

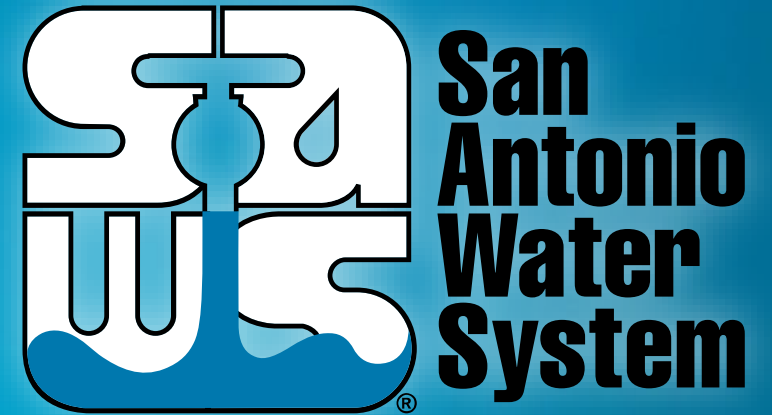
Customer Delinquencies

Mary Bailey

VP – Customer Experience & Strategic Initiatives

Municipal Utilities Committee

September 27, 2022

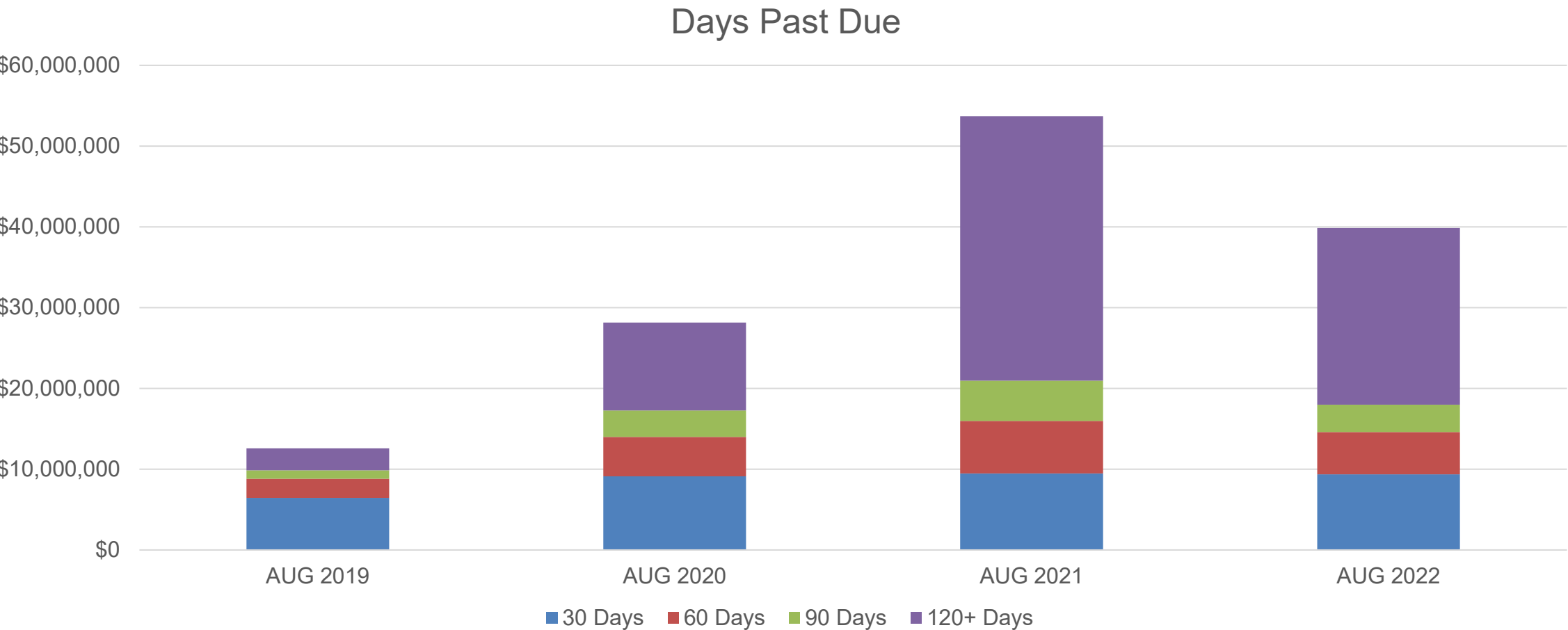


MAKING SAN ANTONIO
WATERFUL



Delinquent Customer Receivables

Delinquent balances are down 25% from a year ago



What's Changed?

- Customer Payments
 - YTD 2022 receipts are ~\$72M (14%) more than 2021
- ARPA Assistance
 - 16,000 customers/\$8.4 M
- COVID-19 Relief Plan
 - Expanded Leak Adj – 1,000 customers/\$1.8M
 - Incentive payment plan write-offs – 7,500 customers/\$2.3M

Behind on your water bill?
SAWS can help.

¿Atrasado con su pago del agua?
SAWS le puede ayudar.

Let's keep your water service on!

As our community recovers from the pandemic, SAWS will resume service cut-offs for past-due accounts starting **October 2021**.

Our goal is to keep your water turned on.

Contact us so we can set up a payment plan for you — to keep your water connected while giving you more time to pay.

You may also qualify for need-based assistance.

¡Mantengamos su agua conectada!

A medida que nuestra comunidad se recupera de la pandemia, SAWS reanudará las desconexiones del servicio para los clientes con saldos vencidos a partir de **octubre de 2021**.

Nuestra meta es mantener su servicio de agua conectado.

Contáctenos para que podamos configurar un plan de pago para usted - para mantener su agua conectada mientras le damos más tiempo para pagar.

Puede que califique para asistencia determinada por sus ingresos y necesidad.

Get Current.
Stay Connected.

Visit saws.org/getcurrent or call us at 210-704-SAWS (7297).

Póngase al día.
Manténgase conectado.

Visita saws.org/getcurrent or call us at 210-704-SAWS (7297).



Next Steps

- ARPA funds
 - \$1.6M is available through 9/30/2022
 - SAWWS has requested an extension until December 31, 2022
 - SAWWS continues to accept applications at www.sawws.org/COVID19
- Low-Income Housing Water Assistance Program (LIHWAP)
 - Federal funds provided to Bexar County for distribution
 - Eligibility
 - 150% of Federal Poverty or below
 - Reside in Bexar County
 - Must be distributed by 9/30/2023

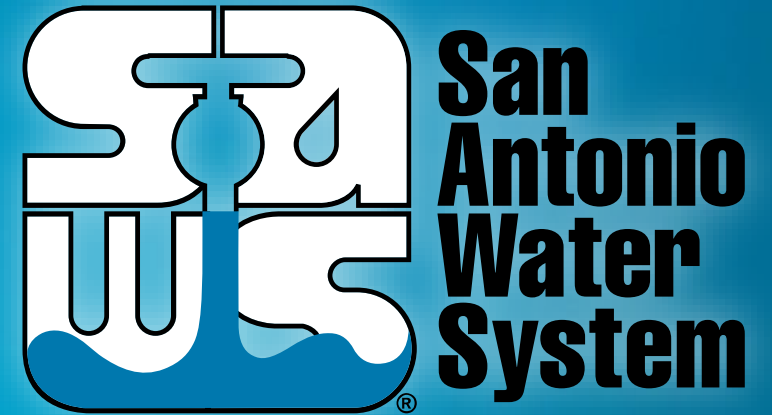
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