

# VALLEY WATER RATE INCREASE — JULY 1, 2022

Valley Water (VW), the water wholesaler for Santa Clara County, is raising water rates for all the water utilities it serves. San Jose Water pays VW for:

- Imported water treated at one of the three VW water treatment plants
- Groundwater pump tax for water taken from our wells

**Effective July 1, 2022, VW is increasing rates to retailers like SJW by 15%.** On average, a customer using 11 CCF, will see a monthly increase of around \$5.70 or 5.7%. This is approximately \$0.19 per day.

All monies collected for this rate increase go directly to Valley Water and are known as a “pass through.” SJW does not benefit from this rate increase. For more info, please head to [ValleyWater.org](http://ValleyWater.org).

Purchasing water and paying groundwater pump taxes is our #1 cost. Approximately 44 cents of every dollar collected goes back to Valley Water. Learn more about where your rate dollars go at: [sjwater.com/2022Rates](http://sjwater.com/2022Rates).



## SJW WEBINAR SERIES

Want to learn more about where your water comes from and how we keep it flowing? Head to our website page to see a recording of our recent **Operations Webinar**. We offer webinars on all kinds of topics. Recordings and presentations are available online, so if you miss one, no worries!

Head to: [sjwater.com/webinars](http://sjwater.com/webinars)

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

Para consultar la versión digital de este inserto de factura, visite [sjwater.com/avisodefactura](http://sjwater.com/avisodefactura)

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập [sjwater.com/toroihoaddon](http://sjwater.com/toroihoaddon)

若要查看本账单插页的电子版本，请访问 [sjwater.com/账单插页](http://sjwater.com/账单插页)

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San Jose Water

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## Annual Water Quality Report 2021



## 2021 WATER QUALITY REPORT

Our latest annual **Water Quality Report** has just been released and is available online at [sjwater.com/ccr](http://sjwater.com/ccr). The report includes important information about where your water comes from and how your water quality compares to California state standards.

We are pleased to report that **your tap water met all EPA and state primary drinking water standards**. SJW is continuously improving methods and technologies to build upon and exceed your expectations in the future.

*Printed copies available upon request.*





## NEW WATER BILL ASSISTANCE PROGRAM

If you are struggling to pay your water bill, California has a new program which can help. The **Low Income Household Water Assistance Program (LIHWAP)** can be used for overdue bills. The program begins in June 2022 and will be available until August of 2023.

If approved, you may receive a one-time benefit of up to \$2,000 for your water bill.

We encourage any customers who continue to face hardship to apply for this aid. It can help pay down your outstanding balance.

Head here for more information:

[www.csd.ca.gov/lihwap](http://www.csd.ca.gov/lihwap)



## WATER SHUTOFFS TO RESUME IN 2022

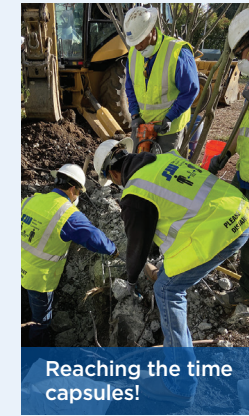
The moratorium on shutoffs for nonpayment of water bills ended on February 1, 2022. This means non-payment of overdue bills could lead to your water service being interrupted.

We understand the realities that COVID has created for some of our customers and we want to work with you to ensure uninterrupted water service. Even paying a little bit of your bill periodically will reduce the balance due and make getting back to “normal” a little easier.

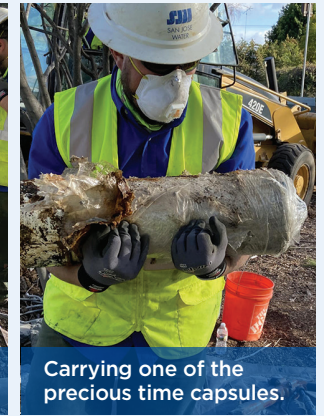
### WE OFFER:

- **CAP (formerly WRAP)** — a 15% discount for eligible customers
- **Flexible and extended payment plans** — no interest or late fees
- **Low Income Household Water Assistance Program**

Please contact our Customer Service Advocates at **(408) 279-7900** or email us at [customer.service@sjwater.com](mailto:customer.service@sjwater.com) if you have an overdue balance. Learn more at: [sjwater.com/water-shutoffs](http://sjwater.com/water-shutoffs).



Reaching the time capsules!



Carrying one of the precious time capsules.

## SJW CREW DIGS FOR A TIME CAPSULE

During the spring, **Hacienda Environmental Science Magnet Elementary School** called SJW for help. Our **Distribution Systems (DS)** department responded with an enormous digging expedition! Thirty years ago, SJW led a community effort to revitalize the outdoor classroom with an expanded pond and stream, filtration system and irrigation. Time capsules had been buried in a concrete monument — the day finally came to uncover them for the **Outdoor Classroom’s 50th anniversary**. Thanks to our DS crew for their great work! Learn more at [sjwater.com/time-capsules](http://sjwater.com/time-capsules).

## DROUGHT UPDATE

A record-dry start to 2022 means water conservation is more important than ever. Track the conservation results by month, mandatory conservation plan details, FAQs, leak status map, and water use restrictions at: [sjwater.com/drought](http://sjwater.com/drought).



**REMINDER: Water only two days per week:**  
**Odd # addresses — Monday & Thursday**  
**Even # addresses — Tuesday & Friday**

Subject to change due to drought conditions.