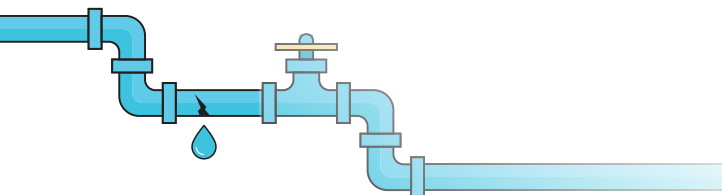


REPORT A LEAK

IF YOU SEE A LEAK, YOU CAN REPORT IT IN A VARIETY OF WAYS:

- Submit an online form through the SJW website: sjwater.com/reportleaks
- Contact us through **Twitter** or **Facebook**
- Call Customer Service at **(408) 279-7900** or email: customer.service@sjwater.com



San Jose Water is honored to have been recognized by the San Francisco Business Times for our **corporate philanthropy**.

To see a digital version of this bill insert, visit sjwater.com/bill-insert

Para consultar la versión digital de este inserto de factura, visite sjwater.com/avisodefactura

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập sjwater.com/toroihoadon

若要查看本账单插页的电子版本，请访问 sjwater.com/账单插页

CONNECT
WITH US:



@sjwaterco



sjwater



@sjwaterco



San Jose Water

CONTACT US:

☎ 408.279.7900

🌐 sjwater.com

✉ customer.service@sjwater.com

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 SAN JOSE WATER



YOUR RATES AT WORK

Maintaining and upgrading our distribution system is one way to make sure water is available to you every time you turn on the tap. **We invest \$100 million a year in infrastructure**, supporting everything from new tanks to advanced leak detection, along with replacing aging pipes.

A recent project included replacing 2,100 feet of 16-inch cast iron main with new ductile iron mains on Stevens Creek Blvd. This project included new lateral service lines to businesses along the route.



BEHIND ON YOUR BILL? WE'RE HERE TO HELP

Even paying a little bit periodically will reduce the balance due. Ways we can help:

- **Customer Assistance Program (CAP):** sjwater.com/CAP
- Extended payment plans
- **Low Income Household Water Assistance Program (LIHWAP):** Call **(408) 916-5014**

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



The Low Income Household Water Assistance Program

COMMERCIAL BUSINESS WATERING BAN

In June, the **State Water Resources Control Board** adopted an emergency water conservation regulation which bans the irrigation of decorative or non-functional grass with potable water in commercial, industrial and institutional settings. The regulation applies to turf that is ornamental and not used for recreation, including common areas of homeowners' associations (HOAs). It does not apply to residential lawns, school fields, sports fields, or areas regularly used for civic or community events.

According to the State Water Board, **ending irrigation of non-functional grass will save the equivalent of water used by as many as 780,000 households every year.**



SERVICE CHARGE CHANGE

San Jose Water has changed the way it calculates your monthly service charge. Instead of a flat fee per month based on your meter size, the calculation will be based on the actual number of billing days in your billing cycle. **This is not a rate increase.** The California Public Utilities Commission has directed San Jose Water to **calculate the service charge in a new way.** For more information, head to: sjwater.com/servicecharge2022 or call **(408) 279-7900.**



WE MEAN BUSINESS

**Commercial, industrial & institutional decorative grass:
NO WATERING ALLOWED**

PER THE STATE WATER RESOURCES CONTROL BOARD