

October 27, 2020

I would like to update you on recent changes to SAWCo's policy regarding water service to rental properties. This policy update is an effort to better communicate with our shareholders and their tenants.

As a mutual water company, we are legally prevented from providing water to anyone other than shareholders. Additionally, shareholders are ultimately responsible for payment of all SAWCo bills and charges. These two issues complicate the landlord-tenant relationship for SAWCo serviced properties. Past policy required us to maintain a record of rental agreements when the renter was not also a shareholder. This policy was cumbersome to the company and intrusive to the shareholder and tenant.

On October 20, 2020 the San Antonio Water Company Board approved a revised policy that is less intrusive to your private lives and also improves communication. We no longer need a copy of the rental agreement. Instead, we will mail the bimonthly water bill to you, the shareholder. Additionally, we will also mail a copy of the bill to the rental property. By billing the shareholder, SAWCO meets legal requirements and the landlord is provided water consumption information relevant to their property. Arrangements for who actually pays the bill will remain the shareholder/tenant responsibility. Either may pay the bill.

We hope this policy update reduces record keeping and improves communications. Please reach out to us with any questions.

Sincerely,



Brian C. Lee
General Manager