

VIRTUAL OPEN HOUSES

If you haven't been able to attend a live 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.



In November, we joined forces with Connecticut Water to deliver a presentation on Emergency Preparedness. Jim Wollbrinck of SJW and Don Schumacher of CT Water shared valuable information on how utilities keep your water



safe in the face of any natural disaster or other extraordinary event. They also shared tips on preparing your own home for a disaster, including what kinds of supplies you need.

In December, we addressed the topic of rates with John Tang and Sharon Whaley. We talked about how rates are set, infrastructure costs, and other factors that are part of rate-making. We also answered questions regarding infrastructure maintenance and common billing issues.



BILL PAYMENT ASSISTANCE

As we continue to deliver safe and reliable water during this time, we appreciate your payment. However, we know many of you have been impacted financially. We're here to help in the following ways:

- **No water shutoffs**
- **Flexible and extended payment plans**
- **No deposit requirements on new service**
- **WRAP (Water Rate Assistance Program) offers a 15% discount off water bill for eligible low-income customers**

Please contact us at **(408) 279-7900** or customer.service@sjwater.com to discuss your options. We're here to help!

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

- ☎ 408.279.7900
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Sign up for our eNewsletter at: sjwater.com/e_newsletters



OPERATION GOBBLE



Operation Gobble, a program created by the California Water Association, involves water utilities throughout the state giving away frozen turkeys to local legislators. They then in turn donate these to the non-profit of their choice.

Due to COVID-19, we distributed 100 Safeway gift cards to Assemblyman Evan Low in November. He donated these to The African American Community Service Agency. San Jose Water was excited to be part of this wonderful event to help those most in need in our local communities.

RATES UPDATE

A reminder to customers that beginning in January 2021, 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 556. For most residential customers with a 3/4-inch meter using 11 units of water per month, the bill will increase \$2.76 per month or 3%. These rates reflect an increase in operating and infrastructure replacement costs, allowing us to continue to provide safe and reliable water.

More details can be found at:
www.sjwater.com/rates
www.sjwater.com/flings-cpuc

New proposed residential rates are as follows:

	Current	Proposed
Meter Charge (3/4 inch)	\$40.47	\$41.69
Tier 1 (<3 units)	\$3.2770 per unit	\$3.3770 per unit
Tier 2 (4-18 units)	\$4.9160 per unit	\$5.0660 per unit
Tier 3 (>18 units)	\$6.5545	\$6.7545

WINTER IRRIGATION REMINDER

In these wetter months, please remember to adjust your irrigation timers if you haven't already done so. Let Mother Nature take care of the watering for you!

Interested in a check up of your irrigation system? A no-contact version of our water efficiency inspections are back! Visit sjwater.com/CATCH for more details, or contact us to schedule an appointment at customer.service@sjwater.com or **(408) 279-7900**.

SJW RATES AT WORK

San Jose Water's maintenance program conducts regular valve repairs to make sure they are in good operating condition in case we need to shut off water to a small portion of our service area to fix a leak or other emergency. Our system has more than 35,000 valves within our 140 square mile system.



Leak repairs are an essential part of our maintenance program. We don't want to waste water so we fix smaller leaks before they become bigger problems.