

SJW Happenings

Employee Spotlight: Lucy Perez and Fabian Rosales



San Jose Water is proud to feature Lucy Perez, and Fabian Rosales in this month's Employee Spotlight! Both Lucy and Fabian are Fleet and Facilities Worker IIs and joined SJW in 2016 and 2017 respectively. This dynamic duo is responsible for tracking and ensuring all 350 fleet vehicles are properly maintained, fueled, and inspected to be safely and reliably operated by all field

personnel servicing our community.

Lucy and Fabian meticulously track and ensure the timely servicing and routine maintenance of every Crew, Dump, Vac Con, and all other company vehicles used by SJW personnel. Both conduct basic repairs of tires and occasional replacement of mirrors, fenders, turn signals and headlights. Lucy and Fabian are also on call 24/7 as their field colleagues' emergency roadside assistants, coming to their aid should they face a lockout, flat tire, or need a jumpstart or battery replacement.

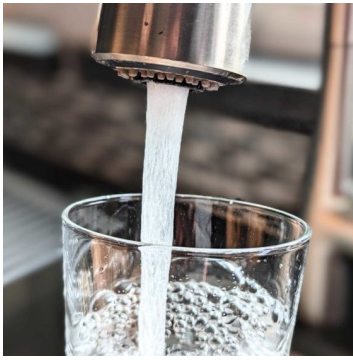
When they are not hard at work inspecting or repairing vehicles or driving to assist a field colleague, Lucy, who is a native Texan, can be found tending to her BBQ, playing keyboard, sketching, and listening to country music. Fabian and his wife, Miranda, can be found enthusiastically cheering their two boys, Mason and Benji, at a soccer match, prepping to run the upcoming Turkey Trot, or planning their next family trip to Disney.



San Jose Water Supports Operation Gobble

California Water Association (CWA) established the Operation Gobble program with the purpose of partnering water utilities with non-profit organizations across the state to donate to families facing hardship in honor of the Thanksgiving holiday. SJW recently hosted its annual Operation Gobble event, donating Safeway gift cards to Community Seva on behalf of State Senator Dave Cortese; to the Bill Wilson Center on behalf of Assemblymember Evan Low; and to Sacred Heart Community Service on behalf of Assemblymember Gail Pellerin. Watch the full event video on Facebook.

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DeLorenzo: San Jose Water Keeps Lead out of Drinking Water

SJW's Director of Water Quality, Suzanne DeLorenzo, recently penned an article for *San Jose Spotlight* discussing how SJW keeps lead out of your drinking water. To be clear, there is no lead in the water provided by SJW. We regularly test all of our water sources. We haven't found any lead service lines in the San Jose metropolitan area, and we're always looking. We'll keep searching, tracking, and upgrading service line materials while testing drinking water. To stay updated on our progress, you can access a map at <https://www.sjwater.com/customer-care/lead>.

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Cupertino 2023 Public Safety Forum

San Jose Water's Jared Lewis, Manager of Environmental Planning & Natural Resources, and David Fernandez, Director of Emergency Management & Business Resiliency, had the opportunity to present on wildfire prevention at the Cupertino Public Safety Forum. They shared how SJW has partnered with the Santa Clara FireSafe Council and N5 Sensors to deploy advanced smoke detectors powered by AI throughout the SJW watershed. The powerful sensors boost early detection and even prevention of wildfires in the area.

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157 Years of San Jose Water!

Incorporated on November 21, 1866, Donald McKenzie, John Bonner, and Anthony Chabot founded San Jose Water. With two wooden tanks at the San Jose Foundry at First and San Antonio Streets, SJW started providing water to about 400 local residents. Today, SJW has more than 230,000 connections serving about one million people. We're proud to be part of our vibrant community and look forward to the next 157 years!



Customer Advisory Council

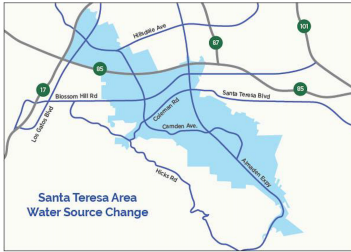
SJW recently held its fall Customer Advisory Council meeting at its Montevina Water Treatment Plant. Our customers' insights and feedback are invaluable to us, and we appreciate their dedication to helping us improve our services. We had an insightful presentation by Suzanne DeLorenzo, Director of Water Quality, around our water quality initiatives, and a wonderful tour by Josh Karpel, Manager of Water Treatment, showing customers how water is treated. Stay tuned for updates and details on our next meeting.



SJW Celebrates Holiday Cheer at Christmas In the Park!

Join SJW for some holiday cheer at Christmas in the Park! Embrace the festive season by mapping out your holiday plans, and make sure to carve out time for a visit to Christmas in the Park at Plaza de Cesar Chavez. Dive into the enchanting world of family-oriented Christmas traditions, featuring dazzling lights, majestic trees, and captivating exhibits starting the day after Thanksgiving. Don't miss the San Jose Water tree adorned with creativity by our talented employee, Brenda Romero.

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Notice of Water Source Change for Santa Teresa Customers

A heads up to our Santa Teresa customers: over the next six months, you will experience a change in where your water comes from. Your water might taste different. Please know that it is safe to drink and use as always. Due to this change, customers may experience some differences in their water quality which include:

- Water which is not fluoridated. The water customers were previously receiving was fluoridated.
- Harder water, which might include a change in taste and odor.

As of November 1, Valley Water took its Santa Teresa Water Treatment facility offline for scheduled maintenance work lasting up to six months. SJW will use local, non-fluoridated groundwater supplies to service our Santa Teresa customers. SJW and Valley Water expect to resume normal water supply operations in April 2024.

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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 eligible low-income customers.

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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 >>](#)

November 2023



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