



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	12/22/2023	1 of 1
Amount Due		Payment Due By
<b>380.95</b>		01/12/2024

## BILLING INFORMATION

<b>Customer Name:</b>	Jing Zhang		
<b>Service Address:</b>	722 Webster Dr		
<b>Billing Period:</b>	10/17/2023 - 12/18/2023		
<b>Rate Code / Service Size:</b>	RES_T_B 3/4 Inch		
Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	971	983	12

## INFORMATION & ANNOUNCEMENTS

## CURRENT CHARGES

<b>Service Charge</b>	\$107.89
<b>Quantity Charges</b>	
12.00000	X \$4.7319
	56.78
<b>Safe Drinking Wtr Ln 2006-B</b>	0.08
<b>Safe Drinking Wtr Ln 2008-B</b>	0.04
<b>Customer Assist Prog Surcharge-B</b>	2.95
<b>2022 Interim Surcharge</b>	5.28
<b>2023 M-WRAM Surcharge</b>	3.63
<b>PUC Surcharge 0.8%</b>	1.41
<b>City Utility Users Tax 5%</b>	8.90
<b>Current Charges</b>	186.96
<b>Previous Balance</b>	193.99
<b>No Payments Received</b>	0.00
<b>Total Due</b>	<b>\$380.95</b>

## CONSUMPTION HISTORY

	Units (CCF)	Gallons	Days	Gal/Day
<b>Current</b>	12	8976	62	144
<b>Last Year</b>	15	11220	63	178

**Please return this portion with your payment. ▼**



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<b>Bill Date:</b>	12/22/2023
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<b>Service Address:</b>	722 Webster Dr
<b>Payment Due By:</b>	01/12/2024
<b>Total Due:</b>	<b>\$380.95</b>
<b>Amount Enclosed:</b>	\$ <input type="text"/>

0002281-0009121 PDFE 001 ----- 601351



Jing Zhang  
722 Webster Dr  
San Jose CA 95133-1837

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

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## 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, 3<sup>rd</sup> 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](http://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](http://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](mailto:Customer.Service@sjwater.com).**

### RATES AND OTHER INFORMATION

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

NOVEMBER 2023 –  
JANUARY 2024

- WATER SOURCE CHANGE
- NEW WAY TO PAY YOUR BILL
- SUPPORTING HAWAII WILDFIRE RELIEF
- EMPLOYEE SPOTLIGHT: EDGAR VASQUEZ



# San Jose Water Bulletin



THANK  
YOU  
FOR  
SAVING  
WATER



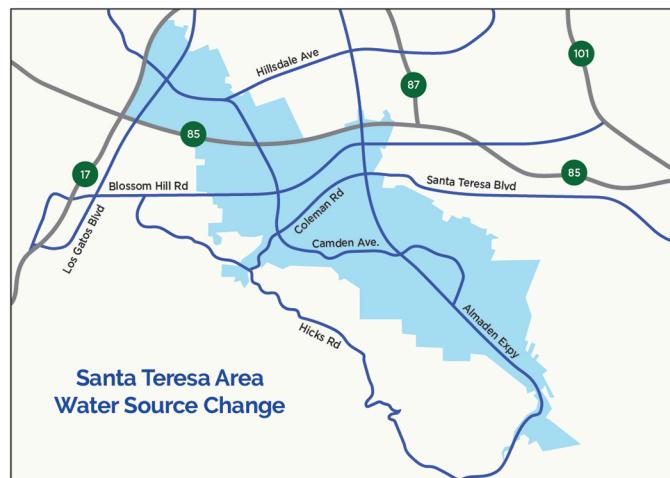
## WATER SOURCE CHANGE – SANTA TERESA WATER TREATMENT PLANT

On Wednesday, November 1, 2023, SJW customers served by the **Santa Teresa Water Treatment plant switched from surface water to groundwater** due to Valley Water taking its plant offline for scheduled

maintenance. SJW will use local, non-fluoridated groundwater supplies to meet system demands. Optimal fluoride levels are within 0.6-1.2mg/L. During the source change, customers will receive water with fluoride levels

below the optimal range of 0.6 mg/L and likely closer to 0.1-0.3mg/L since a small amount of fluoride is naturally occurring in groundwater.

SJW and Valley Water expect to resume normal water supply operations on Sunday, April 28, 2024.



## IT'S HERE! A NEW WAY TO PAY YOUR BILL

Enjoy the convenience of 24-hour online bill pay. In addition to accepting major credit cards, you have the option of using **Venmo, Apple Pay, PayPal and Google Pay**. If you are already an auto pay customer, your account will continue to be paid without any action. If you want to change your billing information or view your bills, you will need to register on the new customer portal at [sjwater.com/Payments](http://sjwater.com/Payments).





## WINTER IRRIGATION REMINDER

In these wetter months, please remember to adjust your irrigation timers if you haven't already done so.  
Let Mother Nature take care of the watering for you!

## SUPPORTING HAWAII WILDFIRE RELIEF



The wildfires in Hawaii were devastating to witness. Many lives were lost along with significant damage to the communities. San Jose Water has made donations to the **Hawaii Community Foundation** and the **Maui Food Bank**. Both are providing resources for disaster response and recovery.



## EMPLOYEE SPOTLIGHT: EDGAR VASQUEZ

Edgar joined SJW in 2017 and is a **Crewleader in the Distribution System department** responsible for locating mains, services and meters, exercising valves and performing shutdowns as required. When you meet Edgar, there's no missing his passion for his career and the opportunity it provides him to serve people.

When performing shutdowns to service the system, Edgar quickly pre-identifies any issues so the shutdown is as brief as possible, and customers are not inconvenienced. When customers see him working on a shutdown in their neighborhood Edgar says, "by the time they run out the door to ask about their water, they're surprised to learn I've already turned it back on."

**"**  
I know my job directly affects people and I take a lot of pride in what I do!  
**"**

## 2024 RATE INCREASE

Effective January 1, 2024, the quantity rate and service charges on your bill will change. The average customer using 11 CCF will see a total bill increase of \$4.72/month or 0.16 per day.

To see a digital version of this bill insert, visit [sjwater.com/bill-insert](http://sjwater.com/bill-insert)

Para consultar la versión digital de este inserto de factura, visite [sjwater.com/avisoedefactura](http://sjwater.com/avisoedefactura)

Để xem phiên bản điện tử của tờ rơi hóa đơn này, hãy truy cập [sjwater.com/toroihoadon](http://sjwater.com/toroihoadon)

若要查看本账单单插页的电子版本，请访问 [sjwater.com/账单插页](http://sjwater.com/)

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San Jose Water

### CONTACT US:

📞 (408) 279.7900

🌐 [sjwater.com](http://sjwater.com)

✉️ [customer.service@sjwater.com](mailto:customer.service@sjwater.com)

