

SEPTEMBER -  
NOVEMBER 2023

- ▶ COMMUNITY GIVING
- ▶ WILDFIRE MITIGATION
- ▶ BILL DECREASE
- ▶ IRRIGATION CHECKUP



# San Jose Water Bulletin

## DEDICATION TO OUR COMMUNITY



San Jose Water is honored to have been recognized for our community involvement and giving. We were recently named a *Silicon Valley Business Journal* and *San Francisco Business Times's Most Philanthropic Company*.



THANK  
YOU  
FOR  
SAVING  
WATER



## WILDFIRE MITIGATION WITH THE SCC FIRESAFE COUNCIL

San Jose Water entered into a strategic partnership with the **Santa Clara County FireSafe Council (SCCFSC)** to provide fast and accurate real-time alerts when fire is detected nearby. Using **N5 Sensors' NSHIELD™ Suite**, a system that leverages multi-modal sensors and artificial intelligence, the sensors provide fast and accurate real-time alerts, making communities safer and healthier. SJW will be placing these sensors in our Santa Cruz Mountain watershed to help with early fire detection.





## 2023 COST OF CAPITAL ADJUSTMENT

Customers may notice a modest decrease on their bills. The **California Public Utilities Commission (CPUC)**, which oversees San Jose Water (SJW) and other investor-owned water utilities, approved a small decrease on your water bill referred to as “Cost of Capital.” **Learn more at [sjwater.com/2023costofcapital](https://sjwater.com/2023costofcapital)**

NEW WEBINAR  
Watch Online



## ENVIRONMENTAL MANAGEMENT: STEWARDSHIP & SUSTAINABILITY WEBINAR

Watch our webinar on SJW’s **Environmental Management and Stewardship program**. Jared Lewis, Manager of Environmental Planning and Natural Resources, highlights some of the company’s key initiatives to enhance natural resource and ecological outcomes for the pristine watersheds in the Santa Cruz Mountains and beyond. Head here to watch: [sjwater.com/virtual-open-house](https://sjwater.com/virtual-open-house)

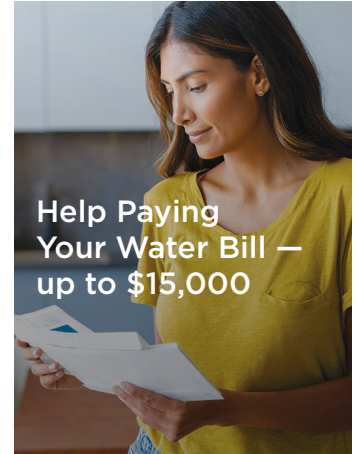


## INTERESTED IN A CHECKUP OF YOUR IRRIGATION SYSTEM?

Visit [sjwater.com/CATCH](https://sjwater.com/CATCH) for more details. You can also contact us to schedule an appointment at [customer.service@sjwater.com](mailto:customer.service@sjwater.com) or **(408) 279-7900**.

## IF YOU SEE A LEAK, REPORT IT

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



Help Paying Your Water Bill – up to \$15,000

## Having trouble paying your water bill?

California has a program that can help – the **Low Income Household Water Assistance Program (LIHWAP)**. Call **(408) 916-5014** or visit [sacredheartcs.org/utility-assistance](https://sacredheartcs.org/utility-assistance) to learn more.

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