

AUGUST 2025 –
OCTOBER 2025

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San Jose Water Bulletin



DELIVERING
TODAY.
PLANNING
FOR
TOMORROW.



SJWATERHUB IS HERE!

Use SJWaterHUB to pay your bill, track your water usage and manage your accounts — all in one spot.

- Better account management and bill payment tools

And once your smart meter is installed:

- Access your daily water data
- Set alerts for unplanned water use
- Sign up for notifications indicating a possible leak

Head to sjwater.com/hub for FAQs, how-to videos and more.



(ABOVE) Artist's rendering of replacement tanks.
(LEFT) Aerial view of original Cambrian embankment reservoirs.

SJW INFRASTRUCTURE: CAMBRIAN TANK REPLACEMENT PROJECT

The Cambrian Station site previously relied on two earthen embankment reservoirs, originally constructed in 1890 and 1921. These aging reservoirs had reached the end of their useful life and no longer met current seismic standards, necessitating their replacement. To modernize the site, SJW is constructing two prestressed concrete tanks, each with a capacity of 8 million gallons. Together, these tanks will provide 16 million gallons of potable water storage with enhanced seismic performance and improved operational reliability. The full Cambrian Station project remains on schedule for completion in September 2027.



2024 CONSUMER CONFIDENCE REPORT

Also known as the **Water Quality Report**, this annual summary is based on data collected in **2024** (it's labeled as 2024 despite being published in 2025).

You can view or download this report by heading to sjwater.com/waterquality. Learn more about where your water comes from and how it measures up to federal and state drinking water quality standards.

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.

VALLEY WATER RATE INCREASE EFFECTIVE JULY 1

Valley Water, the wholesale water provider for Santa Clara County, increased its water rates on **July 1, 2025**. These changes impact all water retailers in the county, including San Jose Water (SJW).

SJW purchases water from VW in two ways:

- Imported water treated at one of the three VW water treatment plants
- Groundwater pump taxes for water taken from our wells

Due to the Valley Water increase, the average residential customer with $\frac{3}{4}$ inch meter using 10 CCF (centrum cubic feet) per month will see an increase of approximately \$5.15 per month or 3.76%.

All monies collected for this rate increase go directly to Valley Water and are known as a “pass through.” SJW does not benefit from this rate increase. For more information, head to: sjwater.com/2025-valley-water-rate-increase



FLEXIBLE PAYMENT PLANS WITH PROMISEPAY

Flexible payment plans are available to help you catch up and move forward. If your account is past due, or you know someone who's behind, flexible PromisePay plans can help. These plans break up balances into smaller, manageable payments over time—with no late fees and no surprises. Whether you're looking to catch up or just want peace of mind, it's quick to enroll and easy to manage. Visit: sjwater.com/promise-pay

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

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