

June 27, 2002

Dear Commercial Rate Payer:

San Antonio Water System (SAWS) customers have done a great job of utilizing offered conservation techniques and reducing water use. Since 1984, we have collectively reduced water use by 34% down to a per capita consumption rate of 143 gallons per person per day in 2001.

Conservation techniques have included increased use of low-flow plumbing fixtures, adoption of new technologies in manufacturing and more judicious watering of landscapes. Part of the conservation package includes enforcement of a sprinkling ban between 10:00 AM and 8:00 PM everyday, and the prohibition of water waste. Water waste is commonly defined as water running into the street. Individuals and businesses that irrigate during the prohibited hours, or that waste water, may receive a misdemeanor citation for the violation.

The goal of the enforcement process is to reduce water waste. The citizens of San Antonio overwhelmingly support an aggressive enforcement effort. The law does not require that a warning be given and allows the citation to be written directly to an onsite manager. Effective enforcement, however, does not necessarily translate into the issuance of more citations. It is SAWS' policy that an educational contact occur in response to a water waste complaint in order to verify the complaint and afford the customer with the opportunity to correct the source of the violation prior to a citation being written.

One of our challenges in following this policy is the ability to reach an appropriate contact person. If you or your firm would like to better insure that we contact the right person in the event that a complaint is received, please complete the "Commercial Water Waste Complaint Point of Contact" form on the back of this letter. In addition to enabling SAWS commercial customers to designate a local contact, and a supervisory contact that can address or quickly remedy a water waste situation. The local contact person will receive notice of alleged violations, and may offer solutions to the water waste situation. You can send the completed form to the attention of SAWS Conservation Division via mail at P.O. Box 2449, San Antonio, TX 78298, or via fax at 704-7569.

Please contact Eddie Wilcut at 704-7531, Karen Guz at 704-7479, or me at 704-7528, if you have a question regarding this policy or a specific water conservation situation.

Sincerely,
Calvin Finch
Conservation Manager

COMMERCIAL WATER WASTE COMPLAINT POINT OF CONTACT FORM

Local businesses have the opportunity to provide SAWS with local contact and supervisory contact information that can be used to alert them when a complaint has been filed. A communications process has been set up as a means to assist local businesses in correcting problems that result in the violation of local water waste ordinances. This process is intended to help businesses stay in compliance with the ordinance and to help them reduce water waste. The process is not intended as a remedy to legal proceedings once a citation has been issued.

LOCAL CONTACT RESPONSIBILITIES

The local contact person should know how to, and be willing to, shutoff the sprinkler when it is wasting water or malfunctioning.

The local contact person should know how to set the irrigation system timer or should know how to, and be willing to, contact someone who can set the irrigation timer.

The local contact person should be authorized to repair the existing irrigation system, or should have access to the person that can authorize repairs to be completed within three days.

The local contact person should understand the water use rules in San Antonio and recognize their importance.

The local contact person should be accessible to a visit during the day between the hours of 9:00 AM and 5:00 PM or by phone at designated hours (40 Hours) in a typical workweek.

There should be an emergency number where the local and/or supervisory contact person or an alternate with all the same powers and skills listed above can be reached during non-working hours.

BUSINESS INFORMATION

BUSINESS DBA NAME _____

ADDRESS _____

CITY _____ **STATE** _____ **ZIP CODE** _____

LOCAL CONTACT INFORMATION – *The local contact person will receive a contact by SAWS in the event that a water waste violation is reported.*

Name and Title of Local Contact Person _____

Address _____

City _____ **State** _____ **Zip Code** _____

Phone _____ **Fax** _____

Emergency Number _____

SUPERVISORY CONTACT INFORMATION – *The supervisory contact person will also receive a contact by SAWS in the event that a water waste violation is reported.*

Name and Title of Supervisory Contact Person _____

Address _____

City _____ **State** _____ **Zip Code** _____

Phone _____ **Fax** _____

*Send completed form via mail to SAWS Conservation Division at P.O. Box 2449, San Antonio, TX 78298,
or via fax at (210) 704-7569.*