are not included. Section 34-38. Smart meters may be installed as requested by the property owner only. Not everyone wants a smart meter. Not everyone understands that you aren't initially linking the charges to the smart meter. The language in the ordinance needs to describe what you mean by state standards for irrigation systems. This should really only apply to commercials. This is too over-reaching. You are just giving irrigation companies more reason to charge higher fees. Plus the common home owner has no idea what you are talking about. Why do you leave out the deadline for public comment? It's not posted or clear. Will you be posting the survey and comments on a public forum?

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It would be great to provide information on where our water is specifically coming from. I know its a web of lines, but it would be good to know.

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It is impossible (and very poor recommendation on SAWS part) to require senior citizens to go out to move hose end sprinklers in the dark.
The proposed time change is just wrong for senior citizens. You need to not change the times for people over the age of 65 and using hose end sprinklers.
I do not support a special surcharge above 18,000 gallons under stage 3 as you already are charging exorbitant rates in your tiered system.
SAWS does not care about the residents being able to maintain even soil moisture around there foundations of their homes or their sidewalks. SAWS is causing untold damage to customers property by not allowing more water.

675 SAWS also is not taking into account residents that have much larger lots than others. This is discrimination against residents with larger properties.

SAWS needs to construct a method where residences can water the same volume but on separate days, thereby distributing the weekly allocati9n. Example: let's say that a homeowner uses their irrigation system to water an hour, once a week, within the designated watering hours. It would be advantageous to be able to divide this allocation into two 1/2 hiur periods, watering twice a week. Dumping all the water on one day is inefficient both in terms of plant need and runoff. Yes, we can always supplement with hand-held watering, but automated irigation is more efficient i. Terms of quantity and even distribution.

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1. Exceptions should be easy to request. I have an historic district house on a large lot, have carved out a large garden area but still have a lawn to maintain. Residential property with large lot sizes might need more time to complete the automated irrigation system program.

2. Offer free assistance to residents who suddenly show higher usage than normal. I didn't know assistance was available until a friend told me. I waited to call them until I had tested some possibilities I knew of.

679 The SAWS guy immediately found the problem and fixed it. My extra-high bill warned me and it should have warned SAWS too and triggered a call to offer help.

680

First of all who gave you authority of the peoples water supply and let alone be charged for something the people need to live on. Maybe it is because you all are under the jurisdiction of the UNITED STATES CORPORATION a for profit entity, or to be more accurate a foreign government, also known as A CROWN CORPORATION. Did you take an oath of office, if so, that would show that you serve a foreign government. You do not serve The United States of America which is the real government who serves the people, by the people. This nonsense about giving people citations about how much of THERE water supply they use, let alone being charged for THERE water is insane. Those individuals who are sent to issue out citations to the people also serve the same foreign government and also took an oath of office of said government. You all do not have Jurisdiction over the people to be treated in this manner, if so, then prove your Jurisdiction over We The People. Send me a copy of your oath of office to my email and we will see exactly whom you serve. What you do not realize, is we know about the ocean of clean drinking water that is under our continent that could have been tapped into at anytime but refused to do it because of greed. Oh, and another thing to ponder on, you all will start to see massive change over the next months one of them being new technologies that were suppressed, like technology that pulls moisture out off the atmosphere and is used for clean drinking water, etc. All this nonsense that has been going on for decades is coming to an end. The gig is up, might as well start resigning, it is going to happen anyway. Everyone is starting to wake up. Nothing can stop what is coming.

681 I would like for it to be considered that "deep watering " is not good for all sections of the SAWS distribution system.

Yards in the hill country could split their normal amount of irrigation water into two days. The shallow soil of the hill country does not do well with "deep watering " once a week.

The water goes down into the rocks and is gone.

The grass could do much better and might even be able to look good with less water.

682 One size does not fit all yards when it comes to how often the water gets applied.

I strongly oppose moving drip irrigation to once a week. Limiting drip to 3 days a week on specified days would be better and limit the days as opposed to any day of the week. I understand that drip can use as much water as sprays but a properly installed drip system is more efficient than sprays and you are encouraging landscapers to do away with drip irrigation installation and could potentially use more water in the future.

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684 As a long time resident of San Antonio, I appreciate the efforts of SAWS to be good stewards of this important resource.

685 I am so pleased you are considering the time change to 5-10am in the morning!! An earlier time frame makes more sense for irrigation systems.

How can you hold all households to the same usage (before surcharges)? Clearly a 5,000 square foot home on a 1/2 acre REQUIRES more usage that a 1 bedroom/1 Bath apartment. This is like telling a family of ten that they can only have the same amount of groceries as a family of two. SAWS has gone over the edge on this and it is a terrible situation for homeowners. There is absolutely no consideration for the size of a home in this proposal which is extremely unfair!! Our water bills have already been sky high, I can't imagine what this will do. SAWS if water is in such short supply why does the city keep granting construction permits for apartment complexes and so many new homes?

When does this ever end? Every year SAWS keeps digging into the pockets of homeowners for more and more \$\$\$.

I have written this and sadly I know it will fall in deaf ears and SAWS has already buddied up to the City Council that always votes to support SAWS ridiculous proposals.

686 By the Way, get rid of that new lady that is pushing her woke agenda on this city!

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687	It's the big users who are responsible for the majority of the water waste. The "small guys" should never be punished for the big players breaking the rules. Don't make it more difficult for single families to grow a vegetable or two.
688	Why is there an allowance through permit for newly sodded homebuilder to be able to water grass with irrigation system, but there is not permit or option for a current residential homeowner that is putting new sod to be able to use irrigation system. New sod needs more water than an established yard. A homeowner should have the same permit option. Another option would be to just allow this during grass growing season. If you are moving to further conservation and credit/monies towards removal of grass. Where does the dirt/rock dug up go ? Usually to replace grass with rock or pavers,plants you have to dig and there will be excess dirt/ or excess rock. Where does this go ? There are no options in our current bin system to place dirt or rock. This is a deterrent to conservation if the city doesn't have a day to pick up dirt/rocks or of this type of debris. It creates further mud issues as our lawns are becoming mud/ not grass. The 5% should be an amount of gallons used, not just the 5% of homeowners. How would a homeowner know that they could be in the 5% that month ?? There should be a clear and transparent amount that if go over here is the cost, not have to guess every month if they were part of the 5%. I think there should also be an exception if you allow a permit to a residential owner for only new sod. If you surcharge a residential home, a business should be charged also. Think options to improve yard should be looked at. I understand the conversation and drought, but it doesn't make sense that new sod is allowed irrigation for a business but not for a resident. It is very hard to
689	handwater a lawn by hand daily for new sod. Hoping options can be looked at.
690	Establish a tier of fees for continued Violations (after their first violation & fee)
691	I would strongly suggest a higher penalty for over watering for the second, third, fourth, etc violations. VARIANCE to the watering hours is extrememly important to me. Falling in the dark is an issue. And quite frankly I am asleep most of those hours. Retirement is grand. I have always tried to water when the sun is not the hottest or brightest, just because it makes sense not to lose water to evaporation. I had no idea about the connection between energy consumption and water useage. But of course it makes perfect sense so thanks for including that explanation in this presentation.
692	I grow food for my family. I use a drip watering system your proposed rule would cause a hardship for me to have to hand water and I fear my plants will die.
693	I am totally against the change regarding drip systems.
694	I feel that the surcharge would be unfair to those of us who follow the rules that have been set, but have a large family, a large yard, and a pool. Also, last year, even though we were following all the rules, we still got emails every month saying that we weren't following them. We called two times disputing the claims and then gave up because we still received emails. Are you going to provide proof before you give a citation or surcharge?
695	I don't see how this applies to number of people in a household. I am always flagged as a high user but follow the rules. I think the data is inaccurate. The proposed changes remove due process from the system, turning saws into judge, jury, and executioner. further, drip irrigation wastes less water due to evaporation. The changes remove all incentives to use drip vs less efficient spray based irrigation.
696	I fully support the proposed watering hour change. It is something I have been asking for a while now. San Antonio has brutal summer mornings, and the earlier we can place the water on our property, the better. Watering when the sun is burning in the morning is very wasteful and counter to water conservation. Let us place the water early before sunrise to allow full absorption into the yard, shrubbery, etc.
697	I am opposed to any water restrictions, even during drought. Government controlling a natural resource and then restricting said resource is unethical. Everyone should be charged the same amount per gallon no matter how much or little they use. SAWS job is to make sure they use the money to keep the water flowing. There is enough water under Texas to last us 100+ years even if it didn't rain at all during those years. Discriminating against families who work from home, or have children and use more water then single people or dual working couples who are rarely at home is also unethical. Charge a flat fee per gallon for everyone, no discrimination!!
698	Looks like a reasonable start. Placing more emphasis on xeriscaping and use of gravel in yards will also help reduce water use. Xeriscape is something most Texans are not really aware of, and if developers and landscape planners in residential and commercial areas will move it from a novel idea to a common practice, more of the public will accept it. Phoenix is a great place to see what can be achieved with xeriscape.
699	We have a well established pond, will variances be considered for koi ponds?

700	<p>Watering garden plants with drip irrigation uses less water than if the same area were to have grass and a sprinkler zone. Also, if I have to go out and water by hand with the hose, I'll likely still use more water than running the drip irrigation system, which has 1gph and .5gph emitters. Also, sometimes, people aren't home to water by hand, and wish to water plants with their drip irrigation system remotely. Like, when they are on vacation. Sorry, but even many drought tolerant plants aren't going to survive a whole week of temps of 105 degrees without being watered in between. 1 day per week drip irrigation is not very fair to homeowners who aren't abusing any drip loopholes. Especially when we already converted from a sprinkler zone to save water. Why exemptions for vegetable gardens and not any other plants? Not fair. Removing a sprinkler zone and installing drip used to be rewarded BECAUSE, IN GENERAL, IT SAVES WATER COMPARED TO A SPRINKLER ZONE AND GRASS. At least allow drip irrigation to be run twice per week, please. It's the lawns that are using all the water. Go after the lawns and sprinkler systems.</p>
701	<p>Watering hours with 2 hour windows 5 to 7, or 7 to 9, are ridiculous. I would like to water early most days, but schedules differ sometimes. The window should be 5 to 9 to allow for residents to get there watering in on the assigned day. The same goes for the evening watering, although evening watering leads to fungus which simulates dry dead grass and can lead to residents thinking they need to water more. Please inform residents of the disease potential in your bulletins. I would like to see much more emphasis put on water main and large pipe breakage and repair as I have personally witnessed several large breaks that take too long to repair. Invest in equipment and emergency crews or fine the city the same as a residential account. Main breaks lose much larger amounts of water than they should because they take too long to shut down.</p>
	<p>The best way to deal with this issue is to control growth</p>
702	<p>This seems to be something that the metro area refuses to do.</p>
703	<p>I support measures making the system more equitable and ensuring that high volume water users are strongly incentivized to lower their water use to fairer levels.</p>
704	
705	<p>Get rid of the insane "water delivery" fee. All these restrictions don't do squat. And shortening the hours you can water on one single designated day is ridiculous. Vegetation is vital and necessary for erosion control.</p>
706	<p>This works, on a multitude of levels. The only question I have is does the customer base really need 8 hours, of irrigation, per week. Could we get by with 6 hours, in severe drought situations? Just curious, especially given the earlier hours of AM irrigation.</p>
707	<p>There is also a lot of water waste with auto sprinkler systems with businesses that let water run to streets and there are also water held hose users that water so much and let water run down the streets .</p>
708	<p>Grass is a water waster, not to mention the chemicals people use to maintain it's green/no weed "beauty". I suggest we create a special benefit for homes that do not grow grass, to encourage more families to go through the expense of getting rid of their grass and going with native plants, rock, xeriscape etc. We put it native plants, cactus/succulents and Straggler Daisy and love it! We have one of the lowest water usages per month in our neighborhood.</p>
709	<p>We have homes in our neighborhood who routinely water in summer months on any day they choose by watering before the sun comes up. Is there a strategy that could reduce this practice?</p>
710	<p>As long as your customers are paying there should be no restrictions on how much water they BUY. How about billing Sea World? Fiesta Texas? Or fixing your own infrastructure?</p>
711	<p>Water comes out, and goes right back into the ground, guys.</p>
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714	<p>Whatever method of enforcement is selected, enforce it for EVERYONE, no matter who they are or who they think they are.</p>

This plan for "energy" issues should be handled by CPS Solutions, not SAWS. We have had increasing rates for both entities for years for both problems without a solve. This appears to be an attempt to collect even higher rates without legitimate or easy working solutions for customers.

COSA and neighboring cities using the Edwards Aquifer water should stop issuing building permits until a reusable water source is available for landscape watering for residences of those places and businesses.

SAWS should not be added form of law enforcement. Unconstitutional.

Water allowances related to usage and times should be fairly detetmined by lot size and past usage needs; as well as property type. Then, it should be equalized proportionally as a percentage of total water used in ranges typical for the specific lot size and type with consideration for those of us in a contractual HOA or similar (pre-)arrangements for upkeep & required standards without limit.

No SAWS auto access to private property allowed without homeowner permission and presence.

Flow restricters cause problems with appliances and other such implements which require a certain psi to operate. Additionally, not operating appliances at a certain previously accepted flow voids warranties.

The proposed hours of watering are not compatible for working people (changing schedules), families with children (eating and time spent helping with school work), the elderly (most are not even awake at these hours at all / medical issues - they should have completely relaxed rules as to day/time & total usage, not fined by SAWS or ticketed by city) or daylight/nightfall inability to see) considerations.

I disagree about the hose sprinkler savings of water. Most people walk away & forget it is on! Sprinkler systems and drip irrigation are definitely more efficient.

What about water theft? I've had it happen where a contractor at a neighbor has used my water. SAWS could not find a leak for 1 person & refused to give benefit of doubt. Also have had a problems with homeless using stolen water to bath off.

These entities (COSA, CPS & SAWS, now plus others) with never ending issues need competent leadership that can solve for now and future issues and then add 50% to that. Why is San Amtonio always behind the eightball with projects and planning?

715 Thank you for your valuable consideration for your customers.

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720 I live in the county outside City of San Antonio city limits. Sometime last year or the year before SAWS adopted a policy of charging extra each month to help pay the water bill of those who couldn't paid their bill. This fee was approved by City Council. I have no voice in City Council and feel this fee is very unfair since we had no input via City Council. We are now forced to pay someone else water bill. What ever happened to personal responsibility? This fee should be offered on a voluntary basis. How many non city residents are forced to pay this bill with no input in the matter. What gives you the right to take my money to pay someone else bill.

I think all households with automatic irrigation should have routine inspections for operating correctly to avoid leaks and broken heads.

I do not believe in auto systems.

I water by hand therefore I am aware of usage. I home garden food and pollinator garden. I find hand water is better all around for success. Few of my neighbor water or grow food so comparing my use to others is not ideal.

721 I also grow native or low water plants. I only have a spec of lawn.

	(1) The Stage 3 drought surcharge is instead of every other week watering. Are there any changes to the hours for stage 3? To the amount of water per week (e.g., weekly but only 5-10 AM)? Is it unclear if the stage 3 will allow for weekly watering as this is the only place it is stated. Currently the amount of allowed watering would quickly put homeowners with any moderate size lawn who water weekly in the allowed hours over the proposed limit.
	(2) The online monitoring of the new electronic water meters is irritating. In order to use the online portion, one needs to have automatic bill payment and paperless billing. These restrictions should not be required just to read one's meter online.
722	(3) The new hours may be problematic for some automatic sprinkler systems (e.g., mine) which do not have time-per-cycle variations allowed based on which watering cycle is run.
723	These proposed actions are most likely a foregone conclusion and as in most cases, the utility will impose new rules, customer complaints notwithstanding. The 18,000 gallon benchmark is arbitrary in my opinion and solely determined by SAWS.
	There needs to be an appeal process for watering violations.
	Observers may report water abuse, but must be verified by SAWS in order to impose a fee.
	There's not much difference in Stage 1, 2, or 3 levels. The proposal of landscape watering every other week is promising.
724	SAWS should be coordinating with legislators to amend laws so that HOA's covenants can be easily updated to allow conversion to more drought tolerant landscaping. Many HOA landscaping policies are outdated and impractical.
725	SAWS should provide free bins to capture rainwater at least twice a year using a reservation calendar...for those of us who cannot attend a one-day giveaway.
726	To me if our water is so important (and it is) then development on top of the Edwards Aquifer would be very limited. Developers seem to have different rules. Stop adding more and more shopping centers that take up more water. SAWS has a very expensive office with employees running SAWS that are highly over paid. The people in the field aren't paid enough. Now you want a new building. So when I see SAWS thinking up ways to charge its customers more it's infuriating.
727	More emphasis has to be placed on businesses that continue to abuse the water restrictions watering daily and excessively.
	I forgot to add in my previous feedback to note -
	if SAWS provide SAWS approved contractors to homeowners to change their landscape to xeriscaping, the HOA will not give homeowners pushback to change landscaping as this is a govt program for water conservation
	also builders then will be more inclined to build and offer xeriscaping landscapes to new build homes
	this project is a must to prevent falling in drought zone -
728	I'm willing to have done it to my home and feature it on advertisements/Tvs etc
729	After all the years of encouraging San Antonians to use drip irrigation without limit, moving that to once a week is ridiculous. We all want to conserve but that is way too far. If it has to change, at least allow for 3-5 times a week.
	I propose.
	- encourage XEROSCAPING garden / backyard designs rebates with a contracted company to encourage hassle-free public participation
	-open/ offer XEROSCAPING GARDENING contract BIDDING to all public/ private sectors/companies for govt/SAWS contract to ACQUIRE SAWS/ GOVT CONTRACT for the project (because people like me don't want the headache to find the contractor but rather go with SAWS contractor complying / abiding with the SAWS rules and this hassle-free option will encourage more people to participate in the program)
	-enforce water / electricity / energy saving equipment (water saving commode, dishwasher, energy efficiency fridge/ microwave etc) by fines or higher costs/price for non-compliance/non-participation, whereas rebates/ rewards/ tax breaks/write-offs for compliance/participation
	-offer free replacement of water saving/ energy efficient equipments to the public, for the equipments not meeting criteria (older models etc)
730	-audit/survey apt complexes and builders for compliance and cite them with fines for water wastage/ electricity wastage
731	

732 The one issue I really have is that you have released an "incomplete" proposal. I understand the need for a surcharge however you have not defined when that surcharge would apply - maybe 18,000 gallons or top 5% doesn't really cut it. You should have made a determination and then released it for public comment. Once your expert report comes in are you going to still have a comment period?

733 Are living in Russia?

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737 I would like you to issue recommendations to HOAs to revise old DCCRs which require a certain percent of sod in yards. Our neighborhood in Village at Lincoln Heights has a 10% decorative rock rule. This prevents neighbors from installing more eco-friendly landscapes. Apparently there is a legal expense to change these old DCCRs (ours was 1989). Surely there is some way for the city to overrule these old laws without an expense to HOAs to change these old rules.

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739 Watering time from 9-midnight will not work well for elderly homeowners. Most elderly people are in ed by 10pm. It's too late for us that don't have build in sprinkler systems. Also, depending on the area you live in, some elderly are afraid to go out after dark to turn them off.

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746 Please make sure all SAWS customers are current on paying for water usage if not take immediate action

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748 These are draconian suggested measures. SAWS for years, has been encouraging drip irrigation and now wants to treat it the same as spray systems? This does not make sense at all. But yet, has SAWS asked the City of San Antonio to stop issuing building permits?

749 When SAWS runs numbers on 'average' residential usage, does SAWS take into account all the multi-family dwellers? Don't those people use water as well? Or are those numbers purely commercial? Some homes do not have washing machines and those use water as well.

750 And as for 'average' usage and rainfall....nothing has been average about 2022 and 2023. Nothing was average about 2008 either, which was a very wet year.

751 Would not efforts be better used to start, at least start to invest in a gray water system? Or at least offer gray water sales to the public, and not just businesses? How much water is used by the tourist industry in San Antonio?

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753 What are you going to do for recently developer-built homes where the irrigation contractor violated the installation regulations, through no fault of the homeowner? I bought a 5 year old DR Horton house from the original owner May 2023, and had SAWS come out to give me an irrigation consult in October 2023. He told me that that the original irrigation contractor violated several regulations - all of which cost me in dollars for much higher water use through the system, and far lower watering effectiveness. The SAWS consultant was clearly irritated about it, relaying the fact the contractor had been "talked to" about the violations and had observed at other homes that they continue to ignore the corrections. He acted like it was out of SAWS power to do anything. I was non-plussed. I propose that you hold the contractor responsible to return to the site to correct ALL of the violations, or pay the costs for the homeowner to have it corrected, or even to have a bad system disabled in whole or in part. It angers me that I am liable for the water use and bills because of their carelessness or even scofflaw behavior, and strongly believe they should be held directly responsible. Frankly, I would also want them to be penalized by the city with additional fines for such violations. It is unconscionable that they are allowed such flagrant violations and not penalized at all for it.

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756 If the water system was cleaner from old deposits and rust and treated to where it's drinkable bathing would be a wonderful idea and having different days on opposite side of street to turn water usage off or not to water the grass on different days would probably be more of solution then a problem healthy water is good for the city and to not be able to drink a cup would be worth it all the changes putting strain if

757

758 you would implement a better water system to improve healthier lives for children teeth etc bones no more chemicals healthy water system

759 If there is an irrigation system present, can a variance still be given when hand watering or hose-end sprinkler is used instead?

753 I think that in Stage 3 top 5 percent users should pay a surcharge as proposed but should also follow the every other week guideline that applies to the rest of us. I also wonder if SAWS can offer information on keeping trees healthy during drought. Losing grass is hard but losing trees when we desperately need the shade on our homes is not an option.

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Without proper irrigation, the vegetation will be severely dry and we will run the risk of fires like the one currently being experienced in the panhandle.

I think you should look at golf courses, community pools and waterparks and businesses before residential ie botanical gardens, zoo, sea world. How do you assess apartments and their water use? There are numerous new ones being built every day.

757 There should be a restriction on large developments of homes. If we have decreased water now it will be worse with another influx of homes.

758 I have a hose-end sprinkler with no irrigation system so I appreciate the allowance for me to have the variance from 7-9 PM.

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Well, you are not addressing businesses that have their sprinkler systems on, and don't care to address it when it rains (they continue to water) or when they have brakes in their systems and don't fix them.

760 You also need to come up with a system that allows the consumer how much water he is using weekly, that would keep users more on top of over usage.

761 Excellent plan--especially the new watering hours (and variance to customers without irrigation systems). Everything in the plan would have my support. Well done, SAWS!

SAWS needs to understand that homeowners with real grass must water in summer to keep it alive. Also if homeowners are expected to maintain curb grass that is city property and not our property then we should get a rebate for watering city property maintain it or else the city should pay to fill in that area with rocks or drought resistance xeriscaping. It's ridiculous a homeowner is held responsible for maintaining any property I do not legally own. Your property is your responsibility, not mine.

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What about people that work and need some sleep at five or are getting ready for work and go to work at 6 and miss the am watering. Now we have to start at 9 and end at midnight. Makes for a long day.

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766 Saws technicians should also play a role on water conservation by reporting to leaks in a timely manner. Or hire a 3rd party to respond to leaks.

I try to understand but all I see from SAWS is constant increases. Water rates are already too high and whoever it is making these decisions has NO regard for how costly it has become to us customers to afford already extremely high rates. And the fact that we have no other choices for water supply is depressing. SAWS is a monopoly and I don't think your survey will make any difference in what SAWS does or will do!!!

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1. New high water use surcharge - This does not account for commercial properties that easily use more than the 18,000 gallon threshold. This should be adjusted based on average usage.

2. Drip irrigation must run for a longer duration to achieve proper watering due to the restricted precipitation rate of drip tubing. If we are required to use drip on the same water day as spray irrigation, this will greatly reduce or eliminate our ability to water other spray type irrigation due to the hour limitations. Drip should be allowed to water on a different day than spray irrigation. If this rule goes into effect, customers will begin converting drip irrigation back to spray irrigation to compensate for the run time limitations. Spray irrigation is far less efficient and much more wasteful due to overspray, wind drift, and evaporation.

3. Changing the watering hours to 5 hours in the morning and 3 hours in the evening presents a programming issue for larger properties. We will not be able to make a program that fits this water window easily and will need to make multiple programs with differing run times. This will add confusion and lead to watering outside the allowed water window. Furthermore, it is proven that this best time to run irrigation is overnight before sunrise to allow for better soil absorption, less wind drift and minimize evaporation. I do not understand why you don't simply allow the 8 hour water window begin at Midnight and end at

769 8am.

770 Surcharges have to be reasonable and not break a homeowners bank. With the economy and inflation at its current level, no one has excess money. Be fair with homeowners by giving prior warnings before the surcharge.

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772	Commercial properties should be taken into a separate ordinance with the restrictions that you are proposing. Homeowners are not the greatest water users in this area. A landscape is also a significant influence to the value of a home and even further restrictions will make it almost impossible to have a presentable landscape year round. Peak load on the energy grid can also be attributed to commercial offices where the lights are on 24/7 for no reason whatsoever. Maybe it is time to think outside of the small box we all are thinking in. I agree that people that use more water should pay more money for it.
773	As someone who doesn't have an irrigation system at their residence, I wonder, does 18k gallon a month seem like too low of a starting point? Is this a rate increase without having to "officially" have a rate increase, or is it a legitimate and fair starting point? That's my only question. Thank you and have a great day!
774	Texans are crazy about their lawns, and lawns are a waste of water. I don't know if SAWS works with HOAs, but xeriscaping should be the way to go in South Texas. We need more incentives to conserve water and more fines for those who have no regard for watering rules.
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776	Keep it simple.
777	I strongly agree with all but one of the proposed changes: Access to Premises. I think there needs to be further explanation.
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780	\$200.00 a month is not much incentive for my neighbors in Terrell Hills where many use over 18,000 gallons per month. Perhaps, limiting per household usage to say 8,000 gallons per month even if you installed swimming pool and St. Augustine grass. Thank you
781	I watched all last summer as a (very) large business customer watered the street every Monday, Wednesday and Friday throughout the entire year. That includes in the most extreme drought conditions. Meanwhile, I saw as residential customers were getting dinged on citations for their own use. I don't know, some of those may have been justified. But you should make your special contracts with your large customers public record, and you should actually make *them* accountable. This was such a large customer, there is no way that you would not have been able to see their watering schedule and usage.
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784	I don't care what it cost I want my lawn and plants to survive. The loss of your fines doesn't compare to the loss of lawns and plants. By the way I hear this is to save lizards or some creepy things below ground. That's not in my wheel house!
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788	feels like if you replace the rules with extra fees, high water users will just consider it the cost of doing business
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790	For years you have been encouraging people, neighborhoods, and businesses to install drip irrigation on the basis that it saves water. You now plan to punish everyone who invested in drip at your advice. As a minimum, you should delay rules against using drip irrigation for the average life of such a system, admit that you were wrong about drip saving water, and stop promoting drip irrigation. Also, by not taking lot sizes and HOA landscaping rules into account you disproportionately reduce the values of higher-assessed properties — but I doubt that Bexar Appraisal District is going to take that into account and lower the appraisals to match.
791	Charge customers who ignore restrictions on pressure spraying their driveway, etc. In my neighborhood, there are some people who waste water by pressure spraying their driveway. Also, there are automatic sprinklers that overwater the lawn and cause water runoff.
792	Thank you for attending out event
793	Saws keeps increasing prices when a lot is us live on a fixed income.
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796	Can SAWS consider instituting an ordinance requiring any new construction to xeriscape the front or back yard? With the number of people expected to be moving into the Edwards Aquifer recharge zone, doesn't it make sense to get in front of the inevitable?
797	Does this apply to people that use gray water. Also, who do we contact for smell from the gray water
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	There should be more allowances for vegetable gardens. Drip irrigation and soaker hoses should be allowed for vegetable gardens DAILY during the morning and evening watering times.
801	If customers are conserving water in other ways, the use of water for vegetable gardens should NEVER be restricted.
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804	Cutting drip irrigation to the same schedule as lawn irrigation would kill most vegetable and fruit gardens. Also drip irrigation systems should be allowed for both vegetable gardens and fruit trees.
805	Changing the rules from a municipal ticket for verified water waste to a surcharge impacts the low income residents harder and provides another way for a wealthy individual to avoid accountability. A day in court is always better and THE American way. But we will privatize and arbitrate our citizens rights away as usual. Like Henry B. Gonzales used to say on the house floor, "the suit of government must fit the citizen like a loose garment or the government loses its legitimacy". I'm paraphrasing of course. Let's be like Henry B. and NOT like Henry C.
806	During the summer it makes sense to allow the use of sprinkler systems in the early morning hours before the sun starts baking plants
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808	Starting with new developments, install irrigation systems that can use greywater.
809	Although we do not get our water from SAWS, I heartily encourage the measures you are promoting. I suggest you consider promoting rainwater harvesting for all, but requiring it of the heaviest users, reminding them that during long and harsh droughts, SAWS may have to reduce the amounts allowed for all outdoors usage. With the potential to save enough rainwater, residential ratepayers could be reimbursed during droughts. [Some hilly Canadian cities use rainwater capture also to reduce the flooding of roads.] Our experience with using our rainwater for all purposes showed that - with lots of water-saving equipment (i.e., extremely low-flow toilets, hot water heated at the site of usage) we never had less than 6 months of water in storage, including during serious droughts in the 2010s. The flaws in the original system were major problems during the winter-storm, so now we have a better main tank (that holds 34,000 gals.) and has never held less than 30,000 gals.
810	I frankly cannot give strong support to this without complete information: final numbers for the violation fees as well as the gallons use that would trigger them.
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815	How about a way to report violators easily online? Or use smart meters to send inspectors to the right areas to check on possible violations? I see so many violations and it drives me crazy. I'm not sure if it was mentioned, but if people are watering on a day or at a time that is not within the rule format, what exactly is being done? I do not have a drip or sprinkler system & never will, so if I don't water by hand or a sprinkler hooked to my hose, I don't water. But I have seen quite often people who have their systems on when it is not supposed to be. Just a question of how diligent y'all will be with catching these people? I like green grass as much as anyone, but am not willing to waste water to have a beautiful yard.
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818	5:00am to 10:00am. Don't get up til 11:00am so yard won't get watered. 9:00pm to midnight is too late to start watering. Start at 7 or 8:00pm. I don't want to be out in the yard that late. Too many drive-bys and weird people walking the neighborhood.
819	We have an irrigation system but we do not use it on a regular basis, preferring at times to use a sprinkler. How does this new proposal affect us?
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I support the current tiered water rates and I strongly support a High Use Surcharge in Stage 3 -- but I also have a big concern about the application of these when meters are not consistently read. My personal example is: I have my irrigation cycles set to my prescribed day at your prescribed hours, so that does not vary when the irrigation system is needed (currently it is off due to our recent rains, but for most of last year it was on and it didn't vary). We have two adults in this home, consistently using the same amount of water for bathing, cooking, washing of clothes, dishes, etc. We do not travel so this use is very constant. However, with all these constants in place, our bills fluctuate with huge swings. The meter is not consistently read. The best example is last month the usage reported on the bill was ZERO. Now you and I both know that the usage was not zero!!!! So then when the meter eventually gets read, I end up paying for water at higher rates because it is a tiered rate structure.

I am all for a consumption based rate structure and corresponding penalty structure for non-compliance. But, SAWS has an obligation to do its part by accurately and consistently reading the meters. This is not a one-off situation. My bill from month to month looks like a seesaw (high/low, high/low) when in reality it should look like a normal bell curve with the highest point of the bell in the summer and the low ends of usage in the winter.

Please send these comments to your VP Karen Guz, as I have just listened to her podcasts and understand where she is coming from. She needs to hear a legitimate consumer concern. If I legitimately overuse, a surcharge is warranted. But, I should not be charged a surcharge because a meter wasn't read and then SAWS plays "catchup" the next month. And if the answer to that is an appeal process, I will be calling SAWS every other month!!

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These proposed rule changes do not address a major problem which I outlined in my survey response last year. Namely, automatic fees cannot be implemented until your meter reading process is improved. I have numerous times been billed for usage with incorrect readings. Our last bill, as an example, was billed at a usage rate which today's reading has not yet even reached. This has happened numerous times. When you then one day finally read the thing correctly, sometimes it throws us into a much higher price point. You simply have to get this accurate before automatic fees are applied.

Also - proposed watering at night (9pm to midnight) is very bad for landscaping and promotes fungal type diseases, which in turn require chemical solutions which are not always the best for our environment and may leak into the water table.. This is not a sound proposal at all.

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Regarding:
#1, above -- I do not support the idea of adding yet another additional fee to water bills -- this time to take the place of a municipal citation charge against those who violate watering policies. We work diligently to follow SAWS regulations when it comes to our appointed ay/time for watering. It is not equitable to, in effect, charge those of us who are following the law....because others choose not to follow the law. Fine them, not the majority of law-abiding citizens by imposing yet another fee on all SAWS customers.

#2, above -- A surcharge on high-end users during Stae 3 situations rather than requiring them to simply follow the modified watering schedule is not good policy. Those who are high-end users most likely have the financial resources to pay the surcharge while using larger quantities of water, thereby penalizing the rest of your users while still depleting our water resources. This will not result in less water usage by high-end users....and will result only in depleting water available for most other users. Instead, hold high-end users to the same rigid standard for compliance with water regulations....and fine them at a higher rate when they are found to be non-compliant.

Items 3,4,5, above -- I agree with your reasoning with regard to these proposed measures. They are sound and based on good reasoing.

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Ban non native planting in medians

ensure hoa are limited to watering only functional areas Reach out to hoas to encourage/ incentivize native planting

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840	I live in the county. There are neighbors who run their systems multiple times a week AND produce run off every time. Even after reporting water waste, it will take weeks before seeing any change. Is it really worth it to continue reporting?
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843	Your rules do not allow for households with many ppl to afford regular usage. By limiting water usage by household, regardless of the number of residence, you discriminate against large families and those working poor who live in multiple family situations. They use WAY LESS WATER PER PERSON, but pay punitive fees on their usage simply because they are living in the same home. This is unacceptable and needs to be remedied. WATER USAGE MUST CONSIDER HOUSEHOLD SIZE with some allowance for usage per person BEFORE PUNITIVE USAGE RATES take effect. Not doing so punishes those who often use the least amount of water per person while allowing those who live alone in a house to use 4x - 8x as much water per person. Unacceptable.
844	I normally use more water for my lawn during the hot summer days. That being said, of course it will display higher water usage to maintain my lawn. That does not mean I am taking advantage of the situation. I simply water with a hand hep hose on my non watering days. I would not like to be charged an extra fee for that extra lawn maintenance. I guess my only solution is having dirt and weeds on my lawn like most of my neighbors.
845	saws has far to much control now. I don't support more!!
846	If we are having trouble providing water to current residents and all those deciding to move and deplete resources here, SAWS needs to be looking at how to provide water another way. More people relying on our water source means faster depletion. We see it happening so maybe a proactive approach would be to find alternate sources vs restricted use....the city and state encourages growth irresponsibly. Not enough electricity, not enough water, not enough roads to the freeways when your building gobs of track homes.... This is a symptom of a bigger problem.
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849	I disagree with all of these proposed changes. We live in an area labeled as Clayee, and without regular watering, damage is caused to our foundation. Also, this kind of proposal opens the door to more unnecessary restrictions on those of us who keep our irrigation systems in good working order.
850	To put it plainly - no, no and no
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852	Please exert pressure on Homeowners Associations who insist that we water struggling lawns to the extent that pushes us over the 18,000 gallon threshold. They are coercive and expect green lawns all summer. We have an acre and follow all rules, but will fall above that threshold because we have a large property. So we are caught in the middle.
853	Most home drip systems use far less water than spray irrigation and there is little to no heat evaporation so I question the assertion that it uses more water.
854	Applying extra and increasingly higher fees for higher use is the best strategy.
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857	As you all know we live in an area that suffers with high heat/drought for many months and recently it seems to start earlier in the year. Last year, 2023 we started with temperatures in the 100's in May. My idea is to try to discourage these large green lawns in most households around the city and try to mimic what southwestern states do, i.e. Arizona and New Mexico by having Xeriscaping incorporated into landscaping instead of water thirsty green turf like St. Augustine. HOA's are in large part to blame because the bylaws require green lawns. Encourage xeriscaping through rebates or discounted monthly bills. Or, for those that do not comply fine them in their monthly water bill. I know proposals like this would cause all sorts of problems for those that want green lawns but our drought periods do not seem to be getting better or less severe. Hope something can be done. My two cents.
858	We have a large pool and do our best to conserve by not running fountains and by putting floats in the pool, but last year we ended up getting letters about how much water we use compared to others. So these proposals would potentially cause us to have Saws fine us monthly and put flow restriction on our water. These restrictions were not in place when we bought our home nor when we put in our pool. I would absolutely challenge this in court. Furthermore, we installed drip irrigation in all of our raised beds so I can water our vegetables appropriately while still conserving water. Drip irrigation that's installed properly means I can water more effectively, prevent overwatering, runoff and evaporation while still conserving water. It is the most efficient way to water a vegetable garden. Limiting my ability to water with drip irrigation at proper times is effectively limiting our homestead from being able to grow our own healthy food. And entering my fenced yard at anytime a Saws worker deems appropriate is so far of an overreach that I'm stunned. We have a reasonable expectation of privacy in our fenced back yard. Why do you think this is okay? Good lord people! What's wrong with you!

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Why are you not requiring businesses to recycle and Rainharvest? Office buildings should be required to have a large rain catchment system. Retail centers and other places of business should also capture the rain.

Certain businesses like beauty salons etc... should be required to have a rain catchment or recycle plan along with a tank.

Fire suppression tanks should also be required at apartment buildings, and places of large gatherings. Fireworks stands whether in the city or the county should be required to have a tank on standby.

Every fire station, automotive dealership, plant nursery, should be encouraged to recycle gray water and rainharvest.

It might take some of the burden from SAWS so that the cleanliness of our drinking water could be improved since that is greatly needed.

No one in our subdivision or the one next to us drink water from the faucet. This problem should be addressed as much as conservation.

Our water doesn't even taste or smell clean!

I was born and raised in San Antonio and for years I would not drink water from other cities or states. I had to bring my San Antonio water with me. Now, I don't drink it without using an R.O. system. I live in the County but pay for City water.

Aside from that, my husband and I follow your guidelines but I water and work and sometimes miss our watering day. I do not go out after dark. There should be an allowance for when one cannot water on their scheduled day in the summer particularly. It is absurd to demand watering when there is no alternate program set in place for those that might be ill, working, out of town, or just cannot water on said day.

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We do catch water in rain barrels for landscape. Perhaps more encouragement for residential recycle and rainwater catchment could help.

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I totally support most all of the changes. I have never thought that watering hours were appropriate here in Texas due to watering when the sun is up. I also like the surcharge concept rather than hiring people to run around the city watching yards. It's simpler is more cost-effective for SAWS and I think it's fair to charge the big users and the small users benefit. There's been a lot of thought put to this and I am totally

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in support. The only part I didn't truly understand is watering every other week. I don't know if our summer heat will allow the plants to continue to grow every other week.

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I am very relieved to hear about the variance for drip irrigation of vegetable gardens. I would like more information about how that variance would be obtained.

Here are my main points of objection to the drip irrigation ordinance changes:SAWS now claims that a drip irrigation system emits water at the same rate as a spray irrigation system does. I don't believe that, and I find that particularly offensive because for years SAWS and other groups advocating for water conservation have touted how wonderfully efficient drip irrigation systems are.I realize you're proposing a variance for vegetable gardens, but what about for landscape plants? Even plants that are considered to be low-water users need irrigation while they are getting established and in extreme droughts like we had in 2023. I personally lost more than 30 mature dwarf Buford hollies in my yard in 2023. These bushes were 8 to 12 years old. In addition, there is not enough time in the one day we're allowed to water in Stage 2 to run my drip irrigation lines and water my grass. I don't have an in-ground irrigation system for my lawn; I have to drag hoses and sprinklers around for that. If you tell me that I can only water my lawn and run my drip irrigation from 7-11 a.m. and again from 7-11 p.m. one day a week, I will have to choose between my lawn and my landscaped plants. I cannot keep all of that alive in those hours.

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Do not like any of your arrangements. Just not very "friendly" and will not work ultimately.

Always send people to court, not a your Guilty, fee. not going to fly.

What about Sea World, River Walk etc, how much are they allowed? Or are they fined too?

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This is not "fair" nor through analyses. needs to go back to the drawing board.

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My responses are primarily "do not support at all" because SAWS seems steadfastly resistant to levy restrictions on the General Class and puts weak proposals at Stage 3 on the Residential Class. There is still NO specificity for the volume or the charge. This is simply unacceptable at this late stage in the planning process. I am adamant that the General Class MUST share the responsibility for reducing use, particularly in drought. SAWS seems equally adamant to provide unlimited low cost water to high volume General Class customers. SAWS - as an organization - has done a poor job of data analysis and presentation regarding high-use customers and has a two-decade track record of abysmal conservation efforts, yet persists in touting an inaccurate claim of reduction from the 1980's. What percentage has SAWS reduced GPCD since 2004? Zero? An increase? Seriously, what have you done LATELY? The much-touted 2015 "Conservation Oriented" rate structure that REDUCED rates (and bills) for water use about 17,000 gallons? Isn't that "reduced rate tier" about coincident with the proposed Stage 3 surcharge? The 2022 RAC - to include SAWS' VPs and consultant - were presented erroneous data about high use customers - this is indicative of a corporate culture that is dissociated from sound data and solid analysis. Consistently - and inaccurately - saying "water costs more per gallon the more you use" as some sort of conservation-oriented talking point? That is simply not true for the vast majority of SAWS customers (i.e. those customers using less than about 14,000 gallons per month). The unit cost of water DECREASES with increased use due to the high fixed fees; when I use a lot my per-gallon cost decreases. SAWS simply does NOT have anything resembling a "conservation oriented structure" for the overwhelming majority of its (low and moderate use) customers - and is heel-draggingly resistant to impose one on its high volume clients until deep into Stage 3. Regarding "cost recovery" of the Stage 3 surcharge, if the cost is significant for these "high use customers" then why was that not presented to the 2022 RAC during the Cost-of-Service analysis or presentations? If high-energy consumption for large volumes is a driving factor in cost, then how is it possible that high-use commercial customers pay less overall than lower-use residential customers?

What are actual water main delivery replacement rates? SAWS - and the mayor when editorializing for higher rates - claimed that a specific rate increase was to improve water main replacement rates. Has that been done, or did SAWS divert that increased funding to support growth instead of supporting current infrastructure? Growth is not paying for growth; current customers are paying for growth. Is aging infrastructure a contributing cause to the excessive - and ever-increasing - non-revenue water problem, where the entire contents of Vista Ridge is more/less lost to leaks? SAWS presentations are remarkably data-light and specifics-free on this matter.

There is nothing to indicate that SAWS is taking sufficient steps to move Conservation to be the "first new source" of water - particularly when you've quite literally made negative progress since 2004, regardless of Steve Siebert and Donovan Burton's briefing to the Board. For the love of God, please retire that "51%" reduction canard and ban any reference to it in official documents; you can't even maintain a consistent time period for achieving it. 35 years? 25 years? 40 years? Or, really, no progress in the past 20?

Recommendations: Start a surcharge for the top 1% at Stage 2; expand it to include the top 5% at Stage 3. Levy increased costs onto the General Class. Revise the Impact Fees and the woeful assumptions made under the current LUAP. Apply ALL Vista Ridge costs to developers to end the fiction that the pipeline (a capital investment) is somehow 'free' and the water (and the pipeline purchase) is somehow only an

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I'm also against conservation when the city/county is continuously approving new buildings of all kinds. If we are truly in a drought, then builds need to be halted. There is no point in conserving when new homes and businesses are being built and will stretch our resources even more.

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The 5 am to 10 am 9pm- midnight is a strain for those of us who manually water. To get up to water in the dark is difficult.

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I understand the reasons for changing the watering hours in the evening to a later time and in the morning to an earlier time. I know that we can fill out a form on the SAWS site to report water waste to catch sprinklers that are malfunctioning and causing water to run into the street, etc. I am concerned that with watering happening at times when people aren't around to see water waste, problems will occur and nobody will see them and be able to report them and get them corrected.

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I think you should hold business owners to a higher standard and fine them when the use irrigation out of hours. I see lots of that around town. I also think that SAWS should get with the city and create a ordinance that prohibits HOA's from requiring grass in the front yard of houses. That would cut down on the amount of water used significantly. The only reason I have grass in my front yard is because of the HOA requirement.

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THIS IS ALL [expletive]

889 A wealthy family could care less about the cost of their water bill. Require water saver education classes for high users. Base rate surcharges on the existence of pools, water features and % of grass to size of lot.

890 I'm not sure if this was submitted. The storm is flickering the power

891 As to the change in timing, I water by hand. I do NOT want to have to water that late at night, and I don't have time in the morning before work.

It is ridiculous how with the tiered water use cost system SAWS has that larger families or anyone trying to keep an attractive lawn is punished. Plus, you have a charge of \$10 additional for any lot over like an acre! Isn't that automatically rolled in IF you use water on that land which puts water usage in a higher tier and the owner pays more per gallon? The real problem is I know numerous instances where there are leaks on SAWS pipes, which were called into SAWS for repair, and it took over a week each time for them to be fixed. They continued to constantly stream water all that time! SAWS reply was that they didn't have the manpower to send someone out to repair it! SAWS DOES NOT CARE because you just keep jacking the prices and passing it in to customers...just trying to live a normal life. So to the SA City Council and SAWS

Board, YOU stop wasting water and YOU stop paying a ridiculous salary to the " executives " that only drain the SAWS coffers further with trips, meetings, luncheons, dinners, etc. Also, many people think SA should sell the fancy building SAWS is in and put that money into the SAWS coffers. Get a normal building. Relocate to one of the old buildings at what used to be Kelly. No need to fix it up...this isn't a private investor's company. If it was good enough for the Federal employees, which my family was one, then it should be good enough for a company meant to serve San Antonio! I am sick of all the money grabbing!

892 Don't even get me started on the Vista Ridge fiasco!! Where is the accountability?

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I realize that water conservation is important but everyone has different circumstances. My preference would be that you keep the restrictions and penalties to a minimum. Why not try a different approach and offer rewards for conservation...maybe a larger bill reduction if usage is under a certain amount. That would be more appealing and incentivise us to accomplish your goal. SAWS staying out of our pocketbooks and our backyards might be a great new look for you.

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901 With our constantly shifting clay soil what provision is there for running soaker hoses to prevent foundation damage?

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Saws does not accurately monitor water usage. More often than not, you are incorrect in who is using what. Your proposed hours are not a correct solution only partial solution. The survey was difficult to take on a mobile phone and many won't because of name/email requirements. You set it up to get basically the skewed answers you want in first place under guise you took a survey. It's a joke. It's also hard to understand for most people. Furthermore, your citation process needs due process. I've seen several people cited that were the wrong people.

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Disagree with the drip irrigation proposal. Even though drip may use the same amount of water over a longer period of time than if it had been spray irrigation, the water flow is much less in drip than spray, resulting in a longer time to apply the same amount of water. A customer who has a large lot requiring irrigation would not have sufficient time in the existing or proposed single-day watering times using drip for applicable portions of their landscaping. Drip is also much more efficient water-wise than spray or water, and should be encouraged, not discouraged or penalized.

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As I watched the video on changing watering hours, Ms. Guz states several times that watering with an irrigation system uses energy, which I think means electricity since CPS was mentioned. For most of the video she seemed to lump energy use and water use together. These are separate things and I wish she had considered them as such. I do like the idea of changing watering hours, though. Early morning for those of us with sprinkler systems is a better idea than watering later in the morning as the day gets hot.

Giving SAWS enforcement power for fines is alarming to me. SAWS is a utility provider, not a judicial body. I understand that the municipal citation creates issues for communities that are not in San Antonio city limits, but giving SAWS the power to simply apply a fee to a customer's bill with no due process is a terrible idea. I am 100% against this.

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909 SAWS needs to constantly remind the public to conserve water. Another area that I think needs attention are areas like the common area of Kinder Parkway where the sprinklers run in the rain.

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	<p>If we did not allow new housing additions to go up like weeds in a neglected field and put a strain on our "limited resources" of water, we might actually not be in drought nearly all the time in one stage or another, but of course being in "drought" is a good reason to raise costs. It comes down to greediness of our leaders who do not mind oppressing the residents with more regulations, fees and ordinances so they can enlarge their spending.</p> <p>The people in Austin who control the electricity statewide need new board members that actually fix the system instead of worrying about profits for themselves. So, we vilify the residents and put more financial burdens on them and justify it by saying "it is all about conservation". God deliver us from democrats who want to take over our lives completely.</p>
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915	Will the new water metering system be used to actively track customer water use and/or abuse?
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917	arbitrary addition to bills for perceived violations is not due process because there may be extenuating circumstances.
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	<p>As someone who works at a public school and uses a regular hose to occasionally water her yard (mostly when the trees show signs of stress), I find the new watering hours crazy. I know I could stand outside for hours at a time and water, but that is not the best use of my time. As it stands, I'd need to lose sleep to wake up earlier and try to water in the dark much of the year, which seems like a funny way to save water. The current hours already mean that I can only water in the evenings once school begins, and giving up sleep won't make me a productive employee. Let's try stopping the true water wasters before we slam the breaks on people who don't have automatic systems and need to work.</p>
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920	I believe these Rules will provide a more equitable base for everyone served by SAWS. Thank you.
	<p>Contrary to the claim in your materials that drip irrigation uses the same amount of water as above ground spray irrigation, studies have shown that drip irrigation typically uses 60% less water than above ground spray irrigation. It eliminates waste due to wind, runoff and evaporation. Drip irrigation is applied directly to a plant's root system and is a proven efficient method to keep plants alive during droughts with minimal water use.</p> <p>We need to be able to continue to use this efficient watering method for plants. If all the proposed changes are implemented most yards in San Antonio will be relegated to a desert look where there is little to no grass, only crushed rock, and cactus in everyone's yards.</p> <p>Also, to determine a surcharge for excessive watering, it should be determined not by absolute number of gallons used, but by the number of gallons used per square foot or square yard of area. Individuals with large yards watering very efficiently will almost certainly use more water than those with small yards watering very inefficiently. The metric should strive to ensure efficient use of water and therefore should penalize those who are wasting water. In order to determine this it must be based upon gallons used per a standard amount of space, not simply absolute gallons used.</p>
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922	Surcharge will be unfair to those neighborhoods with large lot sizes.
	<p>These proposed changes do little for long-time and rule-abiding SAWS customers like me who have already suffered financially and otherwise through decades of (1) poor initial landscape practices of homebuilders (e.g., the now defunct Medallion Homes) in terms of underlying soil quality and depth and grass type, (2) maintenance of and/or complete replacement of said grass, (3) maintenance of trees to ensure enough sunlight gets to the grass, (4) regular inspections and check-ups of irrigation systems, and (5) Johnny-come-lately HOA's who have only recently stopped harassing homeowners to maintain yards consisting of 75% turf despite severe droughts and freezes.</p> <p>Use of drought-resistant vegetation is great even though it has to be installed and managed properly to look attractive. I am all for less grass to mow since I take care of my own lawn and will avoid as long as possible the use of commercial lawn crews who regularly scalp lawns in my neighborhood.</p> <p>However, after spending \$7,000 in 2019 to completely re-sod my lawn, I am in no position financially or emotionally to retrofit any portion of it with new vegetation. The proposed changes should have been enacted a long time ago. I wish folks at SAWS, the City of San Antonio, and the State of Texas would have had the courage to stand up to developers and homebuilders during the housing boom of 2006 (when our current home was built) to control lot sizes and to use more suitable and hardier vegetation when establishing neighborhoods in this area.</p>
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	Limit people who hire people by hose to water, to local water usage per arca Plus 10%..
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927	Require inspections of irrigation systems and pools before sale of any real estate (City plumbing inspectors). Increase fees for pools (especially emptying and refilling). Put caps on all business water use.

My main concern is hand watering of vegetable gardens is permitted in all stages but the watering contributes to the amount of gallons used, which in turn can cause households to be charged at higher rates. There should be a VERY, VERY clear and EASY way for home to have vegetable gardens without being punished by higher rates. Several homes rely on these gardens for food or to supplement food budgets. By automatically placing homes in higher fee tiers without understanding or finding out why there is an increase is not respectful and supportive of home gardening. I do not see clear and easy ways for a homeowner to declare an increase need for watering a garden and not incur additional fees/rates.

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I am highly supportive of this proposal and think, if implemented well, could go a long way towards easing our water issues in San Antonio. Thank you for the great work!

Hello SAWS Conservation Department,
I only want to comment on your drip irrigation system changes which I totally disagree with, and I believe you are misleading the public. I am a Bexar County Master Gardener and am an irrigation efficiency specialist. I have taught drip irrigation to many citizens across this city for the last 9 years. I have installed and tested drip irrigation and your facts are misleading and makes me look and sound like a liar. Drip irrigation does not put as much water out as a sprayer system in normal operation. Of course, if you leave it running all day eventually it will catchup to a sprayer system however the majority the users of drip irrigation do not let it run all day or every day. Many people use drip irrigation to water potted plants, now you will force them to hire a water person to water when they go on vacation which will cost people more money. The same is true of a flower garden. If a drip system is running properly and covered with mulch, it will take a more than one day a week to water a flower garden or potted plants with right amount of water during a hot summer. A minimum of 3 days a week should be allowed and even then, some people will have to push more water through the drip system. I also believe you need to create a class on irrigation controller management. Many people who you say violate the watering standards have no idea how change the controller to water less. You could ask the Bexar County Master Gardners to offer some classes to specifically address water management. I don't know many SAWS customers who trust you to come to their homes and help, which is how you want to help with water usage. Your creditability will be even less if you put these overly drastic measures on drip irrigation in place. I was a SAWS supporter for years. Your Rain to Drain program is impressive and changed my opinion but now I can't support this recommendation and it leads me to believe you have not explored all options.

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I am happy to talk personally with you.

I agree every SAWS customer should be treated the same. Current rates already have a penalty for exceeding 20,000 gallons. Usage over that threshold carries a 42% higher price. It is insulting that customers who obey the rules and do not cheat are continued to be called "cheaters". You can use a lot of water within the current rules if you are willing to pay for it and have the time to hand water. Enforce the rules we have, not make new ones. Rates keep going up with the reasons given as infrastructure improvement and new water sources. This suggested program is another rate increase under a different name.
Robert Pena keeps telling us we have plenty of water. I refer you to an article published on July 24, 2023 on the KTSA website where he is quoted that "the current situation is what we plan for" and that the "current system has the flexibility to meet the pumping permit cutback without impacting our customers" and "the current dry weather is nothing new to us", among other points. Here is a link to the article <https://www.ksat.com/news/local/2023/07/24/despise-aquifer-drop-saws-will-stay-in-stage-2-watering-rules-but-offenders-face-citations/> . If you can not find the article, let me know and I will send you a scan of it. Does the boss not know what he is talking about?
If used properly, customer education, I find it hard to believe that drip irrigation uses as much water as running a spray sprinkler system. If so, why have the gardening experts been encouraging drip for so long? If growth is the problem let's limit growth or let developers fund needed infrastructure and water sources not the existing customers. Run that past the politicians and see what their reaction is. They might also consider reducing spending on some of the ridiculous programs they come up with and channel those funds into something more important, like water resources. I imagine that most current residents feel like they are currently paying more than their fair share now without any added burden. Let me know what shade tolerant lawn grass will go dormant and not die without water. The politicians are going to have a hard time selling growth to companies when we are a city of dead vegetation. If we need to turn into a desert community let's face up to and figure out next steps. Those same politicians are going to have to also figure out how to operate without the funds that SAWS currently pays to city hall. Let's enforce current rules before we make new ones. If violators are concerned about having a "criminal" record, how about they don't break the rules to start with. SAWS has in the past worked hard to develop a generally positive reputation in the San Antonio community. These types of punitive programs will put an end to that positive reputation. Ask companies like CPS and USAA how quickly that positive reputation can be lost. How about treating us like the "CUSTOMER" we are. We may not have a choice for water providers but I suggest you don't take us for granted and don't insult us by presenting a rate hike as a service improvement.

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- 940 I agree that there is a loophole associated with drip line irrigation. However, I hope that it will not be difficult to get a variance for a vegetable garden. Also, the information that SAWS has currently published is very heavy on the use and functionality of conventional sprinklers with very little information given on the proper sizing and timing of drip irrigation. It seems a little unfair to limit drip irrigation without much warning given that the public perception is that it saves water. If limiting drip irrigation, please begin to publish lots of information about proper sizing, timings, hose types, etc.
- 941 All these changes are great! Water demand will continue to increase as population grows. I love SAWS!!!
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- 943 I think these changes are great. An even better addition would be to ban all residential lawns. Most of my neighbors in the past summer were out there daily watering by hand to keep their lawn super green. Not sure what purpose that serves besides wasting water.
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- 946 I highly support an incrementally increasing fee for water abusers, especially those who do it repeatedly. I live in a separately incorporated city and I am disgusted by the amount of rampant disregard for water stage restrictions, day/timing violations, and outright abuse of water just to overly water turf grass. Get their attention!
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- 948 How does one apply for a 7-9 pm watering variance? (We have no sprinkler system; I must move surface sprinkler heads and hoses by hand, in the light. We only have 3 flower beds that wrap around house that is on a drip system. Tree roots kept breaking pipes of water sprinkler, so OUR drip system is small area & does not use as much water as a sprinkler system. It is where we put most of our shrubs, plants, flowers, so will have to hand water if limited to only 1 day.
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- 950 I think you are too quick to penalize residential use. I see nothing in this to apply to commercial use which I suspect is entirely unregulated and therefore discriminatory to residential customers.
- 951 there must complete, undeniable, and provable confidence in meters. Customers must be able to question/dispute SAWS meter readings though the use of FLUMES or similar devices.
- 952 As a SAWS customer, I read all this information and the surcharges you would like to levy on high water users. That is fine, but I do not support you billing me for others. I am not happy with this uplift assistance program fee. I have enough fees incurred on my bill. I am retired and on a fixed income, no one is helping me. Take the money from the surcharges you will be billing the over users. No one wants to address this bill. And lets not get into all the illegals that we are already paying for. I will wait to see if SAWS will address this fee for me. Thank you
- 953 Will there be any exceptions to the flat, draconian decision to assess a punishment fee to the top five percent users? If I follow all the rules (dates and times for sprinklers; permitted hand watering, no water running in the street, etc.), and use in excess of 18,000 gallons because my yard is large and I have extensive plantings, will I be punished for trying to keep my part of the community from becoming a paved over heat sink favored by the developers the city seems to encourage? (just look at the clear cut and scraped to the stone scars on the land that the city approves and encourages.) It seems only fair that there be some rational thought applied. Thanks for your consideration.
- 954 I'm reviewing the new SAWS Watering Rules. I am troubled by several new regulations. It appears to be a wish-list from SAWS, to be copied and pasted into City Code I am doubtful the imposition of punitive fees to customers not residing in the SA city limits is legal. It is certainly unethical, as I have no recourse through an elected government representative, or any other means to reign in SAWS' power to raise rates, impose fees, etc. I must rely on the good judgement of the City Council to represent me as "a county, but not city" resident. I am against the enforcement criminal fees set out in City Code Section 34-277: Criminal. Any person violating any provision of this division 1 of article IV shall be guilty of a Class C misdemeanor and upon citation and conviction, shall be punished by a fine not less than fifty dollars (\$50.00) and not more than one hundred dollars (\$100.00) for the first offense; a fine not less than two hundred and fifty dollars (\$250.00) and not more than five hundred dollars (\$500.00) for the second offense; a fine of not less than one thousand dollars (\$1,000.00) and not more than two thousand dollars (\$2,000.00) for the third and additional offenses. These are onerous and ridiculous for violating a watering restriction. And then there is a proposed drought surcharge, amount yet to be determined. This can also turn out to be onerous and over-reaching. I wouldn't buy a car without knowing the costs up front. You should not approve a fee not providing a threshold number and dollar amount; no blank checks to SAWS. I hope to see the City Council reign in SAWS and this power grab. There is not a need for these draconian changes. SAWS should be working with governments to limit development and growth which stresses our resources. And SAWS shouldn't be crying "Poor, poor me! Pumping water breaks our water mains!" To admit this is to admit a failure to manage the core reason for existing...to supply water reliably. Thank you.

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	Is SAWS going to pay for my St. Augustine grass replacement when my grass dies with your every other week watering schedule. I'm on a very limited income & can't afford new landscaping. How much input have you gotten from we senior citizens regarding these new proposals?
955	Who is serving on your panel to present your rules? I'm interested in knowing who is on your rules panel.
956	It angers me that those of us who paid extra to have drip irrigation installed are now to be penalized. For years, we have tried to conserve water with our drip system and this is our reward. Also, several years ago SAWS indicated our old meters would be replaced with electronic meters. I called several years ago and was told ours should be installed within the next year or so. Water usage charges are progressive. Meter readings are very inconsistent. The readings range from 29 days to 35 days. This is very unfair.
957	I am glad that proposals are being considered to reduce our water usage. I don't have an irrigation system and move around the sprinkler. Since I am retired, the morning hours are fine but the evening hours would be difficult (too dark with risk of falling). How difficult will it be to obtain the variance? The proposals for companies are good. Companies need to review their systems and make sure they are working properly. I do have a question on car wash business. There are already three car wash businesses within driving distance and within the last year 2 more were built. Are there restrictions on these businesses? Thank you for your work on preserving our water supply.
958	How is 18,000 gal fair? You are comparing Irrigation users to total users, of course irrigation users will have a higher water usage so they should be compared to other irrigation users. In addition, some irrigation users have very large lots others have smaller lots no consideration is being given to users needs you just use a arbitrary 5% or \$200. value to determine High Use. Night time watering is discouraged by landscapers as it fosters the growth of fungus on lawns, Change hours to to daylight waterings.
959	Annuals and flowering perennials throughout San Antonio have been planted for ten years based on the ability to run drip irrigation during the hottest months of the year. SAWS has encouraged this change to drip until now and has rewarded customers for eliminating sprays which are tremendously inefficient. Making a change from "any day any time" for drip irrigation to once a week is costly to all customers and most likely will not be adhered to by customers. A much more reasonable and fair approach is to limit drip to 3 times a week. No one needs to water with drip every day!! In addition, drip does not use as much water as sprays because sprays lose so much water into the wind, an ever present occurrence in this part of the country.
960	I still wish there was some way of knowing if and how my water waster reports are received and handled. I am very frustrated at the current way of reporting. I've reported the same wasters many, many times all last year with absolutely no change in the watering and no acknowledgement that my report was even read. By luck, a SAWS inspector came by nearly 8 months after my initial reporting and changes were noticed within 2 weeks. I actually gave up reporting the massive waste I've seen on a nightly basis...too cumbersome to report, knowing nothing will be done. I do cry a little inside watching such disregard of a precious resource. Disheartening to be a citizen (and consumer) whose complaints fall on deaf ears. Perhaps think of neighborhood volunteers to actually report to an interested party. I agree fully with your proposal and I hope NO deals are cut to allow wasters to get waivers of their fines.
961	With the likelihood of droughts increasing, it seems prudent to raise the penalty on those who are watering arbitrarily. What about turning off the water for 24 hours, for those found to be clearly violating watering days & times? Turn the water off for 48 hours, for repeat offenders?
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964	Encourage the use of artificial turf in lieu of grass. Requires zero water. Subdivisions like Inverness prohibit its use
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967	You should adjust the thresholds for higher-priced water to the number of people in the house. We have 10 children living at home, so when we bust 18,000 gallons a month it's not because of wasteful lawn watering, but rather to keep their clothes clean and shower to prevent stinking in their classrooms.
968	I suggest adding the following: Limit authorizations to water newly installed landscaping during the hottest months of the year. Require newly established properties to install xeriscape vs. grass for landscaping. Shut off water supply to customers repeatedly using excess amounts if water and/or violating misc. watering rules.
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971	I don't understand why customers without irrigation systems would need to apply for a 7-9 PM watering variance since SAWS already knows who has an irrigation system due to permitting requirements.
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973	There is still nothing taking into consideration households that have acreage vs a standard city lot. We follow all the policies and regulations, but are penalized because all SAWS sees is the amount of water we use and does not allow for the size of our property. Also, how are you going to be able to determine what water is going to a vegetable garden?
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My problem with the proposed drip irrigation rules is that everyone has touted drip as a much more efficient way to water than spray irrigation - to suddenly claim it's nearly the same as spray would be confusing to most people and you'd meet a lot of resistance. I think more education needs to be done in addition to the limit so that people aren't replacing their spray irrigation with drip thinking they are saving tons of water. I also think the variance for vegetable gardens shouldn't have to be applied for - if you have a veggie garden you should just be able to continue watering it with drip without getting special permission. I think the main thing we should focus on for water conservation is getting rid of turf grass - it may be effective to lobby for a city-wide ban on more than a certain square foot percentage of turf compared to lot size for all new homes. I think there should also be a surcharge to run residential irrigation systems to encourage people to reduce turf, but not sure how this could be differentiated from the rest of a residential home's water use. And there should be a more robust program to help replace turf with native plants, such as financial assistance for a landscaper to do that for someone who can't afford it; I don't think increasing enforcement of irrigation standards would be particularly effective. In addition to the high use surcharge in Stage 3 drought, there should also be a watering frequency limit for everyone, rather than eliminating the every other week rule. It's better to approach water conservation from a conservative standpoint due to high future population growth potential and high likelihood of extreme drought - San Antonio would not ever want to be in the position of not having enough water for its residents, that would be a huge failure in resource management. I think both Stage 1 and 2 drought should also have the high use surcharge.

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Timely enforcement is critical. I have often reported our HOA for continued violations with no repercussions or penalties. I hope additional staffing is figured into the plan For the overuse surcharge, please do not charge the person during the first 2-3 months. Esp. Elderly and disabled, it will take them time to get help to find the leak and some may need help with funding to fix it. Some folks cannot hear well. So they don't hear/ need help to hear a running toilet or faucet. It would be great if SAWS would offer assistance to disadvantaged or disabled people with high bills to find their leak.

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Walking around my neighborhood, I see some house owners are carelessly wasting water by irrigating their lawns twice a day everyday. It is highly inefficient to rely solely on police patrol. Only small amount of unlucky ones are caught. It is fair to use progressive surcharge scheme to help conserve water resource in our city. To guaranty every citizen have water to meet their basic needs, the first level per capita usage rate should be very low if not free. The rate should rise along with the increase of water usage. The super users should pay a lot more. People have the freedom to choose how much water they would like to consume. you can save a lot if use less. You will pay more and a lot more if you can afford it and want to keep your big yard very green year around. I would love to live next to these rich neighbors and don't need to feel unfairness.

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This entire thing feels like a money grab.

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Yes...I will never be able to meet the drip watering limits with once weekly. My day is Thursday. I work... can't do it from 7-11 or 5-10 am because I work... not teleworking... and have to manually do things despite having a timer. I have 3 hose bibs and 7 areas to include a veggie garden. Even with the exception to the garden, I can't do/ manage the other 6 zones in an evening... assuming I'm even HOME. I have to manually turn off my water softner too... so watering at 7am when I need to have soft water for my shower is a no go. Not pouring hard water into my new hot water tank to ruin it and my dishes. So not happy with these proposed changes considering I already comply with once weekly drip irrigation in my zones...I need multiple days as options due to manually heading to connect hoses.

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How would customers "apply for a variance to water 7-9 p.m."? What would be the criteria for allowing the variance? If the variance were automatically granted (according to having a hose-end sprinkler), why not simply allow the hose-end sprinkler without having to apply? Wouldn't it be the same as allowing people to water by hand?

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There should be some consideration for size of lot/home in establishing the Stage 3 thresholds. Government uses size of lot/home when taxing the property then ignores this in this surcharge proposal. I am not opposed to paying the extra dollars for the resources I use but does not seem fair to surcharge unless the size of lot/home has been taken into account

Agree that all customers should be treated the same. When SAWS charges the same rates to all customers, including those outside the municipality, then I would support the change to the citation process. Let's get all customers on the same program, including rates!!!

I disagree strongly that drip and spray systems apply water at the same rate. To the contrary, the spray delivers water at a rate nearly 50 times that of drip. Need to see what specific data you are using to support the change in drip irrigation. Some of us have spent considerable funds converting to drip systems. They are demonstrably more efficient and hardly a "loophole"

thanks for the opportunity to comment on the proposals

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	The city and county are building too many new business and houses that utilize one water source. If you are truly concerned with conservation stop building. People need to maintain lawns for many reasons and that should not be punished.
991	Saws has so many water main breaks that ran unfixed for extended times. Who is regulating saws usage? You can't waste and not expect others to actually utilize water.
992	This proposal addresses some of the water issues, but again I question if water and the aquifer is such a problem why are builders/ residents allowed to put I. Full back and front yards? Why not have either front or back grassed? The choice made by builder or resident. Builders should easily be able to zero scape front or backyards.
993	Why is there no mention of limiting the days that customers can hand water? Currently there are no restrictions on hand watering. I've witnessed many neighbors watering for hours every day during the peak of the summer heat. It's easy to spot them, they have the greenest lawns and often a river of water running down the curb. Speaking of water waste... can't you do more about residents with broken systems that run rivers of water down the curb? Just a simple drive around my neighborhood would find at least 5 that I'm aware of. Can you provide the data supporting that drip irrigation uses as much water as traditional in-ground irrigation systems? On a quick google search, there are many advantages to drip irrigation - one specifically is less evaporation of the water since it's not in direct sunlight. A properly run (minutes for soil to be moist) drip irrigation system 2-3 days per week can save \$1000's in lost plants. If this rule is put in place, will SAW provide residents the replacement drought tolerant plants and labor costs when all their existing plants die? If a surcharge is triggered at 18,000-20,000 gallons of use, is there any consideration put on the square footage of the lot and how much grass covers the lot? I have one of the largest lots in the neighborhood. I religiously follow the watering rules for my day and only water in the morning (about 3 hrs even though I'm allowed 4). I have an upgraded irrigation system with water efficient heads and only 5 zones (down from 13). I also have drip in 2 additional zones. I have a pool and an active family of 4 that showers regularly. I did hand water struggling areas in my back yard because we have a dog (grass is better than dirt). I hit over 18,000 gallons 3 months last summer. If my neighbor with one of the smallest yards in the neighborhood followed the same watering schedule that I used (plus had the same size family and a pool), they would fall under 18,000 gallons of use during the same 3 months. Would you consider it fair that I would be hit with a surcharge during Stage 3, but my neighbor would not? What about residents that travel or maybe someone that lives alone? What about those with kids that run a hose sprinklers to provide some enjoyment on hot summer days? Wait, what about those that hand water - how will you know if someone is running their irrigation system or hand watering?
994	1. Allow exemptions for large HOA's that cannot water all their zones in the appropriate time frames or days.
995	2. Residential watering times should be 5-10am and 6pm to midnight. Current watering times make no sense, since at 10/11am temperatures are already 90 degrees plus.
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999	Why not charge each of the top water users ie companies (H E B, Toyota, and Microsopft) that use over million gallons of water a day a larger surcharge one that is appropraite to the size of land they occupy? According to SAWS own reports H-E-B , in June 2022 , used 23,191,848 gallons of potable water. Compare the use of 23,191,848 gallons in one month, to the average Texas resident use 7,200 gallons of water per month. Most homeowner homes are on 1/4 acre lot, while some homeowners may have 1 acre size property are you saying that the "water analyses" will treat all lot sizes the same and allocate each to 18,000 gallons a month?
1000	Further, why not ask SAWS customers if they believe SAWS does a good job of addressing ,in a timely manner, service lines water leaks in neighborhoods or replacement of broken water lines?
1001	I do not support the Stage 3 high use surcharge unless there is an opportunity to receive a variance. Not all high water usage is due to watering grass. During extreme drought extra watering is needed to maintain high value native trees and shrubs. I believe the ecological value of watering needs to be addressed. A larger property with valuable ecological assets should not be punished for maintaining them. I am going to raise this issue with the environmental groups in the area.
1002	Sir / Ma'am, I personally believe that a person should have a right to defend themselves in court. Should they be accused of something... I think 18,000 gallons and a surcharge is too low... I water within the restrictions that SAWS sets and I do it for 10 minutes per zone for four times per day within the water window that you offer and I am over 18,000 gallons each time... It does not seem fair to do this when we follow the restrictions, set forth by SAWS. I think that all irrigation systems should be improved to the most up-to-date, cost efficient, and best system that can be installed.
1003	I use a electronic timer, and the hours of operation do not affect me nor my family, and would actually allow for additional water pressure throughout the city during peak hours.

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	I disagree with the auto-billing of fines. There is no due process. Yes, I read the material and understand that there is an appeal process. In 2017 my water bills were extraordinarily high for my small property. I sent you a letter stating that a construction crew hired by CPS used my front yard hose to refill their radiator and failed to completely shut off my hose. All of the water was absorbed into the garden near that hose bib. There was no evidence until grass and weeds started to grow there. My appeal, which I still have in writing, was responded to by, pretty much, Too Bad for you. Will the proposed appeal process be the same?
1004	What about people, who because of their work schedule, cannot hose-and-sprinkler their yards within your schedule?
	My only concern is that moving from a municipal citation to a fee on the bill might remove the ability to appeal. What if there was a mistake on which address is in violation.
1005	As long as there is a burden of proof, a right to appeal, and time to appeal before being fined, I support this change.
	One of the The Watering Rules Reviews questions regarding larger surcharge doesn't mention or define the true top water users (H E B, Toyota and Microsoft) in San Antonio, Bexar county. Instead, you imply in the question that in "STAGE 3The surcharge would apply at a set threshold and encourage the highest users to conserve water during very severe droughts. The exact threshold is currently under analysis, but is estimated to be around 18,000 gallons per month. In 2023, this was approximately the highest 5% of water users. A typical bill at this volume is about \$200 per month." Why are homeowners only being presented with surcharges that could be applied to THEM ? Why not ask SAWS Customers on their thoughts on applying larger surcharges appropriate to the excess use by corporate users ie HEB, Toyota and Microsoft?? Homeowner are already paying added fees: Domestic water service charge, Domestic water supply fee, Edwards Aquifer authority fee, and Residential Sormwater fee!! What are you doing to insure ' even higher surcharges are being applied to the true top wwater users (corporations)? Why not ask SAW customers if they would approve a larger surcharge to true top water users in Bexar County???
1006	SAWS should consider voiding any and all HOA mandatory requirements for the use of natural turf lawns in all San Antonio subdivisions and medians. Lawn turf is the largest factor in wasteful water consumption.
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	This proposal would give saws to match power to gouge customers. Saws already charges high users more by using the fees schedule (bracket system they use to charge for water usage) ie. Different rates depending on how much water customers use. So in essence customers are already being penalized for using more water, and may I add that the limits are not very high before the rate changes.
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	I strongly support that new build applications MUST consider the strain on the water supply and either require the developer to take specific steps to rectify it, such as requiring xeriscape and requiring sprinkler installation in each new build, or deny the building permits. At the intersection of Hausman and Sonoma Parkway, 800 STAND ALONE RENTAL UNITS WERE APPROVED and are in the construction phase. Assuming a minimum 2 persons per rental, this will add 1600 people using water in a relatively small area. It appears that each unit will have a small grass area, using additional water. There seems to be much new construction around the city and I don't understand how it is approved if the city is already in a conservation mode due to drought.
	I think the watering hours for stage 2 should remain as they are.
	I see commercial establishments watering their landscape on all days and at all hours. Change the rules for commercial establishments to mirror those of homeowners/renters. Establish a higher fine to encourage compliance and institute a fine for water runoff. If the rules already exist, ENFORCE THEM.
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	Alrighty, round two of giving my two cents! :D okkie Dokie so for the first question, for SAWS to reach out into another area and try to enforce their will is despicable. SAN ANTONIO Water Systems, not Texas Water Systems. A one rule for all, never work's in any society. Trying to enforce rules and laws on a community that is drastically different to another community is the foundation of social collapse and leads to oppression. Next question. Having an higher surcharge for the top 5% will just lead to a higher surcharge of the top 10% the next year. I'm sure I went on about this in the same manner in the last survey, so I will leave it at that. For the drip irrigation I would like a more defined description to the "additional watering for vegetables". Is this an additional gallon, 1,000 gallons, decided base on case by case? I'm hesitant to limit my access to the most vital resource without clear lines of limitations. Water is life, hence why vegetables require it. Next question. I'm not a fan of government regulations of the free market. However I'm not so ignorant to deny that regulations keep buildings from falling on our heads at night. So limited regulations with end goals and not specified requirements are best. An example of good regulations and bad would be OSHA's silica requirements and fire alarm regulations. OSHA say's employees can only inhale so much silica per day to be safe, they did not say how. There was a boom on the market of better breathing apparatuses, better filter systems, better collection systems for dust. Now a bad example are the fire alarms. The technology is severally outdated. To get new strobes and alarms, manufacturer's have to jump through hoops to get a new device approved by a politician who has no clue on how the fire alarm devices work, stagnating the technology.
1013	And for the finale! :D I don't have a strong opinion on the times for watering yards.
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I listened to a presentation by Karen Guz clarifying the rationale behind each of these proposals. I'm glad that SAWS is continuing to evaluate existing plans & new ideas to produce the most effective and equitable conservation policies.

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SAWS Enforcement - I don't support SAWS performing their own enforcement. The police don't get to write tickets and the collect the money. There is an independent party to review and judge the facts. There are to many stories of SAWS misbilling already, thus a lack of trust. Get the billing house in order first before wanting other responsibilities.

Drip Irrigation - Not sure what drip system you have watched, but the statement that drip uses the same amount of water as one of my rotary heads is crazy. Such statements just adds to the lack of credibility.

Stage 3 Surcharge - Why is a high use surcharge being proposed? The current SAWS rate structure has a built-in high use surcharge already. As one uses more water, the charge per gallon increases. So is this not already a surcharge? So basically SAWS is proposing a double surcharge.

Watering Schedule - Finally, a watering window that doesn't have half the water I put on the lawn evaporate as people can't water before 7AM. Watering after 7PM promotes the growth of fungus.

A SAWS's User - Could SAWS define how water use is being measured. I receive notices that I am in the top 10% of users. Or I see that in the new proposal over 18,000 gallons per month is a top 5% user. Well who is a user? I can't believe I am in the same class and CPS' chilled water cooler or Toyotas plant. With a lawn of course I would use more water than a single apartment. So a lot of percentages are thrown around without clear definition. But then that is typical for government speak.

1020

I strongly support restricting the hours and frequency of drip irrigation, but I believe that the proposed exemptions for vegetable/edible gardens are necessary if those new restrictions are put in place. I specifically designed my irrigation system to have a separate zone for my edibles, knowing that they (even when properly mulched) have higher water requirements than my other landscape plants which are mostly native and require little if any supplemental irrigation. Many of us grow our own vegetables for several reasons, and conservation of resources is a common motivation. Additionally, gardeners who grow their own vegetables are typically more educated about gardening topics and are less likely to think that long drip times are necessary than the general public. Requiring daily or near-daily hand waterings of these vegetable gardens (if drip waterings are limited) will make growing edibles impossible to a large group of gardeners, many of whom are staunch allies of water and environmental conservation efforts.

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I am deeply concerned that changing enforcement from the municipal court system to a SAWS imposed fee would be a conflict of interest. SAWS gains financially by the fees, so would profit by over zealous imposition of the fees. Additionally, leaving the question to municipal courts allows for citizens to have their day in court and present their side of the argument.

1025

Changes to incorporate fees based on volumes used are difficult to assess without more information. Additionally, lot size should also be taken into consideration and a grace period should be provided to allow for landscape modifications to meet any new standards.

1026

As most of your proposed watering hours are not during normal outdoor waking hours, we will run into more people putting their sprinklers on a timer and not seeing that it's raining while the sprinklers are running. The miniscule amount of energy the new hours might save would be lost compared to the amount of wasted water. People will also be less likely to notice if sprinklers are working inefficiently or wasting water on the sidewalk if they are running in the dark while the majority of people are inside. This is an ill conceived idea all around.

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Pass a city law that requires HOA's to allow something OTHER than grass in yards. Wildflowers, a yard full of drought tolerant plants, rocks, mulch, etc. We are only allowed a certain small portion of our yards to be something OTHER than grass which means I HAVE to water every week. This would save a BUNCH of water if I could transform my yard into something OTHER than grass. Once this is done, homeowners that plant something other than grass should get a statement credit or something to help offset the cost of tearing up the grass and planting water saving plants or rocks or mulch, etc. It would also be helpful if there were links to FREE advice, contractor names, etc.

1029

I see ZERO enforcement of watering restrictions on commercial users, and water running down the streets all the time in the heat of summer. START WITH THEM!

The statement that drip irrigation uses similar water consumption to spray irrigation is complete nonsense. Nothing could be further from the truth. That might be true if bubblers are used, but that is not always the case. A blanket statement like in the 'fact' sheet is patently false.

If 'enhancing enforcement of irrigation standards' means hiring government employees, then NO THANK YOU!

1030 Irrigation systems do not put any significant load on the energy grid. This is also a ridiculous assertion.

1031 My concern with your first proposal to automatically charge a fee for excessive water use versus a citation is that there may be a valid reason for more water use than normal such as a malfunction of a sprinkler system or simply having a bigger area to irrigate than others. I have a large yard and try very hard to minimize irrigating but in this drought extra watering by hand or increasing watering times is often necessary. I simply can't reduce the size of those areas of my property needing irrigation without making very expensive and unwanted landscape changes.

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1033 I am mostly concerned with how to apply variances for new landscaping.

1034 Where is the allowance defined for those homeowners who have tens of thousands of dollars invested in a pool? There is frequent need to top off these pools, especially when it's so hot and these homeowners should not be punished for this water use.

It's great to see that you're no longer going to be resorting straight to the courts and turning citizens into criminals without any recourse with SAWS! It's about time SAWS acted as a good neighbor.

1035 I don't understand why there's a clear drive to impose more fines and fees. If the issue is revenue then I would suggest looking at the ridiculous salaries of SAWS officials/leaders. SAWS referred close to \$1 million worth of criminal fines to the courts last year.

1036 I encourage the variance for vegetable gardens, but there needs to be some recognition of homeowners who have many thousands of dollars invested in swimming pools. We can't simply let the pool go without fresh water being added. How do we support the changes SAWS is implementing?

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The drip irrigation rule ASSUMES that drip irrigation uses as much water as sprinklers, but for my system, this assumption is far from accurate. My sprinkler vendor has advised me, after conducting a full analysis, that my irrigation system supplies only 25% of the amount the sprinkler system uses when set to run the same length of time. If this is true for my system, which is hardly an unusual one, it must be true of many others. Isn't this ratio a matter of the extensiveness of the two systems? How on earth did you arrive at your conclusion about drip irrigation?

1039 (I have made this comment before and received no response.). It would be nice to hear from you about this issue.

1040

Would the variances be available online? If not, answers above would change. If a variance will be "in person" to obtain, I would not support any new rule that applies.

1041 Does this apply to commercial properties?

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1044 Please be mindful that some residents are stewards of larger properties. Average size should be considered in relation to watering regulations. While we want to work diligently to conserve water, we also want to balance that with keeping trees and shrubbery alive for quality of life, air quality, noise pollution, etc.

1045

1046 SAWS again fails to account for landscape size. At a minimum There needs to be a variance available for landscapes over standard lot sizes.. ideal would be tiers of rates based on size of lots.

If you change the ordinance rules for the higher use customers.

1. By Not holding Accountable every one, the thousands of customers who are at the threshold of being in the highest use percentage of water or who are of a average use and they are still misusing the water with run off, spraying over, or flooding their neighbors yards will continue to pay for their higher water bills and misuse water fees during the drought to have it their way convenient and not conserving.
2. The thousands of individuals who misuse the water, it still all adds up in the end.
3. They should get a fine, go to court, have a record, made mandatory to attend a class and go to the water treatment facility or do community service. The same with a facility Manager of for example the hospital or that resort style country club that has all the plush greenery and run off on the streets from badly installed sprinklers or broken heads.
4. My bill is on the low end \$35 and \$45 on the high. I have stopped using a automatic sprinkler system, run a full load of dishes in my dishwasher, bought a washer that conserves water and I have taught my family about water conservation. Not letting the water run continuously out the faucet, turning it off when brushing their teeth and washing their hands and dishes. My grass is green, I have a pool, a large home and two young adults there is no excuse.

1047

How would you monitor the use of drip irrigation on designated days and within allocated time? You can't see drip irrigation!

1048

I have neighbors using irrigation systems 2-3 times per week and sprinklers run even when we have our (occasional rain). Nothing seems to stop them. They just pay the cost because they are able. \$\$\$ It's not a big enough deterrent to fine them.... Or the fine just isn't big enough.

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Appreciate SAWS asking for our voices to be heard through this survey.

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This is a massive doc and NOT easily read, let alone understood. Separate summaries of key proposed changes for residential and commercial customers are direly needed before one can intelligently take the survey. I have a MPA and an IQ of between a 139-143, but it's too much for me. Much does not apply to me as a residential customer.

1052

Moreover, I dislike very much the process of you assessing fees automatically, so to speak, without checking out the situation first. Honestly, it's like scary government takeover of your life with no vote nor recourse. DO NOT like it a bit. And I'm not even in the far right camp. SAWS is overloaded and not responsive. Some of your staff can be very arrogant re the rules as well, even in public speaking. That does not help. All hell will break loose on these as you are held in poor regard already.

1053

I do not support removing the fines for enforcement of the water rules from the courts. I believe it opens the door for SAWS to enact pseudo rate increases with no proof of any violation and no control from elected officials. As it is, there is a complete disconnect between the City Council and the public, as council members have little or no experience with the struggle to maintain landscaping in hot weather, and the costs involved in doing so.

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My concern is if SAWS is unable to meet the water supply needed to support the fast growing population why would the City or County issue permits for these developments to go forward. Will it get to the point that won't be enough water to bath let alone worry about watering the lawn. This makes NO sense.

1059

There is no coordinated between all the agencies involved in providing our infrastructure, just fines and limiting our use.

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There needs to be a concerted effort to harvest excess rainwater when we receive it. Rainwater could be sent to treatment plants to clean it for potable water use or for irrigation. So much rainwater is lost through the various creeks and rivers and this is pure waste. This could eliminate having to access other water systems for our use which further imperils their lakes and water.

1062

Irrigation systems actually help conserve water. People using the hose to water their yard can't do it efficiently and wastes more water than using the sprinklers. It is unclear to me why only in Texas, home owners are penalized by prohibiting us to water our yard AND home foundation/slab via the irrigation system. If I stand outside for 2 hours watering my yard, I have wasted much more water than just running the sprinkler system for 30 minutes. Yet in San Antonio I am forced to waste water every day via water hose.

1063 18K gallons is not much when you have a family and try to keep the yard alive during the summer. Next we are going to be penalized by the HOAs in addition to being penalized by SAWS now? This is incredible. I support water conservation. If the conservation would result in the destruction of lawn grass that is a problem. Many people have very limited income and can't afford replacing of their yard or the replacement of the yard with rocks or zero scraping.

1064 I constantly hear about our limited water and CPS energy resources yet I see nothing from our leaders about limiting our growth. Everywhere we look we see more houses and apartments being built everywhere. If we can't supply our existing people then Stop the building!!!!!! As long as we give builders and developers freedom to just keep on building, we will face a time when it will go from conservation to crucial for human life.

1065
1066 Large property with over 350 drip zones how can this water in a day in time frame given would be 3 days same time be more effective manner handling this .

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1069 Make the once a week watering year-round.

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1073 Why the survey? As a monopoly you will do whatever that shall enhance your bottom line...and mega bonuses to your executives. Correct?
Questions and comments:

Can the "fee" be disputed in the instance a leak, or some other unintentional issue, is detected?
Water usage is already tiered by volume, surcharges are not necessary.
I don't trust you to actually enact a "proposed variance" for gardens.
Stop changing codes. All you manage to do is increase costs. Maybe you should consult with actual irrigation professionals.
Really, you're actually going to use energy grid impact as an excuse? Why do bill ERCOT for disruptions?

1074 Last, but not least, SAWS should work with the public as well as a rate consultant. Just how much are you, and by you I mean I, paying this rate consultant?

much too difficult to water with hose and sprinklers during your proposed times. It is dark so much of the time
This is criminal to expect senior citizens to follow this, tripping in the dark while moving hoses. I have no underground sprinkler system of any kind on my property and would require a variance.
You also need to give a variance on the 8 hours to us senior citizens over 65.

1075 What are you thinking???

Adding a fee on the bill would not provide the necessary information for the homeowner to discuss the infraction to determine if it was indeed an infraction. I feel that SAWS could potentially apply the fee when in fact no infraction has actually incurred.
Additionally, homes with a large family, a large yard, and a swimming pool routinely use over 18,000 gallons. To say this only represents 5% of the highest water users does not seem accurate. Also, the typical bill of \$200 is misleading as this is only for the water portion of the bill, not the entire bill.

1076 I support ways to conserve water but penalizing those with existing homes, sprinkler systems, and pools already in place is not the way to do it.

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1081 All the studies I've found indicate that drip irrigation output is less than sprinkler output. Please provide links to studies that support your statement that they have similar output.

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1083 Enabling SAWS to fine users without due process through a fee on the bill places too much power in the hands of the utility. This is beyond the scope of a utility.

1084 SAWS already makes so many mistakes in billing, and customers have no recourse and no alternatives. They do not need freedom to add more fines without any outside supervision. Do better enforcing rules on businesses running sprinklers in the rain first.

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1087 Allow homeowners to select their day of the week for once a week watering OR remove once a week cap and penalize higher water users. I frequently work during my assigned once a week watering time. Given I'm in the bottom 20% or less of saws users, really need to be able to water when I'm home- not on randomly assigned day by address. Thanks!

1088

Please clarify-

In Stage 3 I support a surcharge as stated.

BUT

...

as far as restrictions, are all customers still expected to follow stage 2 watering rules in stage 3? Will new stage 3 restrictions mimic the new stage 2 restrictions with the addition of the surcharge for excessive discretionary use?

1089 Thank you.

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1092 The hours of 7am to 11am and 7pm to 11pm worked just fine. The alternate hours are too early and late.

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1096 Thank you!

The absence of the attachments in the draft conservation plan is a critical omission. It is all but impossible for anyone to review whether SAWS' proposal actually incorporates the feedback it received if there is no disclosure of the feedback. SAWS Board of Trustees seemed to be pretty clear that they wanted to hear more than just feel-good "SAWS is awesome!" anecdotes regarding community engagement. The Board-feedback was in response to only positive "summaries" presented to the Board by SAWS staff. If you're uncertain, you can refer to the stated procedures that Steve Siebert said would be included in the WMP, and then model the process for capturing feedback for the Conservation Plan. From the January meeting minutes:

A hallmark of the plan was community engagement. The Task Force reviewed public comments at every meeting. Since the beginning of the process, over 1,100 responses were received on the Water City SA website and four live online and 34 in-person meetings were held. People throughout the community had interest in protecting the Edwards Aquifer, watering rules, climate change and future water supplies. The comments and questions were documented and would be incorporated into an appendix, along with responses.

Ms. Hardberger commented on the positive comments received and that watching social media that's not true of everyone. She had asked at previous rounds if staff was capturing the comments and categorizing them. She wanted to make sure that they were also capturing the more critical ones and asked staff to talk about how they were managing the feedback, either electronically or at the in-person meetings. Mr. Siebert replied they were following closely the modeling used for the Regional Water Planning Project, which was to capture all public comments, respond and put them into categories, whether favorable or critical. They had all been recorded and documented since they started outreach in March 2022. Some of the most frequently asked questions on Water City SA micro site were provided responses, along with becoming part of the appendix in the draft document.

And you also need to fix the declaration of Stage III in the draft plan to be consistent with the USR and Chapter 34. You should probably also expand on the role of the CEO in declaring Stage IV, since that's all but omitted in the draft plan, but extremely important in the USR and Chapter 34. And you also need to fix the errors in the declaration of Stage IV in the USR.

1097 And you should have updated your timeline, but it's a bit late for that now. Heck, the Board will have had the opportunity to vote on this stuff twice(!) before I'll even receive my Water News talking about the first vote. So, uh...good job on the public notice part?

Your new rules penalizes existing homes and citizens who have lived here for many years.

- 1) Why isn't there a moratorium on constructing any new housing developments and commercial developments as water is obviously becoming rare?
- 2) If San Antonio and other SAWS municipality customers are going to continue to allow new residential and commercial developments why aren't you SAWS proposing a new one time capital tax on those units to pay for the water infrastructure they will be forcing you to develop?

1098

I think restricting drip irrigation to once a week is too restrictive and many plantings will die and many others will be negatively impacted, city wide if we have our normal high temperature summers with no rain. For those of us who have thin soil, drip irrigation twice weekly is necessary in the height of the summer. Forcing us to water with a hose is going to be a major undertaking and will make us have an unfavorable opinion of SAWS.

I have native plants and I don't use irrigation unless I must, but our weather just doesn't cooperate in the summer most times.

1099 I understand the need to conserve water but I hope SAWS will not restrict reintegration to once a week.

1100
1101 While I do applaud your conservation efforts, please do consider implementing a water usage variance for large lots. The proposed 20,000 gallon limit is just not sufficient for an acre sized lot. I live on an 1.3 acre lot with over 100 oak trees, including several heritage live oaks. Last year I lost two large oak trees in an area that was irrigated, somewhat. I say somewhat, because after the first \$1200 water bill, I sacrificed watering that area and those trees died. Now three more trees are in peril. Most neighbors in this area lost oak trees last year, one as many as 15 trees. Would it not benefit the entire city to do everything we can to save these trees? There will be a day when the trees are worth more the water. Some people to not care about the trees impact to our environment, but I do, as do most of my neighbors. You should care too. Not caring is short sighted thinking. Without trees, we will all die. Now you are proposing yet another surcharge above 20,000 gallons usage. I am happy to pay -up to a point- to water the trees for the community good, but I do have a budget and cannot continue to pay these surcharges. I will let the trees die.

I'm in favor of smart conservation, and I have spent a lot of money to ensure my irrigation system is not wasteful.

Two issues I have with the proposed rules:

- 1) The discussion of "High Use Threshold" makes no adjustment for size of household (which could be estimated from square footage or other metrics). I have five people living in my house. That's a lot of showers and laundry, but I shouldn't be penalized for that compared to a single-person household. Any surcharges need to adjust for size of property/household.
- 2) SAWS used to promote drip irrigation as being more efficient, with less waste to evaporation. Largely because of this, and because of recent droughts, last summer I invested heavily in a professionally installed and maintained drip system that has small individual lines to each shrub. I selected relatively drought-tolerant shrubs, but keeping them alive still requires more than weekly watering. I agree drips don't need to run 7 days a week, but limiting to once/week is excessive, draconian, and penalized people (like me) who invested in more efficient systems. I think the drip rule should be adjusted to allow drip irrigation three times per week.

1102
1103 I'm a family of 5. That is 5 people using dishes, toilets, and showers. I'm supposed to get fined if my water usage is high for my family of 5. The water usage for San Antonio has risen the past 2 years from all the people moving in. Yet I should be fined to make up for that

1104 Agree that citations are extreme and time consuming for the city. There is no warning for customers whose systems are automated and are affected by power outages or 2x a year time changes so these water times are stupid and unnecessarily difficult to follow for all customers. I got a fine because a power outage reset the clock on my system and had no idea....even though i follow the restrictions. The time frames are a stupid idea when the end goal is water use. Tier the water use and charge accordingly. Cps has summer rates to reduce use. Saws should employ cost to reduce demand. Not be issuing fines, driving around at 3am. Dumb. Stalkerish. If i use 5000 gal a month and water accidentally at the wrong time i get a fine. But my neighbor who uses 50000 gals from 7-11am is the ideal saws customer!?! Seems like a crappy system to me. Do better. Get rid of the days and times. Charge the high end users and especially the businesses who water endlessly.

1105 I'm glad you are separating rules for hose-end and automatic irrigation approaches. I like the expanded morning watering hours since we know that watering in the evening is bad for lawns, encouraging fungus growth. I'd even allow irrigation to start at 4:00 am, so lawns can have the chance to dry a bit before lawn services come through with their mowers.

1106 Well I really like programs like these, but what I don't like is that SAWS gives coupons for free plants/ trees. But they are not free I had to pay half of the value of the eligible item. It's happened twice, and I'm now on a fixed income and can't afford to pay so I don't qualify. I just like to see my house full of flowers etc. but CAN YOU HELP ME PLEASE, I NEED A SHADE TREE CAUSE MY HOUSE IS HOT AND I NEED SHAD. BOX FANS ARE NOT HELPING MUCH. PLEASE.

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1108

1109	Thank you for taking the time to read the surveys. We pay for the water we use. The more we use, the more we pay. Now, SAWS want us to pay even more. What evidence does SAWS have that it costs more for SAWS to send water to our meter once the usage is over 18,000 gallons? How does the residential usage compare to the commercial users amount of water used? Our story is that we put in new landscaping last year and then a drought came. We diligently followed the watering rules and hand watered our new trees and bushes even when it was 105 degrees at 9:00 PM. We later received a notice from SAWS accusing us of not following the watering rules simply because our usage was high. Instead of asking if we needed assistance SAWS assumed that we were watering illegally. Nothing came of the accusation, but it was an offensive notice to receive, especially because we followed the rules. SAWS is now asking high water users to have SAWS come by and help with ideas for lower usage. Maybe before I would have been amenable, but not now. I no longer see SAWS as a friendly government agency like I used to. I think SAWS ought to make a public apology for the way it treated people who were high water users and who were subjected to the offensive notice-- users who paid for the water and followed the watering rules. We are members of your community and should not be treated as outliers. You should not be setting up an "Us vs. Them" attitude with your own customers. We should be working together, but you are setting up barriers to trust by assuming high users deserve a nasty notice in the mail. So, without explaining why we should be charged higher fees for the water over 18,000 gallons and how we compare to your commercial users, I do not support the surcharge.
1110	The changes look good except "Instead of a Municipal Court citation, apply a fee on violators' bills." My concern is someone may have a water leak or some random error on the part of SAWS could lead to fees being put on bills with no recourse for the consumer.
1111	Looks good! I like it. I often see excessive auto sprinkler use (every day, most days) as well as wasted water running down the street. Fines are appropriate. We need this water for drinking, animals, and edible crops. Thank you!
1112	I looked over the changes proposed, I am not a fan of the times changes for watering. In my opinion it will be very hard to get customers to comply with the early and late times for watering. I would like to see a provision for people who need to power wash their homes and have tried to be compliant in not using the water. Possibly SAWS could set up a "minimal cost permit", similar to the Garage sale permit that is easy to obtain (HEB sells the Garage Sale permits) for \$17.
1113	Several weeks ago SAEN had an article about the big users of water (HEB manufacturing, Semi conductor manufacturers and others) that are huge users, if our elected officials continue to get these large users of water to move their businesses to Texas we are going to continue to have issues.
1114	Nevermind. I read the fact sheet. Seems fair. I appreciate the earlier watering hours. Thanks!
1115	I do not support additional surcharges based on the amount of water used for irrigation if customers are following the irrigation rules. Would those with larger yards incur additional charges because they need to use more water to keep grass alive? Also, the stipulations for the surcharge are very unclear/ nebulous. This needs to be very clearly explained so that customers do not incur "surprise" charges. Thanks!
1116	The proposals as they stand are unfair for different situation such as lot size, and the number of residents living in the home. Additionally, punitive billing for larger lot with seniors who are on fixed incomes and trying to remain in their homes when considering that in so many cases their properties must adhere to increasingly stringent HOA bylaws. These proposals appear to be targeting wealthier communities.
1117	What is being implemented for businesses to conserve. The city expands with all these new businesses that consume massive amounts of water yet it seems all the restrictions and fees are aimed at residents. It seems no one mentions the city is over planning its infrastructure and resources at the cost to the residents
1118	Watering times should be earlier in the day and later in the day. Until the drought lifts, if that ever happens.
1119	I would like to see more advertising in the south & east side of town. I would love to be an advocate for the project.
1120	Water is a finite resource and SA is growing so quickly we have to take at least the above measures to reduce the rate at which we are using water!
1121	I am completely on board with the idea. It truly "takes a village" to drive big change. SAWS is thinking in the growing communities best interest with this.
1122	
1123	How do we vote for proposed changes?
1124	None at this time, thank you .
1125	
1126	I concur with the proposals. In addition I recommend that newly developed properties are prohibited from installing grass and instead require installation of xeriscape.
1127	WOW! It took me a long time to read the proposal and think about the long range effects of the plan. It looks like a well thought out plan. How often will SAWS review the results and make adjustments in the plan? Is SAWS looking at any additional sources of water to make sure that our long term needs are met? I was brought up in Chicago where we had Lake Michigan and it's almost endless supply of fresh water.
1128	Thanks,
1129	I think the new time works well.
1130	I own a one story home on a one and 1/2 lot. Am I restricted in water consumption to the amount used by the surrounding one lot size residences?
1131	I think enforcement with monetary penalties or loss of water for hours/days/weeks as a penalty will make water wasters follow the rules. It is stupidity that waters grass when, for some people, there may not be enough water to drink.

	A
1131	I am fully agreed with the new changes.
1132	I think the change is needed. the proposed hours are just what we need to conserve our water usage here in San Antonio. I believe that many of our San Antonio residents will rally behind the proposal. The majority will accept the changes as long as they have timer-activated irrigation systems, less for those who water by hand.
1133	If you're setting high use fines for only the top 10% water use. This will not be for deterrence purposes. Some individuals may rather pay extra fees and fines to overuse their sprinklers. You need to fine based on the data according to the A. amount of individuals who reside in a household. B. The amount over those individuals are using in the same individual household average use for that size . C. The size of land and water features on their property. Example we have a pool, three individuals in our home, 3 1/2 bathrooms and 70 ft lot with grass and flower garden but we use less than household of our same size. D. The overage fee or fine should be shocking to anyone to make them not want to have to pay it again. The effect of a reckless watering citation on a criminal fine level helps deter an individual from having legally violated the law that may go into warrants if unpaid. offer coupons for free rain barrels and large water containers and cisterns for lawn and gardening's. A. The water would be free. B. The water could have a variance to be used anytime.
1134	The 7-11 am and pm was very simple. The new plan makes everything much more complicated!!!
1135	
1136	Besides monitoring homeowners on water restrictions.BUSINESSES seem to be big violators, there's been situations where it's raining and their sprinklers are on, you would think they would turn them off, other violators are city golf courses, just because they redo greens, you'll see sprinklers on during the day, I play golf. Some courses use gray water and that's ok, but private and some city own courses are not setup .
1137	
1138	Comments sent to SAWS emails
1139	<p>Despite the recent rainfall, San Antonio remains under Stage 2 water restrictions. This stark reality underscores the need for a fundamental shift in water usage habits. Changing ingrained behaviors requires more than mere education; it often necessitates a firmer nudge.</p> <p>Consider the statistics on seat belt usage: education alone increases usage by 10-20%, while enforcement boosts it by 30-40%. Combining both can lead to impressive rates exceeding 80%.</p> <p>Imagine the impact if SAWS customers experienced water rationing similar to Gujarat, India, where some receive water only a few hours per week. This visceral experience could serve as a powerful wake-up call, reminding us of the consequences of inaction.</p> <p>Even a temporary simulated shortage, while potentially unpopular, could send a critical message without risking lose of jobs if implemented real.</p> <p>Alternatively, exploring ambitious solutions like long-distance water pipelines from Houston, though challenging in terms of land acquisition and stakeholder agreements, could offer a long-term solution.</p> <p>While voicing such proposals might seem unconventional for a citizen, the urgency of the water crisis demands decisive action. We, the citizens, are often caught up in our daily routines, oblivious to the looming threat. A strong reminder, a nudge, is necessary to jolt us into responsible water stewardship.</p> <p>The COVID-19 pandemic, for instance, prompted many to adopt washing hands for prolonged time. Remember, education is a crucial foundation, but enforcement and innovative solutions can be the catalysts for a profound shift in water conservation behavior. As Germany's recent water scarcity demonstrates, no region is immune to this challenge. We must react swiftly and collaboratively before it's too late</p>

To Whom It May Concern:

On October 26,2023, I took the survey at wateringrules.com and provided comments as well. I want to share some additional comments:

1. Twice this past summer I have received letters from SAWS identifying me as in the top 5% of residential water use customers. In determining high residential water use, no consideration is given to the size of the lot and the size of the improvement on the lot. SAWS has three tiers for residential lot size that it uses to bill the Stormwater Fee for the City of San Antonio. The Bexar County Appraisal District has the acreage and dimensions of each lot. I suggest that SAWS use the information from these two sources to create an adjusted lot size equal to the lot acreage minus the size of the improvement on the lot and use the adjusted lot size to determine high residential water users. A larger adjusted lot will require more water than a smaller adjusted lot. Water use should be plotted against adjusted lot size to determine high residential water users via statistical measures such as mean, median, and standard deviation. Those customers with larger lots who use more water should not automatically be categorized high water users, subject to additional fees.
2. Customers need predictability in water use fees for budget planning purposes. If additional fees are to be applied to high residential water users, SAWS should try to minimize customer impact by applying the fees to the highest 1% of residential water use customers. At 1%, the number of residential customers impacted could be as high as 5,400, which is a large number; at 5%, the number could be nearly 30,000; and at 10%, the number could be as high as 59,000, a very large number.
3. SAWS should make free irrigation consultations available to all residential water users who have received letters identifying them as in the top 5%. Based on my contact with a SAWS representative in late September of this year, I learned that free irrigation consultations are only available to those customers who have an in-ground sprinkler system with a controller.
4. Based on an article in the Sunday, November 12, 2023 edition of the San Antonio Express News, it is clear that developers and builders account for a lot of the water use violations. I suggest the rate structure for these users be modified to add more tiers. For example, instead of the top tier being 175% of base, tiers could be added for 200% of base and 225% of base.

Please let me know if you have any questions or need more information.

1140

1141 Great job patrolling the streets of San Antonio!!!!

Hello again. Your so called 5-year drought and conservation plan will not be needed. Don't waste your time. You see new technologies that were being suppressed will be pushing through in the near future.They are already being prepared for the general public when the time comes. One of them involves a unit that harnesses the humidity from the air and filters it for clean drinking water. These units are already in use in some areas. I here that small units will be available for peoples homes and will supply water for there homes. There are other technologies coming that will supply water for peoples homes besides these units. I have not even mentioned the vast ocean of clean water that is under our whole continent. Funny how that is not even mentioned. Looks like we will not be needing any aquifer water or any of your water anymore in the near future. Give it up. Big changes are coming. Nothing can stop it. You all have been exposed. If you only knew who has been exposing you. You are not there to serve the people.You are all about control and money. The control that you think you have will be taken away for good when the whole financial system collapses, and collapse it will. Looks like big changes are coming by the end of the year. Thanks for playing.

1142

Dear Sir/Madam,

Many states in the west, e.g. California, Arizona and Nevada have entire communities that have desert landscaping. Why can not we have such a rule that force gated communities/HOA to allow and encourage complete desert landscaping? Financial incentive can be used along with penalty for over use. If we don't take this step now, we will be force to adopt such measures in near future.

1143

Thank you very much.

I'm a SAWS customer. I participated in the water conservation survey and read your initial, proposed changes. I don't take significant issue with anything, but I do feel the need to bring up the statement about drip irrigation. You make the statement that "drip irrigation applies water at a rate similar to spray irrigation, meaning they use about the same amount of water." This makes no sense. How can drip irrigation - pushing water through tiny holes in a tube - apply water at the same rate and volume as a sprinkler head? The whole point of drip irrigation is to conserve water, both though the rate and volume used, as well in the elimination of the evaporation factor that spray irrigation introduces.

While I understand the need for a reevaluation of our water conservation efforts in a city of 2 million people, I do not agree with pushing false facts to get a policy change approved. Please reconsider the section on drip irrigation - it's misleading at best. Drip irrigation is not the problem for our water over-use. Consider dropping that entire section of changes. Thanks for hearing me out --

1144

1145 My feedback: Please do a better job of knabbing people who water outside their assigned days and times. I see a lot of code breakers.

Dear SAWS Manager,
I reviewed the proposed water use revisions and support them wholeheartedly. As an urban planner by education and practice, I feel equity in water policies is critical, and citizens who choose to reside outside San Antonio and its ETJ should not benefit from the inability to cite and fine them when their water use is excessive or dont follow watering rules. Conserving our natural environment and resources also need to be priorities. These proposed changes would accomplish these.

1146 re- water conservation plans /protocols, the roadblocks are-
-homeowners fear the devaluation of their homes if they take out irrigation system / grass
-people fear the headache & hassle in finding contractors, even if they choose to participate in the program
the solutions are-
-SAWS must collaborate with the govt entity of appraisers, realtors, tax evaluators regarding the bill/policy of not devaluating the property value for xeriscaping.
-SAWS must provide tax incentive to homeowners who participate in water conservation program (just like solar panelling programs)

1147 -SAWS must provide the option of program management of biding /contracting the service for the homeowners to make it easier to attract more homeowners