



As all of us are aware, COVID-19 has placed a financial hardship on many families within our community. In response, San Antonio Water System has already initiated additional assistance during this crisis by suspending disconnection of service due to nonpayment and waiving late fees for customers.

In addition, the SAWS Uplift online application is also available to assist our most vulnerable neighbors in need. The application is mobile friendly, Spanish translated and can be found at [saws.org/uplift](https://saws.org/uplift). Through Uplift, SAWS customers may also get additional assistance including:

- **Plumbers to People**-Helps residential customers repair leaking plumbing fixtures in their home.
- **Laterals to People**-Helps residential customers repair the sewer lateral outside their home.
- **Project Agua**-Provides customers with emergency payment assistance up to twice per year.

While our Uplift team is currently working from home, they are ready and fully capable to assist you in whatever help you need at 210-233-CARE (2273) or [Affordability@saws.org](mailto:Affordability@saws.org).

Finally, in the spirit of partnership, please take note below of some additional assistance available in our community:

- CPS Energy Payment Assistance – Apply through the City of San Antonio Department of Human Services at: [www.sanantonio.gov/DHSutility](http://www.sanantonio.gov/DHSutility)
- City of San Antonio Department of Human Services – 210-207-7830 or <https://www.sanantonio.gov/humanservices>
- City of San Antonio Rental Assistance – 210-207-7830
- San Antonio Food Bank – 210-337-3663 or <https://safoodbank.org/>
- Daisy Cares (pet food and veterinary care services) – 210-431-8326 or <https://daisycares.com/>

It is at times like these that the partnerships we have created within our community are even more deeply appreciated. Thank you for your partnership and please let us know if we can be of any further assistance.

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