

JANUARY 2026 -
MARCH 2026

- ▶ WATER QUALITY CORNER
- ▶ TEMPORARY WATER SOURCE CHANGE
- ▶ 2026 RATE INCREASE
- ▶ BEWARE! IN-PERSON SCAMS
- ▶ SERVICE PLANS TO PROTECT YOUR WATER LINE



San Jose Water Bulletin

WATER QUALITY CORNER: UNDERSTANDING EMERGING CONTAMINANTS IN DRINKING WATER

Emerging contaminants are chemicals or substances in water supplies that may pose a risk to your health or the environment but are not yet regulated under the Safe Drinking Water Act.






These contaminants include per- and polyfluoroalkyl substances (PFAS), hexavalent chromium, and microplastics. We run thousands of tests each year, continuously monitor our system, and invest in technology that helps us adapt to new challenges. On PFAS, we've already piloted ion exchange systems at several groundwater stations and are actively building out full-scale treatment. For microplastics, we've teamed up with Rutgers University and the Water Research Foundation to study where these particles come from, how they behave in drinking water, and how best to remove them. Learn more: sjwater.com/pfas



TEMPORARY WATER SOURCE CHANGE

As part of ongoing system improvements by Valley Water, the Rinconada Water Treatment Plant has been shut down from 10/30/25 to 4/28/26. This allows for essential work including pipeline inspections and repairs, and other routine maintenance upgrades. During this time, customers located on the West Side of SJW's service area will receive water supplied from local groundwater and the Montevina Water Treatment Plant. No action is required—your water remains safe to drink and use. Please contact our Customer Service team at **(408) 279-7900** or customer.service@sjwater.com with any questions.

Water Source Change – What to Expect:

 DISINFECTION CHANGE:	 WATER HARDNESS INCREASE:	 CONTINUED WATER SAFETY:	 APPLIANCE & FIXTURE CARE:	 SPECIAL EQUIPMENT:
The water will be treated with free chlorine instead of chloramine. Some customers may notice a temporary difference in taste and odor.	Groundwater contains higher levels of calcium and magnesium, which may result in more noticeable mineral deposits on fixtures and appliances.	The water will continue to meet all state and federal drinking water standards.	To reduce mineral buildup, customers may consider using a water softener or descaling agents as needed.	Customers with fish tanks, dialysis equipment, or specialized water needs should adjust their treatment systems to accommodate the temporary disinfection change.

DELIVERING
TODAY.
PLANNING
FOR
TOMORROW.



2026 RATE INCREASE

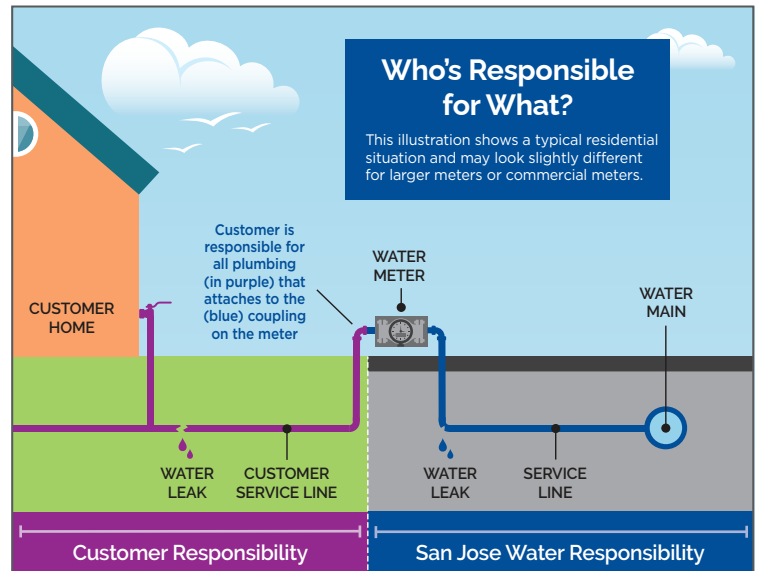
January 1, 2026, marks the second year of our General Rate Case which has been approved by the California Public Utilities Commission (CPUC) and includes a rate increase of approximately 2.8%. The increase became effective on January 1, 2026. Your bill will be prorated at both the old and new rates. The increase enables SJW to invest \$450 million over three years in drinking water infrastructure to support day-to-day water system functions, fire protection, economic vibrancy, and environmental conservation efforts. Learn more: sjwater.com/2026Rates

METER SIZE	2025 (OLD RATE)	2026 (NEW RATE)	\$ CHANGE	% CHANGE
For a 3/4-inch meter	\$73.72	\$75.84	\$2.12	2.87%
For a 1-inch meter	\$122.89	\$126.42	\$3.53	2.87%
For a 1.5-inch meter	\$245.77	\$252.83	\$7.06	2.87%

TIER	SJW TIERS AND RATES JANUARY 1, 2025		SJW TIERS AND RATES JANUARY 1, 2026		\$ CHANGE	% CHANGE
	Rate Structure	Rate/CCF	Rate Structure	Rate/CCF		
1	0-6 CCF	\$4.65	0-6 CCF	\$4.79	\$0.13	2.92%
2	6-12 CCF	\$6.94	6-12 CCF	\$7.15	\$0.20	2.92%
3	Over 12 CCF	\$13.27	Over 12 CCF	\$13.66	\$0.38	2.92%
Quantity Rate		\$6.94		\$7.15	\$0.20	2.92%

BEWARE! IN-PERSON SCAMS

Scammers pretending to be SJW employees could visit your home or business in an attempt to obtain credit card information, arrange for a fraudulent payment to be made, convince you to pay for an unneeded service, or gain access to your premises. SJW will never ask you to make payment to a specific person or at a specific location. If you are ever unsure about someone claiming to be an SJW employee, call us at **(408) 279-7900**.



SERVICE PLANS TO PROTECT YOUR WATER LINE

Did you know that you are responsible for the service line that runs from the meter to your house? San Jose Water is responsible for everything up to and including the water meter (see illustration above).

If you are concerned about the cost of leaks, San Jose Water has arranged for HomeServe, an independent home repair company, to offer optional emergency repair service plans to our customers. Rest assured that SJW does not sell or provide your name to HomeServe. If you would like to learn more, head to: sjwater.com/customer-care/help-information/leak-breakage-insurance

You are under no obligation to purchase these services. And you can opt out of receiving HomeServe mailings by calling **(855) 225-0348**.

To see a digital version of this bill insert, visit sjwater.com/bill-insert

Para consultar la versión digital de este inserto de factura, visite sjwater.com/avisodefactura

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập sjwater.com/toroihoaddon

若要查看本账单插页的电子版本，请访问 sjwater.com/账单插页

CONNECT WITH US:



@sjwaterco



sjwater



@sjwaterco



San Jose Water

CONTACT US:

(408) 279.7900

sjwater.com

customer.service@sjwater.com

