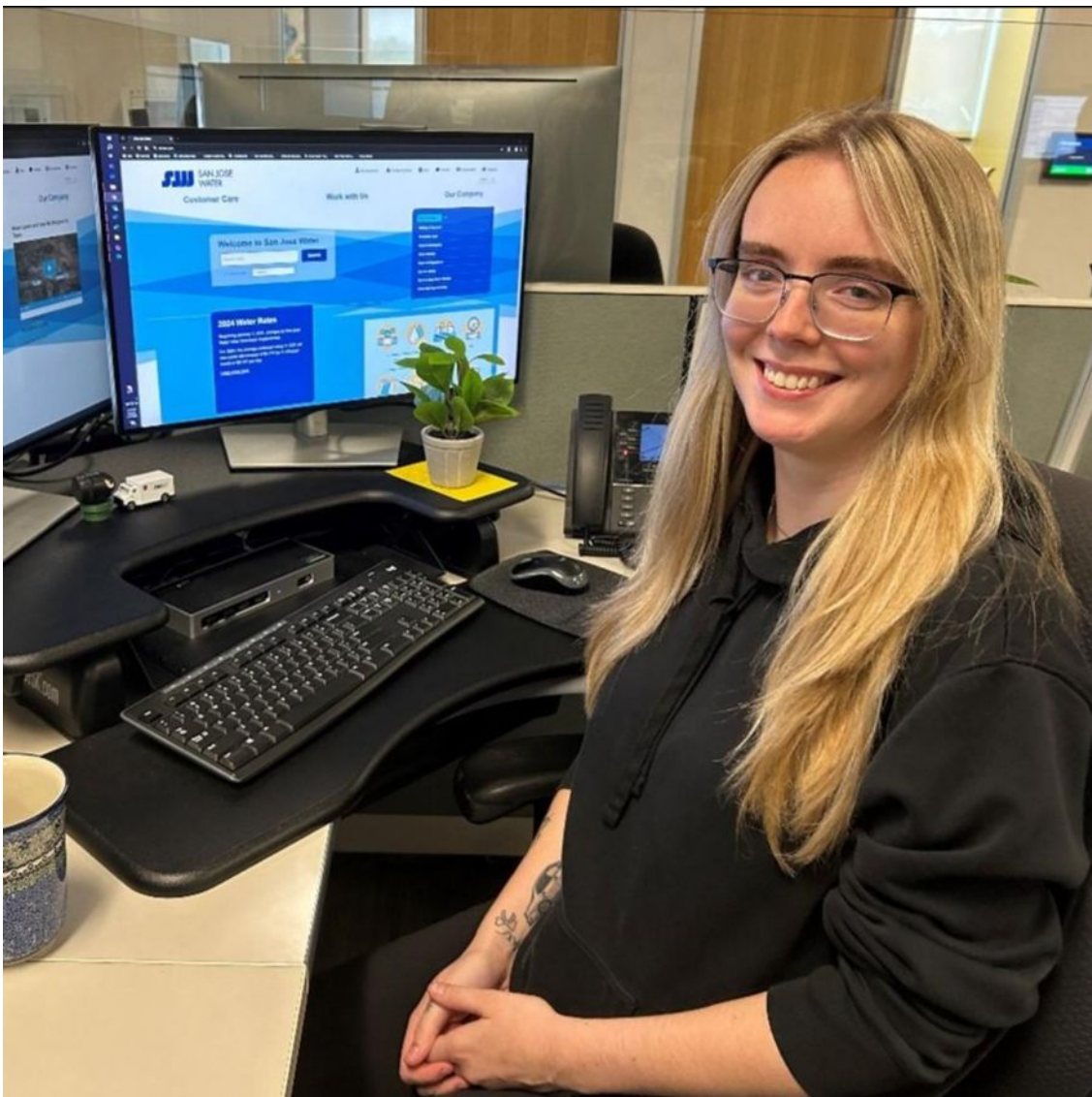


SJW Happenings

Employee Spotlight: Sara Vos



Get to know our Customer Service Representative, Sara Vos. If you ever give our customer service line a call, it might just be Sara's friendly hello that greets you! Sara is dedicated to providing exceptional customer service. Whether it's

addressing billing inquiries, guiding customers through service procedures, or offering empathetic support during water-related concerns, Sara consistently goes above and beyond to ensure our customers feel heard and valued. Check out our Employee Spotlight blog post!

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Norman Mineta Statue Unveiled at San Jose Airport

Norman Mineta was a significant figure in San Jose and the Bay Area for many years. In addition to being the Mayor of San Jose in the 1970s and serving in Congress for 20 years, he later became the U.S. transportation secretary during the George W. Bush administration (including during 9/11). Mineta also served on the SJW Board of Directors. With his long history in San Jose and his relationship with San Jose Water, SJW was proud to make a donation to sponsor the statue recently unveiled at San Jose Mineta International Airport.

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California Arrearage Assistance Funds

San Jose Water knows that COVID impacted our customers' ability to pay their bills. In order to help, San Jose Water has applied for arrearage assistance from the State Water Board. This funding may be applied to customer debt accrued from June 15, 2021 through December 31, 2022. On July 10, 2023, Governor Newsom signed a budget trailer bill expanding the Arrearages Program to provide relief to community water systems for unpaid bills related to the pandemic. This new Extended Water and Wastewater Arrearage Payment Program extends the COVID Relief Period to December 31, 2022 and has \$600 million in federal funding.

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Customer Assistance Program (CAP)

If you're struggling to pay your water bill, we're here to help! SJW's Customer Assistance Program (CAP) provides a 15% discount on the total water bill for income-eligible customers.

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Your Dollars at Work: Advanced Leak Detection

San Jose Water's Leak Detection field team recently investigated a leak near a dry creek bed. This leak was originally detected by hydrant leak detection sensors, which prompted an investigation using advanced leak detection tools. The team was persistent and identified the location of the leak 1/4 mile away, on a water main that crosses under a bridge over the creek bed. The team immediately called in an emergency USA, contacted Distribution Systems, Water Quality, and the shutdown crew. Although this leak could have gone unnoticed for a long period of time resulting in substantial water loss, negative impact to aquatic life, and regulatory fines, SJW employees did an amazing job avoiding these impacts and protecting the environment!

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Help Paying Your Water Bill - Up to \$15,000

Having trouble paying your water bill? California has a program that can help — the Low Income Household Water Assistance Program (LIHWAP). Call (408) 916-5014 or visit <https://www.sacredheartcs.org> to learn more.

LEARN MORE



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 >>](#)

February 2024



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Our mailing address is:

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110 W Taylor St
San Jose, CA 95110

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