

# SAWS Supporting Assistance to Ensure Clean Hands for Health

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MAR 12, 2020

*Utility is temporarily suspending service interruptions during the coronavirus epidemic.*

San Antonio Water System is ready to assist customers during this current situation, and is





temporarily halting disconnections due to non-payment.

Service interruptions will resume at a later date, as we continue to work with Mayor Ron Nirenberg and the City Council. In the interim, SAWS staff will continue to review accounts each billing cycle.

Customers should note that account balances will continue to accrue, and payments can still be made online at [myaccount.saws.org](https://myaccount.saws.org). If customers are in need of payment assistance, information regarding the various Uplift programs can be found at [uplift.saws.org](https://uplift.saws.org).

“During this critical time, when the health of the community is at stake, we want to make certain that water services are available to help ensure customers have access to water for hygiene purposes, such as washing their hands and cleaning,” said Gavino Ramos, vice president of Communications & External Affairs. “More than just your water provider, we want to be the neighbor you can rely on. We are here to help.”

Tags:

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**SAWS Main Office**

2800 US Hwy 281 N  
San Antonio, TX 78212  
8 a.m. – 5 p.m. | M-F

**Customer Service**

210-704-SAWS (7297)  
8 a.m. – 5 p.m. | M-F  
8 a.m. – noon | Sat.

**Water and Sewer Emergencies**

210-704-SAWS (7297)  
24 hrs / 7 days a week

