

SJW Happenings

Employee Spotlight: Colby Sneed



Get to know our director of operations and treatment, Colby Sneed. At San Jose Water, he oversees your drinking water supply, transmission, and distribution. Colby started his career with SJW as an intern 23 years ago and continues to help young professionals understand the water industry today. Check out our SJW Employee Spotlight blog to learn more about Colby and his role at SJW.

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Mt. Hamilton Road Closure

Our Mt. Hamilton main replacement project started in early February and is expected to run through May. The work zone includes a full road closure from Alum Rock Ave. and Mt. Hamilton Road to Anderson Road. There are detours set up from Alum Rock Ave. to Miguelita Road. Traffic can pass through these detours.

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Pasadena Mailing Address

Some of you may wonder why your bill payments are mailed to Pasadena, CA. About two years ago, we changed our remittance process to achieve greater operational efficiencies. Our banking partner handles all the payments in Southern California. For those customers who do not use online bill payment or auto-pay, payments should be mailed to P.O. Box 7045, Pasadena, CA 91109-7045.



Every Drop Counts: Evaluating Static Water Meters

Our Assistant Chief Engineer of Planning, Jake Walsh, discusses advanced water meters in the latest issue of Water Finance & Management. "Advances in water metering technologies are allowing utilities to measure water volumes more accurately than ever before." Check out the full article.

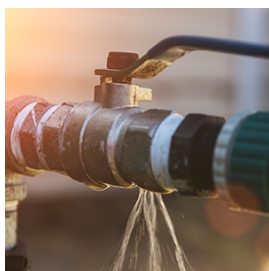
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High Call Volume

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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Fix A Leak Week

Fix A Leak week is March 20-26. Did you know that leaks in US households waste almost 1 trillion gallons per year? Check out our blog post about how to check for leaks and what to do if you think you have one.

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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 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 >>](#)

March 2023



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