



Dear San Jose Water Customer:

Your new Smart Meter is coming SOON!

San Jose Water is installing a smart water metering system throughout our service area. We'll be in your neighborhood in about 5 to 6 weeks to upgrade your water meter.

Why are we upgrading our water metering system?

To give you access to your data — helping you to better understand and monitor your usage.

Once the new customer portal has been fully integrated into our billing system, you'll be able to:



CHECK WATER USAGE ANY TIME

It's great to know how much water you're using



RECEIVE LEAK ALERTS TO STAY INFORMED

This can help avoid property damage and other unwelcome surprises



ENSURE EFFICIENT WATER USE

Good for you and the environment

We are partnering with Concord Utilities Services to install the meters.

Here are a few things to know:

INSTALLATION DETAILS

1. You do NOT need to be present for installation.
2. The meter installation team will be wearing uniforms with ID Badges and have SJW decals on their vehicles; they will NOT need to enter your home/business.
3. Most residential meter changes take 15 to 30 minutes to complete. Your water service **will be interrupted** during this time.
4. Commercial use customers will be contacted individually to coordinate meter upgrade.
5. If the water is in use when the meter installation team arrives, they will return at another time to complete the meter change.
6. An informational doorhanger will be left when the work is complete.

Should you have any other questions about this project or want to know more about the benefits of your new smart meter, please head to: sjwater.com/smartmeters

Sincerely,
San Jose Water



For more information, please visit sjwater.com/smartmeters

Para obtener más información, visite sjwater.com/smartmeters

Để biết thêm thông tin, vui lòng truy cập sjwater.com/smartmeters

Scan the QR code above for more information