



SAN ANTONIO WATER COMPANY

CORPORATE COMMITMENT

FALL
EDITION 2020

To provide our shareholders with reliable and good quality water service at a cost effective rate

SAWCO WATERWORKS

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AUCTION

On August 4, 2020, the San Antonio Water Company held a stock auction to clear outstanding debts owed by shareholders. Five stock certificates were up for auction. The company received a total of 42 bids with the highest bidders and bid amounts received as follows:

Stock Certificate #	Share Amount	Minimum Bid	High Bidder's Name	High Bid Amt
A10601	¼ share	\$3,100.00	Mark Shiu	\$ 16,500.00
A10137	¼ share	\$3,100.00	Wynda Chung	\$ 16,688.00
A9747	¼ share	\$3,100.00	Monte Vista Water District	\$ 15,001.00
A10149	¼ share	\$3,100.00	Monte Vista Water District	\$ 15,001.00



RAINFALL DATA

	2018	2019	2020
Jan	3.38	8.63	.17
Feb	.57	12.02	.24
Mar.	6.26	9.13	4.69
April	.02	.41	5.71
May	.83	3.16	.15
June	.00	.20	.01
July	.01	.00	.00
Aug.	.00	*.22	.00
Sept.	.00	.00	
Oct.	.98	.00	
Nov	3.21	3.7	
Dec	2.54	6.38	
TOTAL	17.80	43.85	10.97

1958-2013 Annual rainfall average: 22.40"
 Rainfall data collected from
www.usace.army
 *correction



The COVID-19 pandemic has affected all our lives and has required us to make some changes. Some of the changes at our water company have been our office hours. We are now physically open to the public 1 hour later and close 1 hour earlier. This allows staff time to disinfect various areas of the office. Another measure we have taken has been to limit office personnel exposure by having split shifts and allowing employees to work from home. This could cause delay in payment posting to your customer account. We are also asking all public to wear a mask when conducting business in person at our office. While we are doing our best to keep our staff safe and continue our customer service, please know that our field personnel are available 24 hours a day for any water emergency.

Every year, we participated in public activities like the San Antonio Canyon clean up day or the Landscape & Water Conservation Festival. However, this year these activities will not take place. These seem like small changes compared to how the world is fighting the crushing effects that threaten depression both that are personal and economic. Tragedy is nothing new to the world and it is good to think of Anne Frank's writing: "How wonderful it is that nobody need wait a single moment before starting to improve the world." During this pandemic, let's think of ways of improving our situation and not be afraid of change.

GENERAL MANAGER'S CORNER

General Manager's Message

I hope this newsletter finds all of you in good health and spirits. We've all made it through summer and continue to adapt to the every changing COVID19 rules of engagement. It has been a strange Spring and Summer, but the human spirit always endures. I am happy to report that the Company is on track to provide full entitlement of water this year. When we raised entitlement from 12,000 to 13,000 acre-feet for 2020 in December, I did not expect February to be so dry. But mother nature provided a gift. The late Spring rainfall contributed significantly to canyon water flows through the summer months. Projecting forward from our July consumption we are on track to provide full entitlement this year.

To continue this trend of successful water delivery requires looking ahead at future years. To that end, the Company utilizes many tools, including two documents; Our Master Plan and Urban Water Management Plan. Each document assists the Company in setting forward looking projections based on past data. While there is a lot of repetitive data between the documents, they both serve specific purposes. The Master Plan reviews our capital facilities and water sources. In the Master Plan we consider the condition of our facilities and project when each facility needs to be replaced for uninterrupted delivery of water.

We are currently in the process of updating our Master Plan. This update also includes a review of our water source resiliency. We are conducting a deep look at our surface diversions, wells and tunnels to plan for the future. Since the Company relies strictly on local water sources, it is imperative that the facilities we rely on to collect that water remain in service. Planning for future repairs and replacements is simply good business.

Another important document is the Urban Water Management Plan (UWMP). This document focuses on water consumption and demand. We look at population growth in our service area and compare it to available water sources. The UWMP is a State mandated document that we complete every five years. Completing this document assists us in working with State Regulators.

Both the Master Plan and UWMP highlight some of the tools your water Board and Company utilizes to ensure continue success as we look forward to the next 140 years of operation. If you would like to see either document, please drop me an email or phone call. I'd be happy to share them with you and listen to your concerns or comments.

To the Future,



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What's Happening?

Meters and Water Consumption

When you are 140 years old, things don't always function as well as they used to. Although water pipelines provide service for a long time, they do corrode and leak. The Company vigilantly monitors its system to ensure that pipelines are repaired or replaced as they start to fail and leak. Homeowners don't necessarily have the luxury or ability to maintain watch of leaks at their house. Until now...

Like all water companies, we used to read house meters once a month, manually. If there was high usage compared to past months, we would attempt to notify the homeowner of a potential leak on their water system. This method would only catch large leaks every thirty days or so. A major theme of customers when we contact them about high water usage is, "I wish we could have caught this leak earlier!" Thankfully, technology has advanced and provided a solution.

The Company is about to embark on a major improvement to our meter reading. Staff has been reviewing available technology for over a year. If all goes according to plan, we will begin installing Automatic Meter Interface (AMI) meters in our system. These meters will provide detailed water consumption data once per day. That means if a major leak develops on your property Tuesday, we should detect it on Wednesday instead of next month. We will monitor daily for threshold leaks above a certain amount. The homeowners will also be able to monitor.

We've been pilot testing some of the meters in our system over the Summer months. They have proven very effective at detecting leaks and providing shareholders instant access to their water use history. These meters can also detect small continuous leaks. One testing customer found a leaking toilet flap thanks to the new meter, saving 30 gallons per day. That's 900 gallons a month! Fixing leaks save you money and saves precious water.

We will keep you posted as we move forward. The first roll out will likely begin early next year. As always, call or email us with any concerns or questions. We are happy to listen.



Sign up for Auto Pay today!

Paying bills can be one more thing to do and worry about. Automatic payment makes it easy for you to never be late or miss a payment. We will continue to send you an invoice and your payment will be made on the due date. This allows you to review your invoice, get any questions or issues settled before payment is made and to note it in your check-book register. To sign up follow these easy steps:

- 1. Complete one-time application** [can be obtained at our office or going to our website at www.sawaterco.com under Payment Options]
- 2. Submit application with a cancelled check or deposit slip**

That's it and you won't need to worry about paying the water bill again. It will be taken care of automatically. And there is no charge for this service so don't worry, be happy and sign up today!

SAWCo Waterworks

is produced quarterly to keep San Antonio Water Company shareholders informed about water-related issues and upcoming events. If you have any questions or comments, please call the office at 909-982-4107.



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GENERAL MANAGER

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PROJECT UPDATE

Master Plan Update -We continue to make progress on our Master Plan update. Our next step will be to conduct hydrant flow tests to record water flow and pressure throughout our system. This is an important step in calibrating our computer model so that we can forecast future replacement projects.

Holly Drive Reservoir Replacement and Expansion – We are starting construction on a brand new 120,000-gallon steel storage tank at the top of Holly Drive. This new tank will replace the smaller 60,000-gallon tank. Once completed, we will then demolish the 60,000-gallon tank and replace it with a brand new 120,000-gallon tank. At the end of this project we will have increased water storage in the Holly Drive zone by 180,000 gallons.

Reservoir 9 Pipeline – The Company will be replacing about two-thousand feet of aged raw water pipeline that currently runs through backyards between 25th street and 24th Street near Electric Avenue. The new pipeline, scheduled for construction in late 2020 and early 2021, will be located within 25th Street and Burt Street.

Frankish Tunnel Pipeline – The Frankish Tunnel is located in the Cucamonga Canyon. It is similar to, but smaller than, the San Antonio Canyon tunnel that supplies a majority of water to the Heights. We are in the process of replacing the diversion structure at the mouth of the tunnel that collects and meters the water. This project should be out to bid before the end of 2020.

Smaller Pipeline Projects – Old leaky pipelines in Primrose Lane, Linda Lane, Lamplighter Lane and Cliff Road will soon be replaced. We are finishing up designs and will be bidding these projects before the calendar year is out. These pipelines will be bid as a single project to benefit from economy-of-scale. More pipeline replacement equals cheaper by-the-foot pipeline costs.