

**15%  
DISCOUNT!**  
★★★★★  
**WRAP  
PROGRAM**

## WE CAN HELP WITH YOUR BILL

Did you know we offer a Water Rate Assistance Program (WRAP)? If you're eligible, you can receive a 15% discount on your water bill. For more information, head to [sjwater.com/WRAP](http://sjwater.com/WRAP). You can also give us a call at **(408) 279-7900**.



## WATER CHECK-UP

It's a new year and we've got an easy resolution for you: request a free water check-up! All you need to do is schedule a home visit with one of our water efficiency experts. It's a great way to find leaks and scope out critical water- and money-saving improvements. Give us a call today to make an appointment at **(408) 279-7900** or head to [sjwater.com/CATCH](http://sjwater.com/CATCH).



## Our Combination with CONNECTICUT WATER

In October 2019, our parent company, SJW Group, and Connecticut Water Service, Inc. (CTWS) completed their merger. We are now part of one of the nation's largest investor-owned water and wastewater utilities, meaning we have greater capacity to invest in local infrastructure, build on our strong customer service, and continue to focus on supporting our local communities where we live, work, and serve. Learn more: [sjwater.com/sjw-ctw](http://sjwater.com/sjw-ctw)



## Employee Spotlight GAVIN DEVRIES



**Gavin Devries, Manager of Capital Planning at San Jose Water,** leads a dual life. In his spare time, he serves as a Public Utilities Officer of the U.S. Army Reserve, specializing in water infrastructure with the 351st Civil Affairs Command. He began his journey with the U.S. Army in 2007, during the height of the Iraq War, where he served as a civil engineer for the medical service corps. We couldn't be more proud that he is a member of our team. Read more about his story: [sjwater.com/gavin-devries](http://sjwater.com/gavin-devries)

### CONTACT US

- ☎ 408.279.7900
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### STAY INFORMED

Sign up for our eNewsletter at [sjwater.com/e-newsletters](http://sjwater.com/e-newsletters)



## Keeping our Infrastructure UP-TO-DATE

In 2020, we plan to spend close to \$120M on improvements to infrastructure — an increase of 20% from 2019. Projects include everything from updating equipment and main replacements, to maintaining reservoirs and tanks. All of this is to ensure you have safe, reliable water service for many years to come. Learn more about our commitment to infrastructure at [sjwater.com/2020-infrastructure](http://sjwater.com/2020-infrastructure).



## By the Numbers: PG&E POWER SHUTOFF

The PG&E Public Safety Power Shutdown (PSPS) last fall was a challenge for many of you in our service area. Losing power is no fun – and it's possible there will be more of these during the next fire season. We want you to know that on our end, we are ready. Here is a snapshot of the steps we took during the first PSPS event to ensure zero water stoppage this past fire season:

- **Deployment of 14 portable generators**
- **Installed an additional 11 stationary generators**
- **730 labor hours/25 round-the-clock field staff**
- **Topped off fuel levels in all generators**

This was truly a team effort and showcases the resiliency of our systems. We regularly update our emergency plans, work with local agencies to prepare, and reinforce protocols with our own staff. Your dollars, combined with our commitment to service, work in tandem to provide trusted and reliable water service to our community today and into the future.



## WINTER WATER TIPS

Take advantage of the wetter weather and adjust your irrigation timers if you haven't already. Let Mother Nature take care of the watering for you!

**#DidYouKnow** you can easily check for leaks by dyeing your toilet water? Simply open the toilet tank, drop in a dye tablet or some food coloring, and wait 15-20 minutes. Then look in the toilet bowl – if you see colored water, you have a leak. If the water is still clear, you're in the clear too!

## PROPOSED RATE CHANGE Starting January 1

As we approach the end of the year, we want to remind our customers that beginning in January 2020, your bill will reflect an increase in water rates. This change is part of an incremental rate increase approved by the California Public Utilities Commission (CPUC) per Advice Letter 541. For most residential customers with a 3/4-inch meter using 11 units of water per month, the bill will increase \$2.02 per month or 2.09%. These rates reflect an increase in operating and infrastructure replacement costs, allowing us to continue to provide safe and reliable water.

New proposed residential rates are as follows:

	Current	Proposed
<b>Meter Charge (3/4 inch)</b>	\$39.57	\$40.47
<b>Tier 1 (1-3 CCF)</b>	\$3.2036 per unit	\$3.2770 per unit
<b>Tier 2 (4-18 CCF)</b>	\$4.8059 per unit	\$4.9160 per unit
<b>Tier 3 (19+ CCF)</b>	\$6.4077 per unit	\$6.5545 per unit

More details can be found at [sjwater.com/filings-cpuc](http://sjwater.com/filings-cpuc)