



## Leak Response

Leaks happen. While you focus on finding and fixing leaks in your home, SJW is working diligently to respond to leaks in our system. We identify and categorize every leak as quickly as possible. Learn more about what we are doing at: [sjwater.com/leak-repairs](https://sjwater.com/leak-repairs).

## Valley Water Rate Increase

Effective July 1, 2021, Valley Water (VW) raised rates for all of its retailers, including SJW. On average, a customer using 11 CCF, will see a monthly increase of \$4.17 or 4.38%. This is approximately \$0.14 per day. Water rates will rise \$0.3793 per CCF.

Valley Water is the water wholesaler for Santa Clara County. In essence, VW sells water to us. This rate increase is what is known as a “pass through.” All proceeds go directly to Valley Water.

## Third-Party Notification

Keeping track of your water bill may get lost in the busyness of everyday life. We can help!

Our Third Party Notification allows you to designate someone you know to receive a copy of any disconnection notice due to non-payment. This third party can be a family member, neighbor, friend, or whomever you wish. However, they are NOT financially responsible for your bill.

For more information in English, Spanish, & Vietnamese, visit:  
<https://www.sjwater.com/third-party-notification>.

## Behind on your bill? We can help

We understand that COVID has created a very difficult time for many of our customers, and we're here to help.

Even paying a little bit of your bill periodically will reduce the balance due and make getting back to “normal” easier when the shutoff moratorium ends.

### Ways we can help:

- Water Rate Assistance Plan (WRAP) [sjwater.com/WRAP](https://sjwater.com/WRAP)
- Extended payment plans
- Community resources

We accept credit and debit cards, along with other electronic payments. Visit [sjwater.com/customer-care/billing-payment](https://sjwater.com/customer-care/billing-payment) for more information.

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

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

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

CONNECT  
WITH US:



@sjwaterco



@sjwaterco



sjwater



San Jose Water

### CONTACT US:

☎ 408.279.7900

🌐 [sjwater.com](https://sjwater.com)

✉ [Customer.Service@sjwater.com](mailto:Customer.Service@sjwater.com)

Made with 10% recycled content.

Sept./Oct. 2021  
30316-I-0077

**SJW** SAN JOSE WATER



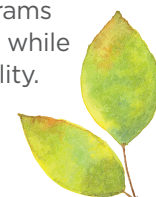
## CAL FIRE Awards \$7.5 Million Forest Health Grant Includes SJW Watershed

In June 2020, SJW along with the Santa Clara County FireSafe Council, Midpeninsula Regional Open Space District, Santa Clara County Parks and Auten Resource Consultants (ARC), formed the Los Gatos Creek Watershed Collaborative. This collaboration facilitates each stakeholder's efforts on landscape level treatments — altering the course of drastic changes that important ecosystems are experiencing.

The \$7.5 million grant will be used to create a mosaic of forest health treatments covering 955 acres in the Santa Cruz Mountains.

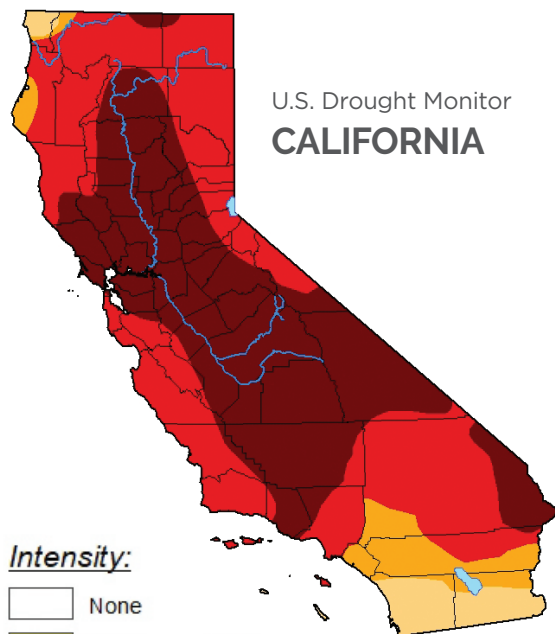
CAL FIRE's Forest Health Program grants are focused on projects that prevent catastrophic wildfires, protect communities, and restore forests to healthy, functioning ecosystems while also sequestering carbon and reducing greenhouse gas emissions. These programs are aimed at mitigating climate change while improving the state's air and water quality.

Learn more at [sjwater.com/CALFIRE](https://sjwater.com/CALFIRE).

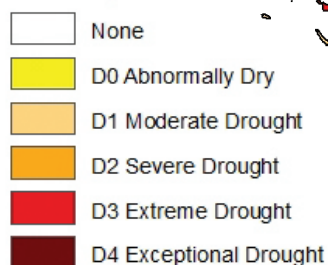




## Track Drought Conditions



### Intensity:



The CA Drought map is updated weekly by the US Drought Monitor. For the latest info, go to <https://droughtmonitor.unl.edu/CurrentMap/StateDroughtMonitor.aspx?CA>.



## California Drought Emergency Update

Santa Clara County is in a drought emergency. On June 9, our water wholesaler, Valley Water, announced a Water Shortage Emergency and has asked for a 15% reduction in water use compared to 2019 levels. Santa Clara County and Governor Newsom have also declared a drought emergency based on Valley Water's announcement.

We are taking the situation very seriously and have asked our customers for a 15% reduction in water usage. Please make every effort to reduce water consumption.

A complete list of rules can be found at [sjwater.com/drought](https://sjwater.com/drought). Those currently in effect include:



**Limit Watering to Two Days per Week:** Mondays and Thursdays for odd numbered and numberless addresses; Tuesdays and Fridays for even numbered addresses.



**Limit Timing and Length of Watering:** Water no more than 15 minutes per day per station, with no watering between 10:00 a.m. and 8:00 p.m.



**Limit Filling Decorative Fountains or Ornamental Lakes or Ponds:** Prohibition of the use of potable water for filling or re-filling decorative fountains, ornamental lakes or ponds more than one foot except if needed to sustain aquatic life.



**Limit Washing Vehicles:** Wash cars only at a commercial car washing facility that utilizes recirculated water.



**Limit Use of Potable Water for Washing Buildings:** Also structures, sidewalks, walkways, driveways, patios, tennis courts, or other hard-surfaced, non-porous areas, except to protect the health and safety of the public.

This is a quickly changing situation which we are monitoring closely. If a mandatory conservation plan that includes drought allocations and surcharges is deemed necessary this fall, you will be notified by mail of a public hearing. For the latest updates, visit our Drought page at [sjwater.com/drought](https://sjwater.com/drought).

