



## CATCH HOME EFFICIENCY AUDITS: NOW AVAILABLE CONTACT-FREE!

Our water conservation program is back! After shutting down due to COVID-19 and an extensive safety review, a new contactless, outdoor-only CATCH program is now available to customers.

Appointments will look a bit different, but with the same level of service and attention to detail. One of our water efficiency experts will complete the outdoor audit first, and then call you to go over the details. We'll leave the water checkup results and conservation material at your doorstep.

Health screening questions will be asked at the time the appointment is made, as well as during the confirmation call one business day prior. This is required for all CATCH appointments, and is key to keeping our employees and customers safe.

### Ready to schedule your appointment?

Contact us at [customer.service@sjwater.com](mailto:customer.service@sjwater.com) or by phone at (408) 279-7900, Monday through Friday between 8:00 AM and 5:30 PM.



## EMERGENCY PREPAREDNESS: UPDATE YOUR CONTACT INFO

In the event of a natural disaster or other emergency, every household should have a response plan in place. It's also possible we may need to reach you about your water service. Please make sure we have your current contact information.

If you have moved or changed your phone number recently, email us at [customer.service@sjwater.com](mailto:customer.service@sjwater.com) or call us at (408) 279-7900 with the following:

- Full name
- Address
- Account number
- Email
- Best phone numbers (i.e. home, cell, business)

To learn more about how to prepare for emergencies, visit [sjwater.com/emergency-prep](http://sjwater.com/emergency-prep).

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

- ☎ 408.279.7900
- 🌐 [sjwater.com](http://sjwater.com)
- ✉ [Customer.Service@sjwater.com](mailto:Customer.Service@sjwater.com)

### 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

## SUPPORT DURING COVID-19



As we continue to navigate uncharted waters during the pandemic, we want our customers to be aware of all the options we have available for financial assistance, disaster preparedness, or otherwise. You may find this information at [sjwater.com/disaster-relief](http://sjwater.com/disaster-relief).

Our crews continue to follow regional and state directives on social distancing, wear masks, and undergo regular health screenings before entering the workplace or heading out into the field.

You can find all information related to COVID-19 at [sjwater.com/COVID-19](http://sjwater.com/COVID-19). We wish you and your loved ones a safe and healthy holiday season.

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## INFRASTRUCTURE UPDATE: PIKE TANK IN SARATOGA

A major part of SJW's commitment to providing safe and high-quality drinking water to our customers is the replacement of aging infrastructure. We're happy to announce the completion of our most recent effort: replacing the Pike Tank in Saratoga.

The original tank, constructed in 1982, held 175,000 gallons. The new steel tank has a storage capacity

of 283,200 gallons that will allow it to meet increased local water usage, fire suppression demands, and building code requirements.

Learn more about this successful achievement, years in the making, at [sjwater.com/pike-tank](https://sjwater.com/pike-tank).



## VIRTUAL OPEN HOUSES

If you haven't caught a webinar from our Virtual Open House series, you can find recordings, downloadable copies of the presentations, and the current schedule at [sjwater.com/virtual-open-house](https://sjwater.com/virtual-open-house).



The series began in August with Water Quality Director Francois Rodigari, who covered such topics as PFAS contamination, fluoride, SJW water sources and our rigorous treatment and testing processes.



In September, Kateline Lin, an associate engineer at SJW, introduced customers to smart water meters, or Advanced Metering Infrastructure (AMI). Well over 100 people attended from various cities around the country and asked many insightful questions.

We hope to see you next time!

**What is AMI?**

- Advanced Metering Infrastructure (AMI) or Smart Metering Infrastructure (SMI)
- Technology that allows meters to be read remotely
- Hourly water usage data can be collected and sent over a secure wireless communications network

The diagram illustrates the data flow: **SJW Customer** (with a house icon and a **Water Meter**) sends **Water Use Data** through a **Wireless Communication Network** (represented by a tower icon) to the **SJW Office** (with a building icon), which also receives **Water Use Data**.