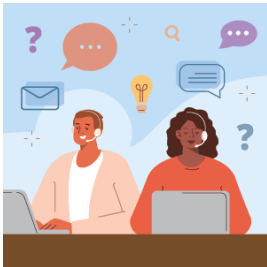


SJW Happenings



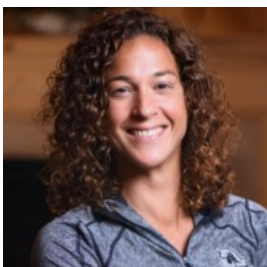
High Call Volume

Our customer service team is currently experiencing higher 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. Our website is an excellent resource of information for customers.

[LEARN MORE](#)

Webinar: Maintaining the Water Flow

San Jose Water is hosting a webinar about our distribution system. Join us on Wednesday, February 8 at noon to hear from our distribution system director and superintendent about how SJW ensures 99% water delivery reliability.

[LEARN MORE](#)

Employee Spotlight

Get to know our Director of Water Quality, Suzanne DeLorenzo. She's responsible for making sure that your drinking water is the highest quality it can be.

[LEARN MORE](#)



Are we still in a drought?

California was hit by nine storms over three weeks. You would think the drought would be over – but it still has not made up for a long-term deficiency. Ultimately, we need to wait to see how the rest of this winter goes. April 1 is considered the end of the rainy season.

[LEARN MORE](#)



General Rate Case

Year 2 of the GRC will include changes to both the quantity rate and service charges on your bill. In addition to the Year 2 changes, there is an interim surcharge along with a decreased CPUC fee. The average customer using 11 CCF will see a total bill increase of \$8.79 per month or \$0.29 per day, which includes the interim surcharge.

[LEARN MORE](#)



[Pay Your Bill Online](#)



[Third-Party Notification](#)

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 >>](#)

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 >>](#)

February 2023



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