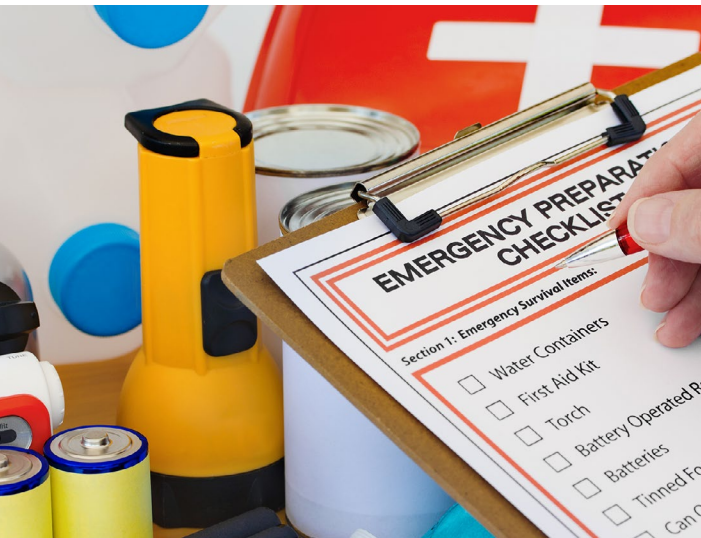


## DISASTER PREPAREDNESS & RELIEF

Wildfire season is around the corner and with it, a reminder to make sure your household is prepared for this or any other type of emergency.

September is also National Preparedness month, a great time to not only familiarize yourself with our customer protections programs, but also to explore prevention and preparedness tips at: [sjwater.com/emergency-prep](http://sjwater.com/emergency-prep).



**CREDIT CARDS NOW  
ACCEPTED FOR PAYMENT**

In case you missed it: you asked, we listened. You may now make bill payments online with your credit card anytime with our easy-to-use online portal. Visit [sjwater.com](http://sjwater.com) to learn more.

## EMPLOYEE SPOTLIGHT



We are extremely proud of General Counsel for SJW, Suzy Papazian, who was recently named one of Silicon Valley Business Journal's "Women of Influence" for 2020. A leading member of the C-Suite, Suzy is the highest-ranking female executive at SJW, where she also serves as Vice President at SJW Group.

Suzy's leadership, experience, and teamwork has directly contributed to SJW Group's recent growth. She not only oversees all legal aspects of the company, but also leads strategy and serves as a role model for our employees, recognizing that how we conduct our business is just as important as what the company achieves. Congratulations on your well deserved award, Suzy!

To see a digital version of this bill insert, visit [sjwater.com/bill-insert](http://sjwater.com/bill-insert)

Para obtener información en su idioma, visite [sjwater.com/avisodefactura](http://sjwater.com/avisodefactura)

Để đọc thông tin bằng ngôn ngữ của bạn, xin vào trang mạng [sjwater.com/toroihoaddon](http://sjwater.com/toroihoaddon)

### CONTACT US

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### STAY INFORMED

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



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**SJW** SAN JOSE WATER

## WATER QUALITY MONTH



Looking for information about the quality of your tap water? August is Water Quality Month, and we invite you to check out resources on our website to learn more.

Our team of experts conducts more than 18,000 water quality tests throughout the year to ensure compliance with state and federal standards for quality and safety. In this year's Water Quality report, we also covered topics of recent concern and how SJW is proactively addressing them. This includes PFAS and ongoing lead sampling.

Head to [sjwater.com/water-quality](http://sjwater.com/water-quality).



# AMI METERS: WHAT DO I NEED TO KNOW?



Many SJW customers have been asking us for Advanced Metering Infrastructure (AMI) technology. We are working with the California Public Utilities Commission (CPUC) to deliver on this request for the communities we serve. We look forward to

sharing any new developments on this exciting new technology.

AMI – sometimes referred to as “smart meters” – transforms the way customers and utilities can monitor water usage by securely sending usage data over a wireless communications network on an hourly basis, where it is stored in a cloud-based system. In contrast, your meters are currently read manually once every two months.



Some of the benefits of AMI for our customers include:



**Convenience:** 24/7 real-time access to your water consumption using a secure app or online portal from wherever you are. For example, monitor while you are on vacation.



**Control Over Billing:** Tools to help you manage your usage and water bill. You will be able to compare your water usage on a daily, weekly and monthly basis, allowing you to adjust how much water you use and manage your consumption.



**Leak Detection:** Early stage detection and notification of leaks and spikes in water usage — helping to save you money and potentially avoid costly property damage.



**Water Conservation:** Tools to help you promote sustainability by using your water more intentionally and efficiently.



**Improved Customer Service:** With more accurate data, we can help you resolve any water usage or billing issues more quickly and accurately.

To learn more about the benefits of AMI, please head to our website at [sjwater.com/ami](http://sjwater.com/ami).



## GENERAL UPDATE

With COVID-19 cases fluctuating, SJW remains vigilant and fully operational in accordance with County and State directives. Crews required in the field continue to follow all standard safety and health protocols. Those on the Bascom campus are subject to health screenings prior to entering the facility.

Main replacement and other major infrastructure projects have resumed, keeping us on target for upgrading 24 miles of pipeline in 2020. We thank all of our dedicated crews and staff for keeping operations running smoothly through this unprecedented time.

