



DITCH THE BOTTLE - TRUST THE TAP

During these uncertain times, one thing you can count on is safe and reliable water flowing from your tap when you need it. We've got you covered—24/7/365. There's no need to stock up on bottled water when tap water is more strictly regulated and safe.

Our Montevina Water Treatment Plant's ultra-filtration technology efficiently removes bacteria, viruses, and other contaminants. SJW staff also collects and tests over 100 water samples every week throughout our service area to make sure the water that reaches your home meets or exceeds both state and federal drinking water standards. So stay hydrated and healthy knowing that your water is clean! Visit our Water Quality page to learn more: sjwater.com/water-quality.



AWARD-WINNING KIDS' ACTIVITY BOOKLET



Looking for an activity to entertain your kids while they shelter-in-place? We know there are many hours at home these days! Check out our free printable activity booklets for grades 1-6. You can download these on our website at sjwater.com/kids-activity-books.

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

Para obtener información en su idioma, visite sjwater.com/avisodefactura

Để đọc thông tin bằng ngôn ngữ của bạn, xin vào trang mạng sjwater.com/toroihoaddon

CONTACT US

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SJW SAN JOSE WATER

MESSAGE FROM THE PRESIDENT

JUNE 2020

These last few months have brought unprecedented challenges to our community and the world. All of us at San Jose Water recognize and extend our sympathies to everyone affected by COVID-19. Please know we are with you and your families every step of the way.

We are deeply thankful to our dedicated staff for keeping operations running smoothly through this pandemic. From our treatment plant, distribution operators and field crews, to our lab technicians, customer support staff, and everyone in between, the hard work of our employees keeps your water flowing, no matter the circumstance.

All healthcare professionals and other essential workers on the front lines have gone above and beyond to help our communities through this extraordinary time. Our local and state government partners have also shown tremendous leadership navigating us through uncharted territory. Thank you to all.

Learn more about the steps we've taken to ensure the safety of your family and our employees at sjwater.com/working-together-COVID-19.

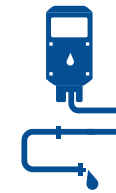
Stay safe and be well.

Andy Gere
President, San Jose Water



SUMMER WATER EFFICIENCY

The temperature is rising and many are still sheltering in place, putting home water usage on track for an all-time high this summer. Here are some tips to use water more efficiently:



Water at the most efficient time:

What better time to learn how to adjust your irrigation system? Water early in the morning. Avoid midday and windy days.



Monitor leaks, update equipment:

Check all hose connections for drips. Frequently inspect washers, faucets, and exterior spigots - most of these are simple DIY repairs.



Build basins: Mound soil to form a water collection basin around plants and shrubs.



Replace lawns: Lawns need twice as much water as beds filled with trees and shrubs. Consider replacing lawns with native plant groupings or outdoor living areas.

WE'RE HERE TO HELP

As we continue to deliver safe and clean water during this challenging time, we do appreciate your payments. However, we know that some of our customers have been impacted financially. If you are facing a difficult situation, please contact us to make payment arrangements. Our customer service advocates are here to help. You may contact us by email at customer.service@sjwater.com or call us at (408) 279-7900. Visit sjwater.com/covid-19 for important information and the latest updates regarding COVID-19.

NEW: WATER QUALITY REPORT 2019



Our latest annual Water Quality Report has just been released and is available to view online at sjwater.com/2019WaterQualityReport. The report provides you with a snapshot of last year's water quality data, including where your water comes from and how its quality compares to State standards.

SJW is pleased to report that your tap water met all EPA and State primary drinking water health standards in 2019. Know that we are continuously improving methods and technologies to build upon and exceed expectations moving forward.