

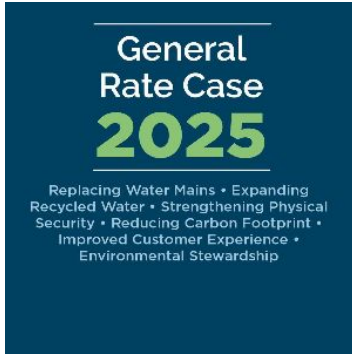
SJW Happenings

Project Spotlight: Beardsley Intake Improvement Project



Originally constructed in 1918, the Beardsley Intake has long served as a critical component of our raw water supply infrastructure, with a maximum capacity of 6.9 MGD provided primarily via releases from Lake Ranch. By 2024, years of use and exposure to severe weather had left the intake structure significantly damaged, prompting an essential modernization effort focused not only on operational resilience but on the safety of our operators who frequently visit the site, especially during storms. The new inflatable crest gate can now be operated remotely through an integrated SCADA system, enabling precise control of water flow from a safe location. This upgrade drastically reduces the need for on-site interventions, especially during severe weather, greatly enhancing safety for our field teams. Thank you to Jared L. with key operational support from Richard T. and dedicated support from our engineering team. Their collaborative work has transformed the Beardsley Intake into a safer, more reliable facility, ensuring it meets today's operational and safety standards while preserving its historical significance.

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General Rate Case 2025

Beginning January 1, 2025, changes to our rates were implemented. These rate change plans, called the General Rates Case (GRC), are filed and approved by the California Public Utilities Commission (CPUC) every three years. 2025 is the first year of the current GRC. We have been authorized to invest \$450 million over three years in critical drinking water infrastructure to continue to provide high-quality and reliable water service to local customers, as well as enhance fire protection, economic vibrancy and environmental conservation efforts.

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Disaster Preparedness: Water Infrastructure

Our hearts go out to those affected by the fires in Southern California. It has been reported that a strained water system has contributed to the difficulties in combatting the fires in LA, in addition to the drought conditions and strong winds. It can be impossible to predict and prevent natural disasters like wildfires. But at SJW, we prioritize millions of dollars in infrastructure upgrades so we are prepared when disaster strikes. SJW VP of Regulatory Affairs, John Tang, tells ABC7: "You need the hardware in place. Obviously, you need the water mains and the fire hydrants, but you also need the water supply. You need both sides of that in order to deliver on that protection."

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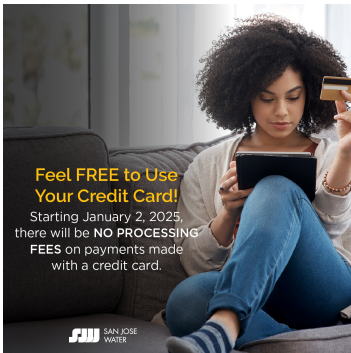
The Compounding Benefits Of Driving A Safety-Conscious Culture

On the collaborative path toward a safer workplace, employers and employees can discover a whole lot more.

The Compounding Benefits Of Driving A Safety-Conscious Culture

In the January edition of Water Innovations and for [Water Online](#), SJW President Tanya Moniz-Witten speaks to how the compounding benefits of driving a safety-conscious culture — building trust, instilling confidence, and maintaining a spirit of collaboration — are critical to an effective operation. Since joining SJW in early 2024, prioritizing workplace safety was her first leadership initiative. Tanya’s dad was an electric crew foreman who made safety a way of life. He taught her at a young age the importance of safety and following the rules, and he always said shortcuts had no place in the work environment.

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Feel FREE to Use Your Credit Card!

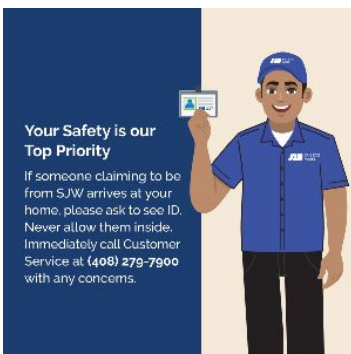
Starting January 2, 2025, there will be **NO PROCESSING FEES** on payments made with a credit card.



No Credit Card Fees in 2025

As of January 2, there are no longer transaction fees when paying your water bill with a credit card. Customers can enjoy free credit card payments both through InvoiceCloud, and on PromisePay payment plans. Feel FREE to pay with your credit card!

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Your Safety is our Top Priority

If someone claiming to be from SJW arrives at your home, please ask to see ID. Never allow them inside. Immediately call Customer Service at (408) 279-7900 with any concerns.

Beware! In-person Scams

Scammers may pretend to be SJW employees and visit your home or business in an attempt to obtain credit card information, arrange for a fraudulent payment to be made, convince you to pay for an unneeded service, or gain access to your premises. **SJW will never ask you to make payment to a specific person or at a specific location, and our employees will not visit your home to collect payment.** Remain vigilant if you

are approached by someone seeking payment for your water bill or asking to inspect your water system. If you are ever unsure about someone claiming to be an SJW employee, please do not let him or her into your home, arrange any kind of payment, or provide banking information. Instead, call us at (408) 279-7900.

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Uptime Elements Awards 2024: Best Work Execution Management Program

Congrats to our Asset Management team for receiving the award for Best Work Execution Management Program. The Uptime Elements Awards recognize the vision, capability and best Asset Management programs worldwide. Starting in 2021, our team began the implementation of a robust HxGN EAM system for SJW's Distribution Systems, Operations, Treatment, Warehouse and Fleet departments, resulting in “transformation of work practices, responsibilities, work performance management and culture.” Andy Yang, Director of Asset Management, commented that this recognition “validates all of our hard work to serve our customers and pursue excellence.”

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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 >>](#)

January 2025



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Our mailing address is:

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110 W Taylor St
San Jose, CA 95110

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