



**PRO TIP:** To tell if your lawn needs water, step onto lawn, if the grass springs back up when you remove pressure, it probably doesn't need water.

## 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!

## WATER SHUTOFF MORATORIUM ENDS

The California Public Utilities Commission ended the shutoff moratorium on February 1. This means that water shutoffs due to non-payment will resume. Our Customer Service Advocates are here to help. We understand the struggles people have faced and want to work with you.

### Programs to help make paying your bill easier:

- Water Rate Assistance Plan (WRAP)  
For more, visit [sjwater.com/wrap](http://sjwater.com/wrap)
- Extended payment plans

Please contact us at **(408) 279-7900** or [customer.service@sjwater.com](mailto:customer.service@sjwater.com) to discuss options.

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)

CONNECT WITH US:



@sjwaterco



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@sjwaterco



San Jose Water

### CONTACT US:

☎ **408.279.7900**

🌐 [sjwater.com](http://sjwater.com)

✉ [customer.service@sjwater.com](mailto:customer.service@sjwater.com)



## GIVING TO THE COMMUNITY



We are proud of our efforts to support local communities where we live, work and serve. In 2021, SJW donated \$250K 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 2021.** Donations included organizations focused on the homeless, food banks, youth education and enrichment, and health services. More info at: [sjwater.com/communityprograms](http://sjwater.com/communityprograms).



## THIRD PARTY NOTIFICATION PROGRAM



Want to make sure someone other than you knows about a water-shutoff before it happens? You can designate a friend, family member or neighbor to receive a copy of any disconnection notice due to non-payment. Before the water is shutoff, they will be notified. Please note that the person you designate is NOT financially responsible for your bill. Learn more at [sjwater.com/third-party-notification](https://sjwater.com/third-party-notification).

## SJW RATES AT WORK

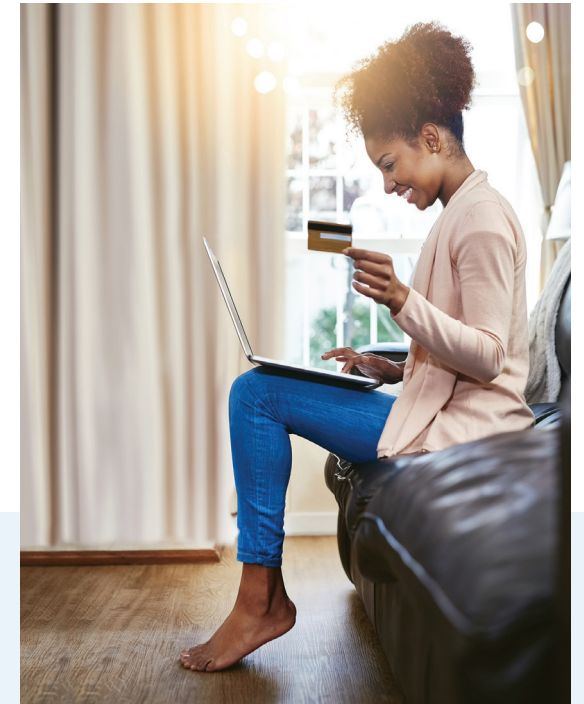
San Jose Water's maintenance program conducts regular valve repairs to make sure they are in good operating condition — just in case we need to shut off water to a small portion of our service area to fix a leak or other emergency. Our system has more than 35,000 valves within our 140-square-mile system.

Leak repairs are an essential part of our maintenance program. To minimize water waste, we fix smaller leaks before they become bigger ones.



## PAY YOUR BILL ONLINE

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. For more, visit [sjwater.com/customer-care/billing-payment](https://sjwater.com/customer-care/billing-payment).



## 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 2021 Sustainability Report. It can be found at [sjwgroup.com/2021CSR](https://sjwgroup.com/2021CSR).

