

MAY 2025 –
JULY 2025

- ▶ WATER SAMPLE TESTING
- ▶ SJW INFRASTRUCTURE IMPROVEMENTS
- ▶ SJW TEAM VISITS US PIPE FOUNDRY
- ▶ CAP (CUSTOMER ASSISTANCE PROGRAM)
- ▶ LOCHRIDGE DRIVE WATER MAIN REPLACEMENT
- ▶ IN-PERSON SCAMS



San Jose Water Bulletin



WATER QUALITY CORNER: WATER SAMPLE TESTING

There's a lot that goes on behind the scenes to ensure excellent water quality, including testing and measuring different water parameters. Your drinking water is tested more than 18,000 times a year to ensure compliance with state and federal standards. In a typical week, we test between 90 to 100 sample stations, and more than a dozen wells. Our water quality team collects bacteriological samples that are sent back to the lab at our Montevina Water Treatment Plant, where we also ensure that disinfection levels are adequate.

PLANNING FOR THE FUTURE: SJW INFRASTRUCTURE IMPROVEMENTS WEBINAR

Making sure that our customers have clean and reliable water service means that our water system must be maintained and upgraded as time goes by. Within our approximately 140-square-mile service area, there are 2,400 miles of water mains, 106 tanks and reservoirs, 20,143 hydrants, and 35,143 valves — that's a lot of infrastructure! Check out a recording of our webinar to learn how we plan for water system and infrastructure improvements.

sjwater.com/virtual-open-house



SJW TEAM VISITS U.S. PIPE FOUNDRY

A group of SJW employees had the opportunity to visit the U.S. Pipe foundry in Union City, where much of the ductile iron pipe used in our water main replacement projects is produced. This was a great opportunity to get an up-close look at the manufacturing process. We had an inside peek at the pipe casting process, including the molten material being poured and a freshly made pipe glowing bright orange from the heat.

DELIVERING
TODAY.
PLANNING
FOR
TOMORROW.





CAP (CUSTOMER ASSISTANCE PROGRAM)

If you're struggling to pay your water bill, we're here to help! With CAP, income eligible customers receive a 15% discount on their water bill. 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



PROJECT SPOTLIGHT: LOCHRIDGE DRIVE WATER MAIN REPLACEMENT

SJW recently placed in service a critical water main replacement project along Lochridge Drive, near the busy intersection of King and McKee Roads in San Jose. This \$2 million project replaced nearly 3,200 feet of an aging 6-inch and 8-inch wrapped steel pipe from 1954 with modern ductile iron pipe (DICTL), improving the reliability of water service for the community. The project also included the installation of eight new fire hydrants, enhancing fire protection in the area.

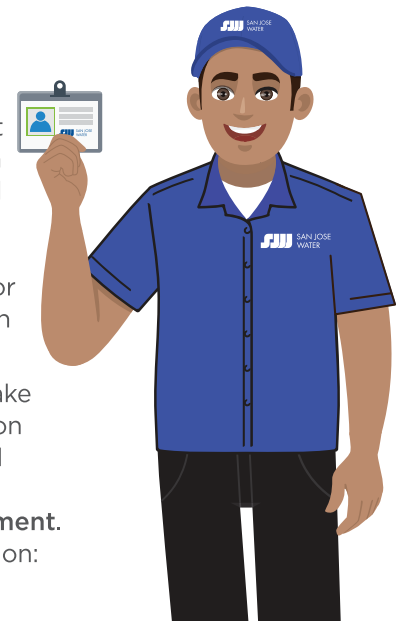
IN-PERSON SCAMS

Scammers may pretend to be SJW employees and visit your home or business in an attempt to obtain credit card information, arrange for a fraudulent payment to be made, convince you to pay for an unneeded service, or gain access to your premises.

SJW will never ask you to make a payment to a specific person or at a specific location, and **our employees will not visit your home to collect a payment.**

Head here for more information:

sjwater.com/person-scams



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

Para consultar la versión digital de este inserto de factura, visite sjwater.com/avisodefactura

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập sjwater.com/toroihoaddon

若要查看本账单插页的电子版本，请访问 sjwater.com/账单插页

CONNECT
WITH US:



@sjwaterco



sjwater



@sjwaterco



San Jose Water

CONTACT US:

☎ (408) 279.7900

🌐 sjwater.com

✉ customer.service@sjwater.com

