

SJW Happenings

SJW and Santa Clara FireSafe Council Expand AI Wildfire Detection Partnership



We have expanded our early wildfire detection network partnership with the addition of OroraTech's Wildfire Solution platform (WFS), for detection and monitoring. Covering over 24,000 acres and drinking water systems in the Los Gatos Creek Watershed, this provides satellite-based wildfire monitoring with the ability to map and predict the spread of ignitions over time, helping inform evacuation decisions by agency partners.

"The Los Gatos Creek Watershed is one of the region's most important environmental and community resources," said Jared Lewis, SJW Manager of Environmental Planning and Natural Resources. "In addition to its stunning natural beauty, it also provides surface water and ground water recharge for millions of Santa Clara County residents. Integration of OroraTech's satellite technology with our existing network of early-detection cameras and sensors is

a critical step in improving protections for this landscape and for the resilience of Santa Clara County water supplies.”

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Drinking Water Week

SJW joined communities across North America in celebrating Drinking Water Week, May 4-10, 2025. This annual observance, led by the American Water Works Association (AWWA), serves to highlight the importance of healthy drinking water and recognizes the tireless efforts of water professionals who keep this precious resource flowing around the clock in our communities.

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Water Quality Corner: Behind the Scenes of Water Sample Testing

At SJW, delivering high-quality drinking water starts with thorough testing. We perform over 18,000 tests each year to meet strict state and federal standards. Each week, our water quality team samples from 90-100 stations and over a dozen wells. Bacteriological samples are analyzed at our Montevina lab, while field staff check chlorine levels to ensure proper disinfection. These sample points cover our entire service area, offering a full view of water quality. We regularly measure pH, temperature, chlorine, and bacteria—and at key sites, we also test for fluoride, water hardness, and disinfection by-products. Wells are tested for metals, PFAS, nitrates, and other potential contaminants. Surface water and watershed sources are closely monitored to help us deliver water you can trust.



Missed our latest webinar? Watch the recording now!

During our recent *Planning for the Future: SJW Infrastructure Improvements* webinar, Kateline Lin, Engineering Unit Manager, Capital Planning, discussed SJW's strategies for prioritizing investments, how we scale infrastructure to meet future demands, and other strategic initiatives we're taking for a more sustainable and resilient future. Access the presentation slides and webinar recording on our website.

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Stars and Strides Run - June 28, 2025

Join SJW at the 5th Annual Bloom Energy and Tarana Wireless Stars and Strides 5K-10K Run/Walk and Kids Fun Run! Nearly 90 SJW employees and their family members helped raise money for Valley Health Foundation last year and we're excited to run and support once again. We're proud to have been a sponsor since the race's beginning in 2021 — which has raised hundreds of thousands of dollars to help those in our local communities. Looking forward to this great event in downtown San Jose!

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SJW Group Rebrands as H2O America

At San Jose Water, our parent company, SJW Group, has a new name — [H2O America](#). The name reflects how we've evolved: Local water providers backed by the strength of a national platform, working together to deliver even greater value to the communities we serve. We're proud to be part of something bigger — because when local teams are empowered and connected,

communities thrive. Together, we protect what's precious.

For our customers, this means:

- Greater investment in infrastructure, water quality, supply and resiliency
- Access to shared innovation and best-in-class expertise
- Resources that expand our ability to serve community needs and support growth
- A stronger platform for giving back through community partnerships

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Pay Your Bill Online

We offer a secure and easy way to make bill payments online. Use your credit or debit card to submit payments at a time that works best for you. Our Billing and Payment page has a quick link to our Pay by Credit Card feature. For questions, please do not hesitate to contact us.

[More Info >>](#)



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.

[More Info >>](#)

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