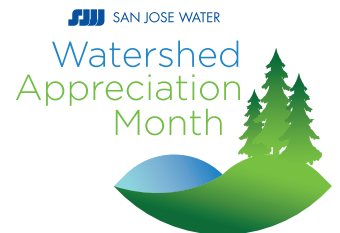


SEPTEMBER 2024 -
NOVEMBER 2024

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San Jose Water Bulletin



WATERSHED APPRECIATION MONTH

Throughout the month of August, we celebrated our very first Watershed Appreciation Month! A watershed is an area of land that channels rainfall, snowmelt, and runoff into a common body of water. In fact, the San Francisco Bay to the Pacific Ocean is one big watershed.

Our Los Gatos Creek watershed is part of a vital ecosystem that supports numerous communities, landowners, public entities, and environmental groups. Together, we work diligently to manage and protect these lands through the **Los Gatos Creek Watershed Collaboration Forest Health Project**. San Jose Water manages hazardous fuels and forest health to mitigate wildfire risk, responds to fires when they occur, studies and protects local wildlife and plant species, and continuously monitors surface water quality.

Learn more here: sjwater.com/watershed-appreciation-month-toolkit

PROMISEPAY PAYMENT PLANS

In partnership with Promise, we now offer PromisePay payment plans for residential and commercial customers who are behind on their water bill. The plans are a flexible and interest-free way to reduce debt while continuing to receive high-quality water service.

Through the PromisePay portal, eligible SJW customers can select a payment plan option, set up automatic payments, and receive payment reminders and other account notifications. Customers are eligible to enroll in a payment plan if they have a past-due balance of at least \$100. Learn more: sjwater.com/promise-pay



DELIVERING
TODAY.
PLANNING
FOR
TOMORROW.





EMPLOYEE SPOTLIGHT: KATELINE LIN

Get to know Kateline Lin, Engineering Supervisor for our Planning Department. Kateline prepares capital improvement budgets, monitors performance against those budgets, and oversees the administration of our capital work orders. She is also involved with planning infrastructure projects, General Rate Case filings, and master planning for water supply and demand. Check out our Employee Spotlight blog post!

sjwater.com/our-company/news-media/water-blogged

CUSTOMERS RECEIVE STATE FUNDING TO EASE FINANCIAL HARDSHIP

San Jose Water recently received **\$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 helped support customers who experienced financial hardship due to COVID. This was the second of two payments aimed at helping customers over the past two years. In total, \$15.3 million has been received from this program.



CONSERVATION IS A CALIFORNIA WAY OF LIFE

Water is a precious resource. Conserving now means more for generations to come. Watch our new video guides on how to detect leaks, irrigation tips, and how to read your meter. We take conservation seriously on our end through aggressive leak detection programs that help us minimize water lost to leaks in our water mains as it travels between our tanks, wells, reservoirs and our customers' homes and businesses. Head to: sjwater.com/conservation

INVESTMENT IN INFRASTRUCTURE: CAMBRIAN RESERVOIRS

San Jose Water's Cambrian Station long consisted of two large earthen embankment reservoirs with storage capacity of 12.1 million gallons and 3.9 million gallons, respectively. The first reservoir was originally constructed in 1890 and the second in 1921. Over time, both reached the end of their useful life.



Construction began in May 2024 to replace the aging infrastructure. This multi-year construction project will build two new tanks, providing 16 million gallons of potable water storage to our customers. The reservoir replacement project is scheduled to be completed in September 2027. Learn more: sjwater.com/cambrian

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

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