

NOVEMBER 2023 -
JANUARY 2024

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San Jose Water Bulletin

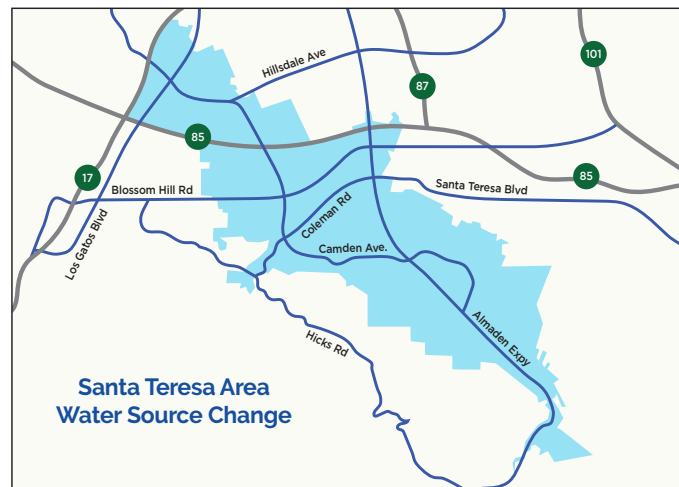
WATER SOURCE CHANGE – SANTA TERESA WATER TREATMENT PLANT

On Wednesday, November 1, 2023, SJW customers served by the **Santa Teresa Water Treatment plant** switched from **surface water** to **groundwater** due to Valley Water taking its plant offline for scheduled

maintenance. SJW will use local, non-fluoridated groundwater supplies to meet system demands. Optimal fluoride levels are within 0.6-1.2mg/L. During the source change, customers will receive water with fluoride levels

below the optimal range of 0.6 mg/L and likely closer to 0.1-0.3mg/L since a small amount of fluoride is naturally occurring in groundwater.

SJW and Valley Water expect to resume normal water supply operations on Sunday, April 28, 2024.



THANK
YOU
FOR
SAVING
WATER



IT'S HERE! A NEW WAY TO PAY YOUR BILL

Enjoy the convenience of 24-hour online bill pay. In addition to accepting major credit cards, you have the option of using **Venmo, Apple Pay, PayPal** and **Google Pay**. If you are already an auto pay customer, your account will continue to be paid without any action. If you want to change your billing information or view your bills, you will need to register on the new customer portal at sjwater.com/Payments.





WINTER IRRIGATION REMINDER



In these wetter months, please remember to adjust your irrigation timers if you haven't already done so. **Let Mother Nature take care of the watering for you!**

SUPPORTING HAWAII WILDFIRE RELIEF



The wildfires in Hawaii were devastating to witness. Many lives were lost along with significant damage to the communities. San Jose Water has made donations to the **Hawaii Community Foundation** and the **Maui Food Bank**. Both are providing resources for disaster response and recovery.



EMPLOYEE SPOTLIGHT: EDGAR VASQUEZ

Edgar joined SJW in 2017 and is a **Crewleader in the Distribution System department** responsible for locating mains, services and meters, exercising valves and performing shutdowns as required. When you meet Edgar, there's no missing his passion for his career and the opportunity it provides him to serve people.

“ I know my job directly affects people and I take a lot of pride in what I do! ”

When performing shutdowns to service the system, Edgar quickly pre-identifies any issues so the shutdown is as brief as possible, and customers are not inconvenienced. When customers see him working on a shutdown in their neighborhood Edgar says, “by the time they run out the door to ask about their water, they're surprised to learn I've already turned it back on.”



2024 RATE INCREASE

Effective January 1, 2024, the quantity rate and service charges on your bill will change. The average customer using 11 CCF will see a total bill increase of \$4.72/month or 0.16 per day.

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

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