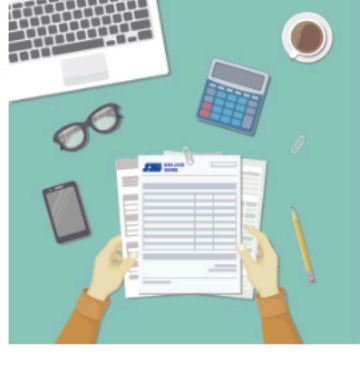


SJW Happenings

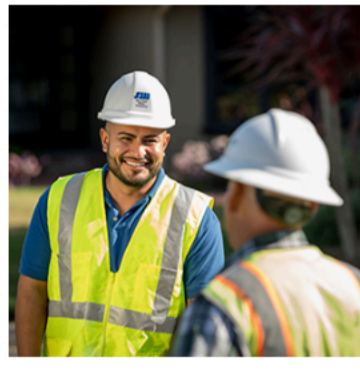
Welcome to the first edition of SJW Happenings! It's a way to send you news about SJW infrastructure projects, webinars, and water updates in your community. You're receiving this email because you are a San Jose Water customer and have agreed to receive electronic communications from San Jose Water. To remove yourself from this list, please [click to unsubscribe](#). Thank you.



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 and your meter size. **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.

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Sustainability Webinar

Progressive and responsible environmental leadership is paramount to the water business. That's why at San Jose Water (SJW), we're focused on the future. To learn more, check out our recent sustainability webinar: *Solutions for the Future* with Francois Rodigari, Director of Corporate Sustainability & Innovation. The recording is available [here](#) along with recordings of past webinars.

[LEARN MORE](#)



Drought Update

New water conservation watering rules for commercial, industrial & institutional facilities went into effect on June 10, 2022. These rules include banning the watering of non-functional turf. The ban does not, however, include watering turf for recreational or other community purposes, residences, or maintaining trees.

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Water Shutoff Moratorium Ends

The pause on water shutoffs ended on February 1, 2022. If you have a past-due balance, you will need to pay your bill to avoid the risk of discontinuing your water service. If you're struggling to make payments, San Jose Water has programs to help.

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WRAP to CAP

SJW's Customer Assistance Program (CAP), formerly known as the Water Rate Assistance Program (WRAP), provides a 15% discount on the total water bill for income eligible customers. If you were a participant in the WRAP program, you do not need to reapply for CAP.

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SJW Rates at Work

SJW is committed to providing reliable drinking water to its customers. Maintaining and upgrading our distribution system is one way to ensure safe, healthy water every time you turn on the tap. As part of SJW's efforts to build for the future, we're replacing the water mains on Stevens Creek Blvd.

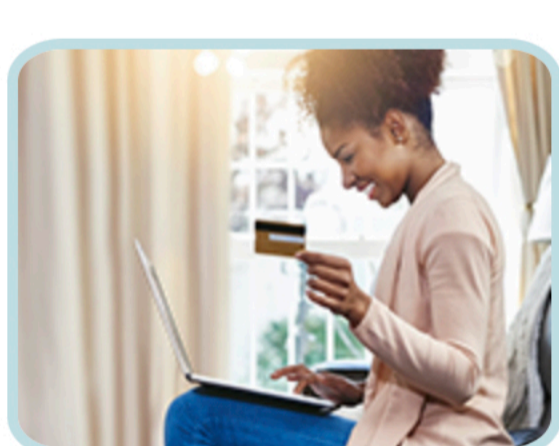
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LIHWAP

The federally-funded Low Income Household Water Assistance Program (LIHWAP) provides financial assistance to income-eligible Californians to help manage residential water bills. We encourage any customer who continues to face hardship to apply for this aid. For water bill assistance, please call (877) 278-6455.

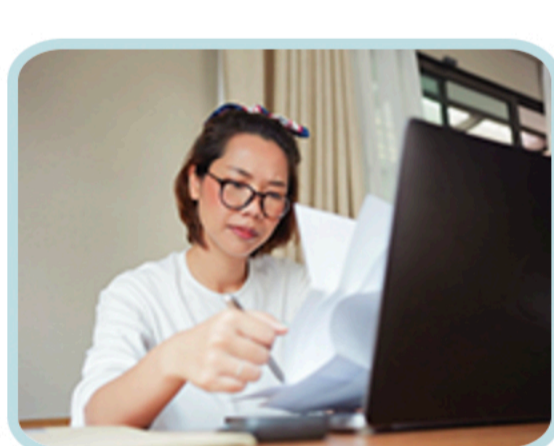
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Pay Your Bill Online

We offer a secure and easy way to make bill payments online. Use your credit or debit card to submit payments at your convenience. Our Billing and Payment page has a quick link to our Pay by Credit Card feature. For questions, please contact us.

[More Info >>](#)



Third-Party Notification

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 shut off, they will be notified. Please note that the person you designate is NOT financially responsible for your bill.

[More Info >>](#)

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