

# SJW Happenings

## **SJW Customers Receive State Funding to Ease Financial Hardship**

\$15.3 million in relief to help customers with past due balances.



San Jose Water recently received funds totaling \$9.1 million from the California Water and Wastewater Arrearage Payment Program, which is administered by the State Water Resources Control Board and provided through the American Rescue Plan Act. These funds are intended to help support customers who experienced financial hardship due to COVID and were unable to pay their water bills between June 15, 2021 and December 31, 2022. This was the second of two payments aimed at helping customers over the past 2 years. In total, \$15.3 million has been received from this program. Customers who received arrearage relief were notified by mail and saw the credit reflected on their bills.

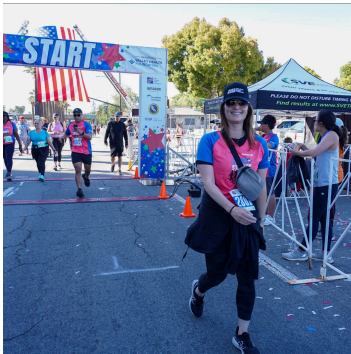
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## San Jose Water Partners with Promise to Launch PromisePay Payment Plans!

In partnership with Promise, we have launched PromisePay payment plans for residential and commercial customers who are behind on their water bill. PromisePay offers customers a new, flexible, and interest-free way to reduce debt while continuing to receive high-quality water service. Through the PromisePay portal, eligible customers can select a payment plan option, set up automatic payments, and provide contact information for payment reminders and other account notifications through text messaging. Customers are eligible to enroll in a payment plan if they have a past-due balance of at least \$100. Visit our PromisePay portal at: [sjwater.promise-pay.com](https://sjwater.promise-pay.com)

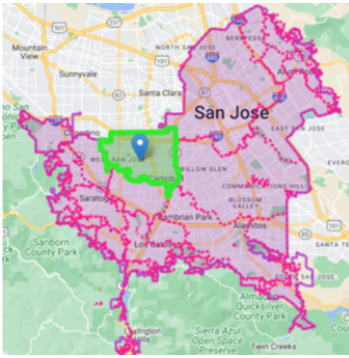
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## 4th Annual Bloom Energy & Tarana Wireless Stars and Strides Run

Nearly 90 SJW employees and their family members helped raise money for Valley Health Foundation at the 4th Annual Bloom Energy & Tarana Wireless Stars and Strides Run. We're proud to have been a sponsor since the race's beginning in 2021 - which has raised hundreds of thousands of dollars to help those in our local communities. Thank you to everyone who came together for this great event in downtown San Jose!

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## Notification of Treatment Change: Williams Station Wells Transition

Starting July 8, SJW transitioned from using free chlorine to chloramine as the primary disinfectant for the water supplied by our Williams Station Wells. This change will impact approximately 16,000 customers in the Cox Pressure Zone and is part of our ongoing commitment to providing the highest quality water. Chloramines produce lower levels of disinfection byproducts compared to free chlorine, resulting in cleaner water.

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## Valley Water Rate Increase

As of July 1, Valley Water increased rates to retailers like SJW. On average, a residential customer with a 3/4-inch meter using 11 CCF per month will see their bill increase by approximately \$6.65 (or 5.5%). The average bill of \$120.99 will increase to \$127.64. All monies collected for this rate increase go directly to Valley Water and are known as a “pass through.” SJW does not benefit from this rate increase.

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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 >>](#)

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July 2024



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