



SAN JOSE WATER

110 W. Taylor St.
San Jose, CA 95110-2131
(408) 279-7900

Contact Us:
8:00 AM - 5:00 PM, Monday-Friday
(408) 279-7900

Account Number	Bill Date	Page
3893452938-9	02/26/2024	1 of 1
Amount Due		Payment Due By
Auto Pay		03/18/2024

BILLING INFORMATION

Customer Name:	Jing Zhang		
Service Address:	722 Webster Dr		
Billing Period:	12/18/2023 - 02/21/2024		
Rate Code / Service Size:	RES_T_B 3/4 Inch		
Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	983	994	11

CURRENT CHARGES

Service Charge	\$117.31
Quantity Charges	
8.80000 X \$4.8997	43.11
2.20000 X \$4.7319	10.41
Safe Drinking Wtr Ln 2006-B	0.07
Safe Drinking Wtr Ln 2008-B	0.03
Customer Assist Prog Surcharge-B	3.08
2022 Interim Surcharge	0.96
2023 M-WRAM Surcharge	3.32
PUC Surcharge 0.8%	0.28
PUC Surcharge 0.7%	1.00
City Utility Users Tax 5%	8.97
Current Charges	188.54
Previous Balance	380.95
Payments Received 01/12/2024	380.95 CR
Total Due	\$188.54

INFORMATION & ANNOUNCEMENTS

On January 2, 2024, we filed a General Rate Case application for the years 2025-2027. The application proposes a 3-year \$540 million capital investment program to ensure a resilient water system for our customers and local communities.

Learn more at: sjwater.com/GRC2025

California's Low Income Household Water Assistance Program (LIHWAP) can help pay bills up to \$15k, but the program ends March 31. Head here today for more info: sacredheartcs.org/utility-assistance

CONSUMPTION HISTORY

	Units (CCF)	Gallons	Days	Gal/Day
Current	11	8228	65	126
Last Year	16	11968	67	178

Please return this portion with your payment. ▼



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Service Address:	722 Webster Dr
Payment Due By:	03/18/2024
Total Due:	Auto Pay
Amount Enclosed:	\$ <input type="text"/>

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Jing Zhang
722 Webster Dr
San Jose CA 95133-1837

SAN JOSE WATER COMPANY
PO Box 7045
Pasadena CA 91109-7045

CUSTOMER INFORMATION

WHEN YOU HAVE A QUESTION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water at (408) 279-7900. We welcome the opportunity to assist you.

If you are not satisfied with San Jose Water's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English Spanish	1-800-735-2929 1-800-855-3000
Voice to TTY/VCO/HCO	English Spanish	1-800-735-2922 1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. If the bill becomes past due and non-payment results with respect to this dispute, the rules for discontinuance of service due to non-payment must be followed as set forth in Tariff Rule No. 11.B.1.

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

PAYMENTS

Option 1:

The current bill will become past due if not paid within 19 days of presentation. There are several ways to pay your bill.

- Go to www.sjwater.com/PAYMENT for online payment options including credit/debit cards, electronic checks, and more.
- Cash payments are accepted at several locations listed at sjwater.com/CheckFree.
- Checks may be mailed to San Jose Water, P.O. Box 7045, Pasadena, CA 91109-7045 or brought to our payment drop box at 111 W. Taylor Street, San Jose, CA.
- Phone payments can be made at 877-401-0085.
- Autopay is also available online.
- A fee will be charged for all returned payments.

Any unpaid prior balance shown on the bill is past due and service may be discontinued if payment is not received. **If you are unable to pay this bill, please contact our office immediately to discuss possible payment arrangements including applying for an extension of time, requesting a deferred, reduced or alternative payment schedule. If you have any questions regarding this bill or our service, please contact our office at (408) 279-7900 Monday through Friday 8:00 AM to 5:00 PM or via email at Customer.Service@sjwater.com.**

RATES AND OTHER INFORMATION

Rate schedules and rules are available at www.sjwater.com/rates. For more information, please contact Customer Service at (408) 279-7900 or visit www.sjwater.com.

IN AN EMERGENCY

If you require emergency service after regular business hours, call (408) 279-7900.

EMPLOYEE IDENTIFICATION

Our authorized service representatives carry a Company identification card with photograph. If you have any doubts, call San Jose Water at (408) 279-7900.

FEBRUARY 2024 -
APRIL 2024

- WASHINGTON ELEMENTARY CAREER DAY
- GENERAL RATE CASE (GRC) — YEAR 3
- THIRD-PARTY NOTIFICATION
- CUSTOMER ASSISTANCE PROGRAM (CAP)
- CHECK FOR TOILET LEAKS



San Jose Water Bulletin

WASHINGTON ELEMENTARY CAREER DAY

SJW recently attended Career Day at Washington Elementary. We had a great time educating students about the different career paths at SJW, passing out miniature SJW trucks, letting students try on work boots and jackets, and even sit in one of our trucks. *Lots of horn honking ensued!*



THANK
YOU
FOR
SAVING
WATER



SJW HAPPENINGS

Get the latest SJW news directly to your Inbox. Head here to sign up for updates: sjwater.com/e-news



GENERAL RATE CASE (GRC) — YEAR 3

Beginning January 1, 2024, changes to our rates were implemented. Please note that the California Public Utilities Commission (CPUC) approves all rate changes. 2024 is the third year of the current GRC (2022-2024). The average customer using 11 CCF will see a total bill increase of \$4.72 (or 4.14%) per month or \$0.16 per day. Learn more at: sjwater.com/2024Rates



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 shut off, they will be notified. Please note that the person you designate is NOT financially responsible for your bill. Learn more at: sjwater.com/third-party-notification

GENERAL RATE CASE FILING — 2025-2027

SJW has filed its 2025 General Rate Case (GRC) application with the California Public Utilities Commission (CPUC) for new rates in 2025, 2026 and 2027. Every three years, water utilities regulated by the CPUC are required to submit a filing to ensure that rates accurately reflect the cost of providing service. The application proposes a 3-year \$540 million capital investment program to ensure a resilient water system for our customers and local communities. Thoughtful and consistent capital expenditures are necessary to ensure clean drinking water and a healthier environment. Learn more: sjwater.com/GRC2025

CUSTOMER ASSISTANCE PROGRAM (CAP)

SJW's Customer Assistance Program (CAP) provides a 15% discount on the total water bill for income eligible customers. To qualify, you must meet the following requirements:

- The San Jose Water bill must be in your name, or you must be a submetered tenant in a mobile home park.
- You may not be claimed as a dependent on another person's tax return.
- You must reapply each time you move.
- You must notify San Jose Water within 30 days if you become ineligible for CAP.

Learn more: sjwater.com/CAP

SMALL LEAKS CAN COST BIG DOLLARS

According to the EPA, American households waste nearly 1 trillion gallons of water due to household leaks. And, of all the possible leaks, those from your toilet are the most common, wasting up to 72,000 gallons a year. Learn more: sjwater.com/toiletleakcheck



One way to check for toilet leaks



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Para consultar la versión digital de este inserto de factura, visite sjwater.com/avisodefactura

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập sjwater.com/toroihoadon

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sjwater.com/账单插页

CONNECT WITH US:



San Jose Water

CONTACT US:

📞 (408) 279.7900

🌐 sjwater.com

✉️ customer.service@sjwater.com

