

FEBRUARY 2024 -
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San Jose Water Bulletin

WASHINGTON ELEMENTARY CAREER DAY

SJW recently attended Career Day at Washington Elementary. We had a great time educating students about the different career paths at SJW, passing out miniature SJW trucks, letting students try on work boots and jackets, and even sit in one of our trucks. *Lots of horn honking ensued!*



SJW HAPPENINGS

Get the latest SJW news directly to your Inbox. Head here to sign up for updates: sjwater.com/e-news

THANK
YOU
FOR
SAVING
WATER



GENERAL RATE CASE (GRC) — YEAR 3

Beginning January 1, 2024, changes to our rates were implemented. Please note that the California Public Utilities Commission (CPUC) approves all rate changes. 2024 is the third year of the current GRC (2022-2024). The average customer using 11 CCF will see a total bill increase of \$4.72 (or 4.14%) per month or \$0.16 per day. Learn more at: sjwater.com/2024Rates



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. Learn more at: sjwater.com/third-party-notification

GENERAL RATE CASE FILING — 2025-2027

SJW has filed its 2025 General Rate Case (GRC) application with the California Public Utilities Commission (CPUC) for new rates in 2025, 2026 and 2027. Every three years, water utilities regulated by the CPUC are required to submit a filing to ensure that rates accurately reflect the cost of providing service. The application proposes a 3-year \$540 million capital investment program to ensure a resilient water system for our customers and local communities. Thoughtful and consistent capital expenditures are necessary to ensure clean drinking water and a healthier environment. Learn more: sjwater.com/GRC2025

CUSTOMER ASSISTANCE PROGRAM (CAP)

SJW's Customer Assistance Program (CAP) provides a 15% discount on the total water bill for income eligible customers. To qualify, you must meet the following requirements:

- The San Jose Water bill must be in your name, or you must be a submetered tenant in a mobile home park.
- You may not be claimed as a dependent on another person's tax return.
- You must reapply each time you move.
- You must notify San Jose Water within 30 days if you become ineligible for CAP.



Learn more: sjwater.com/CAP

SMALL LEAKS CAN COST BIG DOLLARS

According to the EPA, American households waste nearly 1 trillion gallons of water due to household leaks. And, of all the possible leaks, those from your toilet are the most common, wasting up to 72,000 gallons a year. Learn more: sjwater.com/toiletleakcheck

One way to check for toilet leaks

PUT FOOD COLORING IN THE TANK



IF THE COLOR SHOWS IN THE BOWL, YOU MAY HAVE A LEAK

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