

SJW Happenings

Join SJW at Bark in the Park!





On Saturday, September 21, San Jose Water will be at Bark in the Park, the largest dog festival in the United States with more than 6,000 dog lovers and 2,000 dogs. We'll bring the water, you bring the dogs. Stop by our misting tent and doggy pool as we help our furry friends stay cool!

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Service Line Inventory - We Need Your Help

The EPA is requiring water providers to identify the type of material of all service lines by October 2024. Service lines are the pipes that connect the main water line under the street to your home or building. We are working to inventory and document the material used in all service lines, categorizing each as lead, galvanized, non-lead (such as copper, plastic), or unknown. At SJW, we are proud to say we have never found a lead service line in our system. Help us identify your service line material by clicking this link: [Service Line Questionnaire](#).

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NAWC 2024 Water Summit

SJW attended the NAWC 2024 Water Summit on September 9-10. The annual NAWC Water Summit is the top gathering for regulators, consumer advocates and professionals from America's water utilities. We had a great time connecting with both old and new colleagues. SJW Group CEO Eric Thornburg spoke in a candid roundtable conversation with state utility regulators about several important water topics.

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2024 Women Who SPARK Awards

Congratulations to our Director of Customer Service, Sharon Whaley, on winning the Utility 2030 Collaborative 2024 Women Who SPARK Award. U2030 celebrates the exceptional achievements of women who drive transformation in utility companies. Sharon was recognized for her outstanding contributions and unwavering commitment to excellence in the utility industry. Thank you, Sharon, for all you do to make San Jose Water great!

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Senior Safari at Happy Hollow Park and Zoo

It's the 10th anniversary of Happy Hollow's Senior Safari! We're excited to attend two events this season on September 26 and October 24. We'll be handing out fun freebies to attendees. Come say hi to us at the SJW booth from 9:00-10:00 am — located near the mini SJW water tower. Senior Safari is designed to help older adults improve their health, avoid social isolation and enjoy a unique environment that stimulates both mind and body. Senior Safari admission and parking are free.

Guests are welcome to stay for the day after gates open to the general public.

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Disasters Expo USA: Emergency Water Distribution

Director of Emergency Management, Security, and Business Resiliency, David Fernandez, was a keynote speaker at Disasters Expo USA. This leading global event mitigating the consequences of the world’s most costly disasters took place on September 5th & 6th at the Los Angeles Convention Center. David discussed the essential role of Emergency Water Distribution during crises, and shared strategies to provide clean water while addressing environmental concerns. Thank you, David, for sharing your insights on the vital nexus between emergency response, environmental stewardship, and social equity.

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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



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

Payment page has a quick link to our Pay by Credit Card feature. For questions, please do not hesitate to contact us.

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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.

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