



## 2022 WMP FAQs So Far



### 1. What role is conservation playing to help implement SA long term water management plan?

Conservation of water brings two benefits in water management. One is to reduce the need for new water supply projects by reducing the amount of water used per person. The second is that targeted conservation programs reduce the peak increase in water consumption that can occur during hot, dry periods. Had our community not reduced per capita consumption and managed hot summer peak usage, we would have had to acquire much more new water. When conservation can be achieved at a lower cost than new water supplies, it a good business proposition.

SAWS has been a national leader in using conservation as a critical component of water management plans. As a community we have set and met per capita goals in every water plan for San Antonio. The most recent SAWS [Water Conservation Plan](#), can be found on [saws.org](#). This plan will be refreshed as part of the current Water Management Plan update. The new plan will look at water use patterns, strategies available, costs and suggest long-term reduction targets that can be achieved in the near and long-term. This will result in a water demand forecast used to ask “how much water do we need in the future?”

### 2. Less than 10% of fresh water is consumed by residences. Yet 90% of all conservation efforts are directed at residential consumers. Please direct your conservation efforts at the biggest consumers of water.

Water is used in complex ways around the globe. For our water plan, we analyze how it is used in San Antonio. Single family homes make up 92% of SAWS accounts and use about 57% of the volume of water delivered in a year. Multifamily residential customers use about 14% of the volume of water delivered in a year. Commercial, industrial, and institutional users use the remaining 29% of water through indoor/domestic usage and outdoor/irrigation usage.

We consider all customers and their opportunities to save when designing and implementing conservation programs. Many single-family customers appreciate our incentives and education programs that help them keep their water bill lower. Commercial customers also care about their water bills and contribute a lot to the annual savings portfolio. Our new water plan will look at opportunities for each group of customer and how investments in efficiency can contribute to an efficient water future.

### 3. How is GPCD calculated? Does GPCD Include water loss and recycled water?

Total Gallons Per Capita Day as outlined by the Texas Water Development Board (TWDB) are calculated as the Total System Input Volume (SIV) divided by the retail population served, divided by 365. The retail population is the permanent population served by the water system. SIV is also known at SAWS as the potable water to distribution network since SAWS operates a complex system. Officially calculated on the State Water Loss Reports due 5/1 for the preceding audit data year. Line 16 {Total System Input Volume} / Line 5a {Retail Population Served} / 365. Total GPCD calculated this way does include all Nonrevenue Water (NRW) and subsequently water losses as part of the GPCD. It does not include recycled water as the focus is the potable water distribution network, though use of SAWS Recycled Water Program off-sets potable water demands cost effectively and contributes to lower GPCD usage of potable water.



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4. **Why doesn't San Antonio use Stage 1 water restrictions as the baseline for water use year-round and increase water restrictions from there?**

Watering rules are in the City of San Antonio ordinance. Because they are codified in ordinance, they don't change quickly or without a lot of community input. We appreciate input regarding what is perceived as reasonable, effective, and fair. If changes are considered for these rules, there will be substantial effort to get feedback from citizens before any changes go to city council for consideration.

5. **To help decrease water use SAWS has xeriscape programs in place but if customers participate and then Drought Stage Watering Rules are declared it can be very difficult, if not impossible, to meet the needs of the new landscape. Could the new Water Management Plan take this into consideration and make the necessary exceptions?**

The Conservation Department is very aware of the critical period for new plants and their requirement for sufficient water. One approach is that we already offer a new landscape watering variance to help aid in the landscape establishment, we also promote hand watering that is allowed at any time of the day. Additionally, we suggest that people consider postponing planting of trees and plants until fall because that is the best time to achieve establishment of new plant material.

6. **Do business customers pay different rates than residential customers?**

Our rates are established for what we call each "class of customer" to ensure that SAWS recovers the cost of serving these customers. Careful analysis goes into the process so that no other customer group is underwriting the consumption patterns of a different group. During the past year a citizen Rate Advisory Committee put in many hours of work through months of meetings to advise SAWS leadership on how rates are structured. You can review that information here: <https://www.saws.org/2022-rate-study/> and see the meeting presentations, minutes and information here: [https://apps.saws.org/who\\_we\\_are/community/rac/](https://apps.saws.org/who_we_are/community/rac/)