

COMMUNITY DONATIONS

We are proud of our efforts to support local communities where we live, work, and serve. In 2020, SJW donated \$285K to local non-profits and other philanthropic entities. SJW was also recognized as one of the Silicon Valley Business Journal's Most Philanthropic Companies for 2020.

We increased financial donations to support organizations most affected by the pandemic, including homeless shelters, food banks, organizations in need of personal protective equipment and groups that promoted racial equality.

More info at:

sjwater.com/communityprograms.



WE ACCEPT
CREDIT CARD
PAYMENTS ONLINE

 SAN JOSE WATER

You can use your credit or debit card to make bill payments online anytime. Our Billing and Payment page has a quick link to our Pay by Credit Card feature.

We Are Here to Help

We have multiple options available to support you during these difficult times, including flexible and extended payment plans, along with our Water Rate Assistance Program (WRAP) for low-income customers.

Visit sjwater.com/WRAP. Info is available in English, Spanish, and Vietnamese.

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:

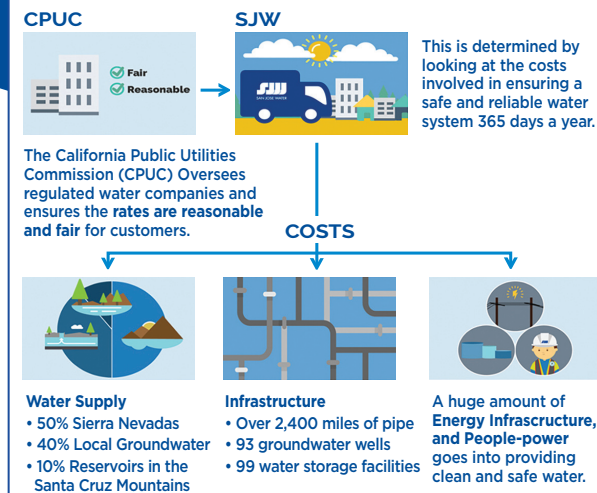
 408.279.7900

 sjwater.com

 Customer.Service@sjwater.com

 SAN JOSE WATER

HOW ARE MY RATES SET?



GRC Announcement

On January 4, 2021, we filed a General Rate Case (GRC) application with the California Public Utilities Commission (CPUC). Our goal remains to ensure safe and reliable utility infrastructure for all of the communities that we serve.

Some of the projects proposed for completion during the period covered by the GRC include:

Infrastructure and Maintenance

Replacing 72 miles of aging water mains, plus replacing tanks and wells.

Emergency Response Preparedness

Strengthening our water system and readiness to deliver safe and reliable water service during power interruptions, earthquakes, pandemics such as COVID-19, and wildfires.

For additional information on the GRC application and review process, please visit sjwater.com/GRC2022.



Sustainability Report

SJW and our parent company, SJW Group, are firmly committed to responsible environmental stewardship in every aspect of what we do — providing clean, healthy water streaming from your tap. We are proud to share the most recent progress on corporate sustainability in our 2020 Sustainability Report.

SJW Group's 2020 Corporate Sustainability Report can be found at sjwgroup.com.



SJW Rates at Work

Infrastructure improvements are crucial to ensuring the continued health, safety and reliability of your water service. One of our biggest projects to date was the



Belgatos Tanks. Started in 2017 and completed in December 2020, the Belgatos Tanks two earthen embankment

reservoirs from the 1950s needed an upgrade. The two new replacement tanks are made of pre-stressed concrete, meet new seismic safety standards and will increase the reliability of our water supply for years to come.

Take a peek at a short video to see the project from start to finish at sjwater.com.

The Columbine Station Project is underway and will be similar in size and scope to the Belgatos Tanks. Look for more updates in 2021!



Webinars

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 February, we conducted a webinar to address the topic of advanced leak detection and showcased the technology used to listen for leaks. This technology has made us an industry leader in fighting water loss, benefiting our customers and distribution system in multiple ways. Coming soon, we will be presenting such topics as Infrastructure, our General Rate Case and more.

Learn more about the use of acoustic technology at SJW at: sjwater.com/leakdetection.