

# SJW Happenings

## Customer Advisory Council



San Jose Water is forming a Customer Advisory Council to gain insight and receive feedback from our customers. We'll also exchange ideas and share information about the company's plans, priorities, and operations. We are seeking community members interested in participating. Current SJW residential customers are preferred, but it is not required to be a current customer. The council will consist of 8-12 members who will serve for a one-year period and attend two in-person council meetings during the year. If you're interested in applying, please complete the application form by **Friday, May 5, 2023**.

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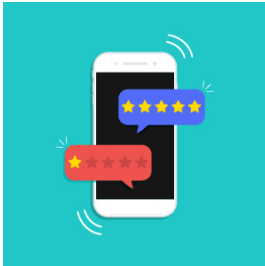
## Good News: The Drought is Over

All of those storms we endured this winter have led to the snowpack measuring at 237% of normal. And, many areas in the Sierra have surpassed 240 inches of snowfall. This is great news for our county and state!

This means that mandatory water conservation ended April 11. There will be no further allocations or drought surcharges as of this date. We thank our customers for their efforts during the drought.

Bottom line, based on Valley Water's rescission of its drought emergency on April 11, San Jose Water's Mandatory Conservation Plan (Schedule 14.1) is no longer in effect.

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## Newsletter Survey

We want to hear from you! It only takes about 3 minutes to complete the San Jose Water newsletter feedback survey. Your opinion about our newsletter will help us improve our content with what you want to read and know more about. Your feedback is completely anonymous.

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## SJW Employee Spotlight: Anh Tran

Anh Tran has been working at San Jose Water for over 23 years. She started off as a specialist in the IT department and eventually took charge of the Meter Shop and Meter Reading department. Anh has been instrumental in getting SJW's Meter Reading procedures and systems automated. She has her Bachelor's degree in Marketing and Management Information Systems from SJSU and an MBA from the University of Phoenix. Check out our SJW Employee Spotlight blog to learn more about Anh and all she does for SJW.

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## CheckFreePay: Pay with Cash

CheckFreePay® is a convenient way to pay your water bill in-person with cash. It is the largest processor of walk-in bill payments in the United States with more than 20 locations in our community. Go to our CheckFree page to find a location near you!

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## High Call Volume

Our customer service team is currently experiencing high call volumes coupled with staffing challenges. This combination is increasing hold times and response times. We are working to address these challenges to deliver a better customer experience, and we apologize for any inconvenience. During this period, we encourage our customers to visit our website which is an excellent resource.

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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



### 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

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.

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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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April 2023



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**Our mailing address is:**

San Jose Water Company  
110 W Taylor St  
San Jose, CA 95110

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