

# HIGH CALL VOLUMES

We apologize for any delays and appreciate your patience.



Our customer service team is currently experiencing higher call volumes coupled with staffing challenges. This combination is increasing hold times and response times. We are working to address these challenges to deliver a better customer experience. Our website is an excellent resource of information for customers – **try exploring the links below for immediate help for your questions.**

[sjwater.com/customer-care](https://sjwater.com/customer-care)

[sjwater.com/customer-care/billing-payment](https://sjwater.com/customer-care/billing-payment)



## SJW HAPPENINGS: SIGN UP FOR OUR NEW CUSTOMER NEWSLETTER

Get the latest San Jose Water news directly to your Inbox.

Head here to sign up for updates:  
[sjwater.com/E-news](https://sjwater.com/E-news)

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

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

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập [sjwater.com/toroihoadon](https://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](https://sjwater.com/账单插页)

CONNECT WITH US:



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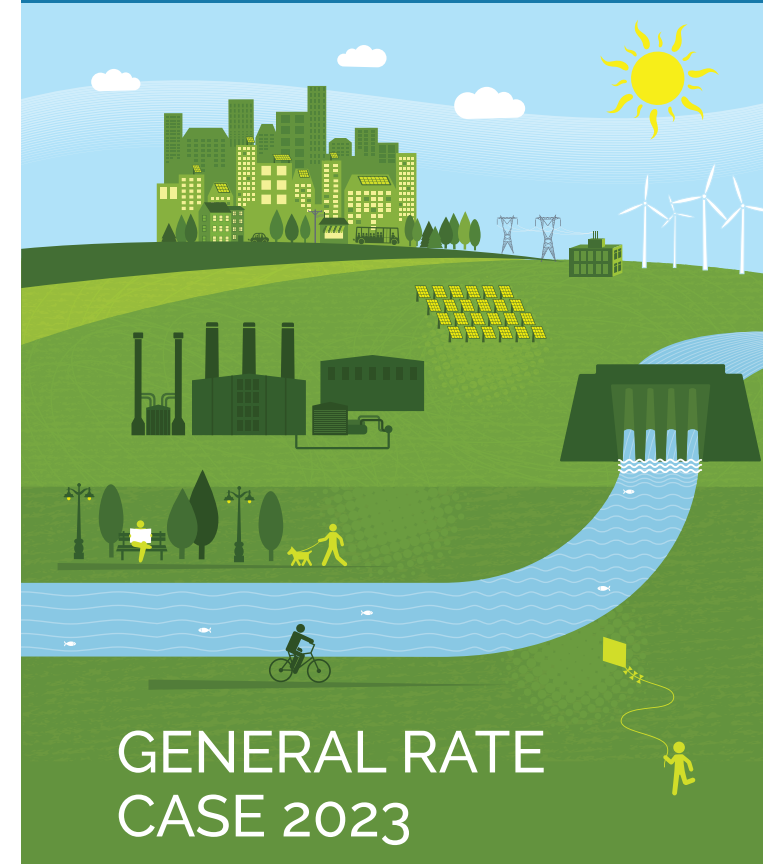
San Jose Water

CONTACT US:

☎ 408.279.7900

🌐 [sjwater.com](https://sjwater.com)

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



## GENERAL RATE CASE 2023

Year 2 of the GRC includes changes to both the quantity rate and service charges on your bill. In addition to these changes, there is an interim surcharge along with a decreased CPUC fee. **The average customer using 11 CCF will see a total bill increase of \$8.79 per month or \$0.29 per day, which includes the interim surcharge.**

The interim surcharge is a way to “catch up” for the authorized rates that were not collected from January through October 2022. This is a temporary surcharge that will be in effect for 12 months beginning January 1, 2023. **Learn more here:**  
[sjwater.com/2023Rates](https://sjwater.com/2023Rates)



## NEED HELP PAYING YOUR WATER BILL?

California has a program which can help — the **Low Income Household Water Assistance Program**. You may receive a one-time benefit of up to \$2,000. San Jose Water encourages any customer who continues to face hardship to apply for this aid. Call **(408) 916-5014** or head to: [sacredheartcs.org/utility-assistance](https://sacredheartcs.org/utility-assistance)



## 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 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)



## SAN JOSE WATER SENDS KIDS TO SCIENCE CAMP

**SJW recently donated \$15,000 to San Jose's Washington Elementary School to help 75 fifth graders attend science camp this spring. The Rotary Club of San Jose donated another \$5k to ensure all costs were covered. Students will hike, experience nature, and learn about the environment in a beautiful mountain setting.**



## 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)