



# City of San Antonio

## Agenda Memorandum

**File Number:**  
{{item.tracking\_number}}

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**Agenda Item Number:** {{item.number}}

**Agenda Date:** September 24, 2024

**In Control:** Municipal Utilities Committee

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**DEPARTMENT:** Finance Department

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

SAWS Disconnection Procedures

**SUMMARY:**

SAWS disconnection procedure briefing.

**BACKGROUND INFORMATION:**

SAWS will provide a briefing on its procedures involved in the customer disconnection process. The briefing will cover communications/notifications, the timeline of what happens when, and the current status of the outstanding bill collection efforts.

**ISSUE:**

Briefing by SAWS on the Disconnection Procedures of the Utility.

**FISCAL IMPACT:**

**This item is for briefing purposes only.**

**ALTERNATIVES:**

This item is for briefing purposes only.

**RECOMMENDATION:**

This item is for briefing purposes only.