

OCTOBER 2025 -  
DECEMBER 2025

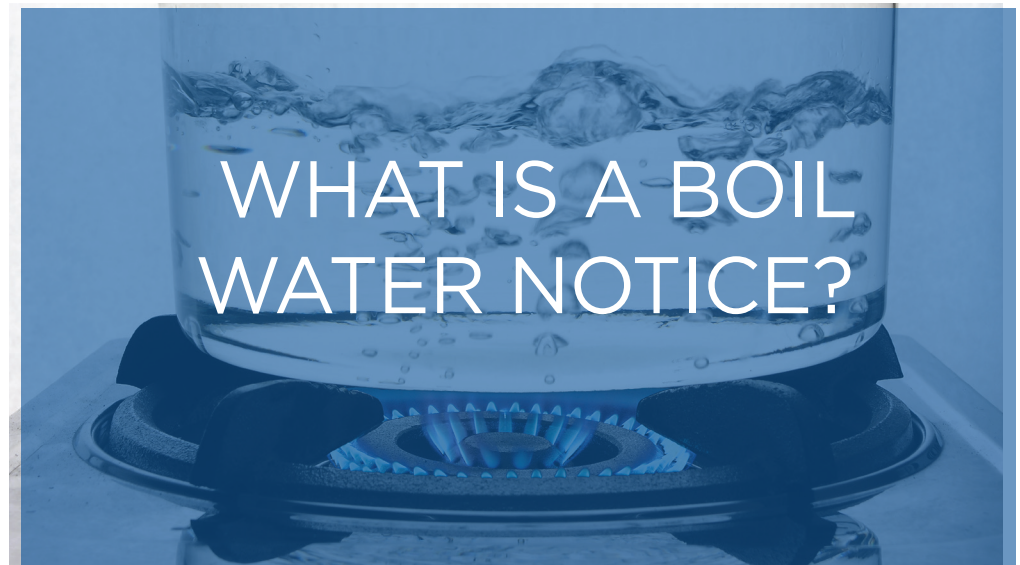
- ▶ WHAT IS A BOIL WATER NOTICE?
- ▶ SJW INFRASTRUCTURE: SONUCA AVE.
- ▶ WATCH OUR LATEST WEBINAR RECORDING NOW!
- ▶ CUSTOMER ASSISTANCE PROGRAM
- ▶ PROMISEPAY PAYMENT PLANS



# San Jose Water Bulletin



DELIVERING  
TODAY.  
PLANNING  
FOR  
TOMORROW.



**Boil Water Notices are a standard precaution we take when there's a temporary drop in water pressure, often due to routine maintenance, power outages, or water main breaks.** Even when the risk of contamination is low, we act quickly to protect your water quality. If your household is affected, we'll notify you directly by placing a notice on your door. We will also reach out to you with the contact info we have on file. If you have changed your email or phone number, please let us know. A drop in pressure can, in rare cases, allow contaminants to enter the water system. Boiling your water helps eliminate any potentially harmful organisms that may have entered during this time.

### How to Boil Water Safely

1. **Heat water on your stove** until it starts to bubble vigorously.
2. **Keep it boiling** for one full minute.
3. **Turn off the heat** and let the water cool down.



Once cooled, it's ready to use. You can store it in the refrigerator for later use.

**After issuing a Boil Water Notice**, we begin thorough testing of the water supply. Over a 48-hour period, we collect and analyze samples to confirm the water is free of contaminants. Once we verify the water is safe, we'll notify you right away that boiling is no longer necessary.

For more information, head to: [sjwater.com/boil-water-notices](https://sjwater.com/boil-water-notices)



## SJW INFRASTRUCTURE: SONUCA AVE.

In the City of Campbell, we recently completed a major water main replacement project along Sonuca Avenue and the surrounding neighborhood. The project replaced more than 4,000 feet of aging water mains, significantly improving reliability and system performance for the area. The scale of this project required careful planning to minimize disruptions. This upgrade included eight new fire hydrants, 100 service connections replaced, and enhanced fire protection.

## MISSED OUR LATEST WEBINAR? WATCH THE RECORDING NOW!

During our Science Behind the Standards: A Look Inside SJW's 2025 Public Health Goal Report Webinar, Suzanne DeLorenzo, Director of Water Quality, discussed SJW's 2025 Report, what it really says about water quality, and how we go beyond compliance. She shared how we evaluate our water quality results against health-based goals, which contaminants we focus on, and how this report fits into our broader approach to transparency and long-term planning.

Head to: [sjwater.com/virtual-open-house](https://sjwater.com/virtual-open-house)

## CUSTOMER ASSISTANCE PROGRAM

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 SJW 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 SJW within 30 days if you become ineligible.

Head here for more info: [sjwater.com/cap](https://sjwater.com/cap)

**PROMISEPAY PAYMENT PLANS**

SJW partners with Promise, a company that specializes in providing affordable, flexible, and interest-free PromisePay payment plans to customers with past due water bills. Learn more at: [sjwater.com/promise-pay](https://sjwater.com/promise-pay)

To see a digital version of this bill insert, visit [sjwater.com/bill-insert](https://sjwater.com/bill-insert)

Para consultar la versión digital de este inserto de factura, visite [sjwater.com/avisodefactura](https://sjwater.com/avisodefactura)

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập [sjwater.com/toroihoaddon](https://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](https://sjwater.com/账单插页)

CONNECT  
WITH US:



@sjwaterco



sjwater



@sjwaterco



San Jose Water

CONTACT US:

(408) 279.7900

[sjwater.com](https://sjwater.com)

[customer.service@sjwater.com](mailto:customer.service@sjwater.com)

