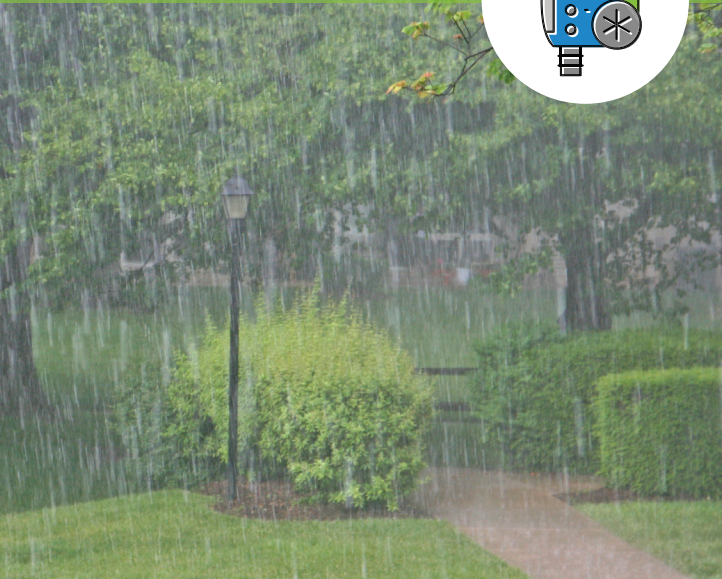


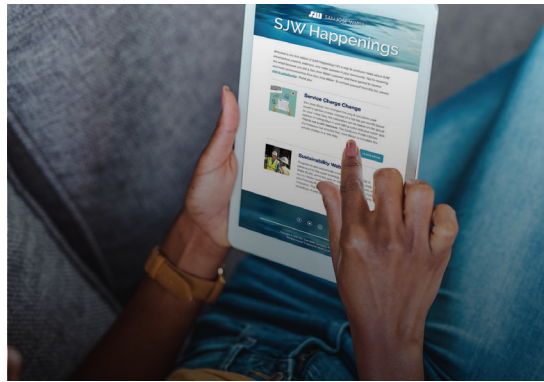
WINTER IRRIGATION REMINDER



In these wetter months, please remember to **adjust your irrigation timers** if you haven't already done so. Let Mother Nature take care of the watering for you!

INTERESTED IN A CHECKUP OF YOUR IRRIGATION SYSTEM?

Visit sjwater.com/CATCH for more details. You can also contact us to schedule an appointment at customer.service@sjwater.com or **(408) 279-7900**.



SJW HAPPENINGS: SIGN UP FOR OUR NEW CUSTOMER NEWSLETTER

Get the latest San Jose Water news directly to your Inbox.

Head here to sign up for updates: sjwater.com/E-news

To see a digital version of this bill insert, visit sjwater.com/bill-insert

Para consultar la versión digital de este inserto de factura, visite sjwater.com/avisodefactura

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập sjwater.com/toroihoaddon

若要查看本账单插页的电子版本，请访问 sjwater.com/账单插页

CONNECT WITH US:



@sjwaterco



sjwater



@sjwaterco



San Jose Water

CONTACT US:

📞 408.279.7900

🌐 sjwater.com

✉️ customer.service@sjwater.com

Made with 10% recycled content.

Nov. 2022 - Jan. 2023
30316-1-0084



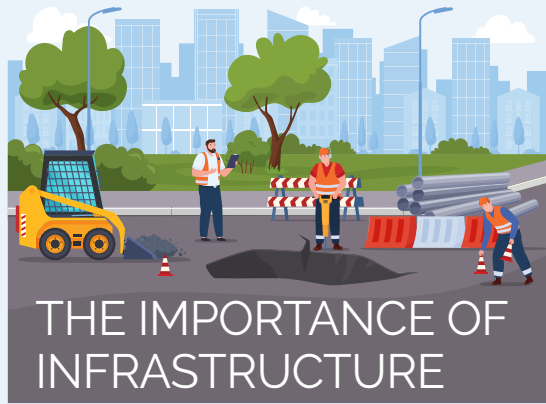
GENERAL RATE CASE

On October 6, 2022, the **California Public Utilities Commission (CPUC)** approved **SJW's General Rate Case (GRC)** covering the years 2022-2024. To cover the cost of providing high quality and reliable water service, the CPUC approved a revenue increase of 6.03% for 2022.

Continued investment in our water system is critical to protecting public health, supporting economic development, and delivering a high quality of life for our customers and communities. Recent headlines from around the US show that lack of investment in water infrastructure can lead to significant issues. **Learn more here: sjwater.com/GRC2022-Year1**

Check out the new expanded Tiers 1 and 2. Use less than 12 CCF per month and pay **LOWER RATES!**

TIER	SJW NEW TIERS AND RATES NOVEMBER 1, 2022		RATES PERCENT CHANGE
	Rate Structure	Rate/CCF	
1	0-6 CCF	\$4.0002	-6.36%
2	6-12 CCF	\$5.7175	-4.10%
3	Over 12 CCF	\$8.8213	15.28%



THE IMPORTANCE OF INFRASTRUCTURE

We're always maintaining, repairing, and replacing water mains. **With more than \$100 million dollars spent each year**, we are making sure that reliability is there for our customers.

A great example of this investment is our **Columbine project**, a new 5.6 million gallon concrete reservoir which provides a **stable source of water and fire protection** for many of our customers. And, there is a second reservoir going up (tank #2, which is half way done), providing another 5.6 million gallons. **Your rate dollars at work!**



HAVING TROUBLE PAYING YOUR WATER BILL?

California has a program which can help — the **Low Income Household Water Assistance Program (LIHWAP)**.

- Income-eligible customers, or those who are recipients of **CalFresh** or **CalWorks**
- Funds can be used for **overdue bills** from any time period
- You can receive a one-time benefit of up to **\$2,000 for your water bill**

San Jose Water encourages any customer who continues to face hardship to apply for this aid. Please call **(877) 278-6455** (both energy and water bill assistance) or head to: sacredheartcs.org



PAST DUE NOTICES

If you receive a past due notice, you will need to pay your bill to avoid having your water service discontinued. **Our Customer Service Advocates are here to help and want to work with you.** The last thing we want to do is discontinue your water service. Please contact us as soon as possible at **(408) 279-7900** or customer.service@sjwater.com to discuss your options.

