

Q&A

What is the appeals process?

You can appeal your allocation and ask for a change. There are two ways to do this:

1. Head to our website at sjwater.com/drought and fill out the form.
2. Call our Customer Service Advocates at **(408) 279-7900**.

Once you fill out the form, please mail it to:

San Jose Water
110 W. Taylor Street
San Jose, CA 95110

When does the plan start?

The plan will go into effect when the CPUC gives final approval.

When does my allocation begin?

Your allocation will begin after the approval of Schedule 14.1. (our mandatory water conservation plan).

Conservation is a California Way of Life



A complete list of rules can be found at sjwater.com/drought. Those currently in effect include:



Limit Watering to Two Days per Week.



Limit Timing and Length of Watering:

Water no more than 15 minutes per day per station, with no watering between 10:00 a.m. and 8:00 p.m.



Limit Filling Decorative Fountains or Ornamental Lakes or Ponds:

Prohibition of the use of potable water for filling or re-filling decorative fountains, ornamental lakes or ponds more than one foot except if needed to sustain aquatic life. (i.e. you can add 1 foot of water.)



Washing Vehicles: Wash cars only at a commercial car washing facility that utilizes recirculated water.



Prohibited Use of Potable Water for Washing Buildings:

Also structures, sidewalks, walkways, driveways, patios, tennis courts, or other hard-surfaced, non-porous areas, except to protect the health and safety of the public.



@sjwaterco



@sjwaterco



sjwater



San Jose Water

CONTACT US:

408.279.7900

sjwater.com

Customer.Service@sjwater.com

Made with 10% recycled content.

 SAN JOSE WATER

Mandatory Conservation Plan

We are facing an extreme drought. Valley Water, Governor Newsom, and Santa Clara County have all made drought declarations.

San Jose Water has been closely monitoring the drought in order to meet the water needs of our community. A mandatory conservation plan has been approved by the California Public Utilities Commission (CPUC).

The New Plan

Our updated Water Shortage Contingency Plan (also known as Schedule 14.1) includes mandatory water use restrictions plus three major components:

- Water use allocations based on a customer's individual 2019 usage
- A set of minimum allocations to recognize the efforts of our low-water-using customers
- Drought surcharges for exceeding allocations

This plan is different from the one used in the previous drought from 2015-2017. The current plan takes into account existing water supply conditions, Valley Water's call for conservation, and lessons learned from the droughts in 2015 and in the early 1990's.

Allocations

All residential customers and landscape service accounts will receive a water use allocation based on their individual 2019 usage. The current call for conservation is for a reduction in water usage of 15% from 2019 levels. Increased or decreased levels of conservation may be required in the future depending on our water supply situation and/or orders from the State or CPUC.

Customers will have their allocations printed on their bills. Residential customers are billed bi-monthly (every two months) meaning they will receive bi-monthly allocations.

Example:

$$40 \text{ CCF (2019 USAGE)} \times 15\% \text{ (REDUCTION)} = 6 \text{ CCF (40 X .15 = 6)}$$

$$40 \text{ CCF (2019 USAGE)} - 6 \text{ CCF (40 X .15 = 6)} = 34 \text{ CCF (CURRENT ALLOCATION)}$$

Customers who have very low usage and fall below the minimum drought allocations shown below, will not be asked to cut usage back.

Minimum Drought Allocations (2019 Base Year)

	2019 Average Monthly Residential Usage (CCF)	15% Reduction Min. Monthly Drought Allocation (CCF)
January	10	9
February	7	6
March	7	6
April	7	6
May	9	8
June	10	9
July	13	11
August	13	11
September	15	13
October	13	11
November	14	12
December	11	9

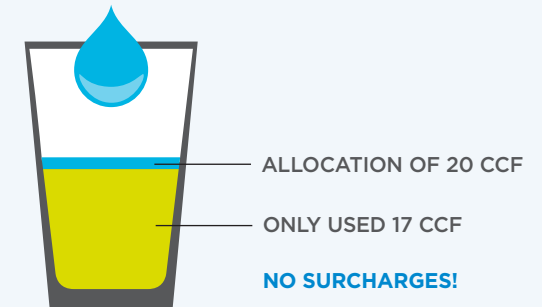
Drought Surcharges — How They Work

Customers who exceed their allocations will incur drought surcharges. Any units of water above the monthly drought allocation will be charged at the Tier 3 rate in effect, currently \$7.13 per unit. This is in addition to charges at regular rates for all units of water consumed.

Examples of how this will work:

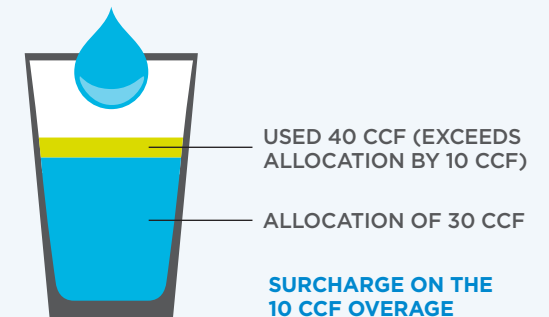
CUSTOMER A

- Customer A has an **allocation of 20 CCF** of water for a two-month billing period.
- Customer A **uses 17 CCF** of water during that time.
- No drought surcharges** are applied to this bill because Customer A has used less than the allocation.



CUSTOMER B

- Customer B has an **allocation of 30 CCF** of water for a two-month billing period.
- Customer B **uses 40 CCF** of water during that time.
- Customer B **exceeds the allocation by 10 CCF** (40-30).
- In addition to paying for the 40 CCF of water, the customer is **charged a drought surcharge of \$71.30** (Tier 3 rate x units over the allocation = 7.13 x 10 CCF of water).



What is a CCF?

The most common units are centum cubic feet (CCF) and the gallon. A CCF is also called an HCF (hundred cubic feet), representing one hundred cubic feet of water. The first "C" comes from the Roman word for hundred, "centum." One CCF=748 gallons.

