

SJW Happenings

Over 20 Miles of Pipeline Replaced in 2024



Have you spotted our Water Pipeline Replacement Project signs out in the community? The next time you see our colorful signs near ongoing construction, know that your water rates support critical infrastructure improvements. In 2024, our crews replaced over 20 miles of pipeline to ensure your water service is healthy and reliable. With 2,400 miles of water mains under our care, we enlist the help of a cutting-edge AI model to monitor and select which infrastructure needs replacement and when. The model helps us

prioritize by analyzing data for patterns and correlations that often escape human detection.

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Water Quality Corner: What's the difference between soft and hard water?

Did you know that what we think of as “hard water” is actually mother nature infusing water with beneficial minerals as it journeys through rock and soil? Hard water is water enriched with calcium and magnesium. Similar to choosing between different types of water at a restaurant, water hardness comes down to personal preference. Hard water can contribute to your daily mineral intake and often gives water a distinct, refreshing taste that many people love. Some even say their morning coffee tastes better with hard water! Meanwhile, soft water, which contains fewer minerals, can certainly lead to a more soapy lather in the shower. One way to change the consistency of your water is through a water softener. As water flows through it, the system selectively filters out excess calcium and magnesium, allowing you to fine-tune your water's characteristics. Your home's water hardness is like having a unique local specialty — shaped by our region's geology and natural features. Whatever you prefer, understanding your water's natural properties helps to make the most of this essential resource.

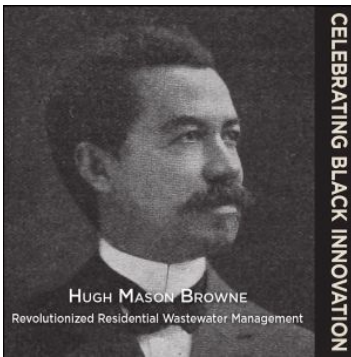
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San Jose Water Revolutionizes Emergency Preparedness with Mobile Distribution Station

In a [recent article for the American Water Works Association \(AWWA\)](#), Jake Walsh, SJW interim vice president of engineering, spoke about our innovative emergency preparedness solution – the Emergency Water Distribution Unit (EWDU). This self-contained mobile distribution station rapidly provides safe drinking water during emergencies like water outages, boil-water notices and natural disasters.

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February is Black History Month: Celebrating Innovation in Water Infrastructure

During Black History month, we're highlighting one of many Black innovators who helped to improve infrastructure and water innovation. Hugh Mason Browne was an American inventor and educator who revolutionized residential wastewater management. He is credited with inventing a device which prevented backflow from sewers into people's homes. We thank him for his contributions and celebrate his impact!



SJW And Santa Clara County FireSafe Council Expand AI Wildfire Sensor Network

We have expanded our network of AI-based wildfire smoke detection sensors to key locations in high-fire risk zones in the Santa Cruz Mountains region in partnership with the SCCFSC. “By harnessing advanced technology, we are enhancing water system resilience and focusing on the earliest stages of wildfire, where rapid detection and response are most critical.

Our efforts aim to strengthen wildfire preparedness, minimize risk, and protect communities and water supply when it matters most,” stated Jared Lewis, Manager, Environmental Planning and Natural Resources, San Jose Water.

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What’s Normal For Water Pressure?

“Static water pressure” is a measure of pressure while no water is being used on your property. One way to determine your static water pressure is by attaching a water-pressure gauge to an outside hose bib. The normal pressure for your property will depend on how close you are to your water supply source (tank, well, or reservoir from which your water comes). If your home is at a higher elevation relative to a tank’s location, you will have lower pressure. The lower your home is located downhill from the tank, the higher the pressure. Installing a pressure-reducing valve is a great way to keep water pressure at a desirable range.

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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 >>](#)

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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