

Consumer Confidence Report Certification Form
 (To be submitted with a copy of the CCR)

Water System Name:	
Water System Number:	

The water system named above hereby certifies that its Consumer Confidence Report was distributed on _____ (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

Name:	Title:
Signature: <i>Suzanne DeLorenzo, PhD</i>	Date:
Phone number:	e-mail

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - Posting the CCR at the following URL: www._____
 - Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - Advertising the availability of the CCR in news media (attach copy of press release)
 - Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - Posted the CCR in public places (attach a list of locations)
 - Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - Delivery to community organizations (attach a list of organizations)

- Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- Other (attach a list of other methods used)
- For systems serving at least 100,000 persons:* Posted CCR on a publicly-accessible internet site at the following URL: www._____
- For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www._____
- Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www._____
- Water system emailed the CCR as an electronic file email attachment.
- Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.



110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900
 Office Hours: 8:00AM-5:30PM Mon.-Fri.
 www.sjwater.com

Customer Name: [REDACTED]
 Account Number: [REDACTED]
 Bill Date: 06/21/2022
 Amount Due: \$297.83
 Payment Due By: 07/12/2022

BILLING INFORMATION

Service Address: [REDACTED]
 Billing Period: 04/18/2022 - 06/16/2022
 Rate Code / Service Size: RES T B 3/4 Inch
 Meter Reading

Previous	Current	Total CCF (748 Gal/CCF)
2372	2397	25

CURRENT CHARGES

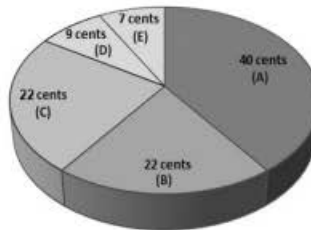
Service Charge		\$83.38
Quantity Charges		
6.00000	X \$3.7563	22.53
19.00000	X \$5.4453	103.46
Drought Surcharges		
9.40000	X \$7.1338	67.05
Safe Drinking Wtr Ln 2006-B		0.08
Safe Drinking Wtr Ln 2008-B		0.04
Rate Assist Prog Surcharge-B		2.90
2020 PRVMA Surcharge		0.22
PUC Surcharge 1.43%		3.99
City Utility Users Tax 5%		14.18
Current Charges		297.83
Previous Balance		232.90
Payments Received 06/16/2022		232.90 CR
Total Due		\$297.83

INFORMATION & ANNOUNCEMENTS

Your water use allocation this period is 15.599997 ccf. You used 25.000000 ccf. For conservation tips, please visit www.sjwater.com.

The 2021 San Jose Water Annual Water Quality Report is now available at www.sjwater.com/ccr.

WHERE YOUR DOLLAR GOES



- (A) Water Supply Costs
- (B) System Improvements
- (C) Operating Costs
- (D) Cost of Capital
- (E) Taxes and Fees

CONSUMPTION HISTORY

	Units (CCF)	Gallons	Days	Gal/Day
Current	25	18700	59	316
Last Year	25	18700	61	306



Please Return This Portion With Your Payment

Bill Date: 06/21/2022
 Account Number: [REDACTED]
 Service Address: [REDACTED]

Payment Due By
07/12/2022

Total Due
\$297.83
 Amount Enclosed
 [REDACTED]

001145 000002082



[REDACTED]
 SAN JOSE CA [REDACTED]

Make Payment to:

[Barcode]
 SAN JOSE WATER COMPANY
 PO Box 7045
 Pasadena CA 91109-7045

VALLEY WATER RATE INCREASE — JULY 1, 2022

Valley Water (VW), the water wholesaler for Santa Clara County, is raising water rates for all the water utilities it serves. San Jose Water pays VW for:

- Imported water treated at one of the three VW water treatment plants
- Groundwater pump tax for water taken from our wells

Effective July 1, 2022, VW is increasing rates to retailers like SJW by 15%. On average, a customer using 11 CCF, will see a monthly increase of around \$5.70 or 5.7%. This is approximately \$0.19 per day.

All monies collected for this rate increase go directly to Valley Water and are known as a “pass through.” SJW does not benefit from this rate increase. For more info, please head to ValleyWater.org.

Purchasing water and paying groundwater pump taxes is our #1 cost. Approximately 44 cents of every dollar collected goes back to Valley Water. Learn more about where your rate dollars go at: sjwater.com/2022Rates.



SJW WEBINAR SERIES

Want to learn more about where your water comes from and how we keep it flowing? Head to our website page to see a recording of our recent **Operations Webinar**. We offer webinars on all kinds of topics. Recordings and presentations are available online, so if you miss one, no worries!

Head to: sjwater.com/webinars

To see a digital version of this bill insert, visit sjwater.com/bill-insert

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/toroihoaddon

若要查看本账单插页的电子版本，请访问 sjwater.com/账单插页

CONNECT WITH US:



@sjwaterco



sjwater



@sjwaterco



San Jose Water

CONTACT US:

☎ 408.279.7900

🌐 sjwater.com

✉ customer.service@sjwater.com

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June – August 2022
30316-I-0081

Annual Water Quality Report 2021



2021 WATER QUALITY REPORT

Our latest annual **Water Quality Report** has just been released and is available online at sjwater.com/ccr. The report includes important information about where your water comes from and how your water quality compares to California state standards.

We are pleased to report that **your tap water met all EPA and state primary drinking water standards**. SJW is continuously improving methods and technologies to build upon and exceed your expectations in the future.

Printed copies available upon request.





NEW WATER BILL ASSISTANCE PROGRAM

If you are struggling to pay your water bill, California has a new program which can help. The **Low Income Household Water Assistance Program (LIHWAP)** can be used for overdue bills. The program begins in June 2022 and will be available until August of 2023.

If approved, you may receive a one-time benefit of up to \$2,000 for your water bill.

We encourage any customers who continue to face hardship to apply for this aid. It can help pay down your outstanding balance.

Head here for more information:
www.csd.ca.gov/lihwap



WATER SHUTOFFS TO RESUME IN 2022

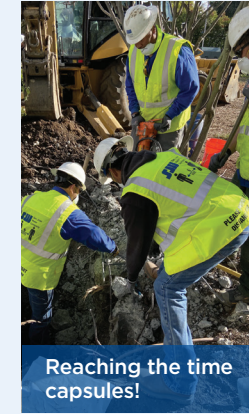
The moratorium on shutoffs for nonpayment of water bills ended on February 1, 2022. This means non-payment of overdue bills could lead to your water service being interrupted.

We understand the realities that COVID has created for some of our customers and we want to work with you to ensure uninterrupted water service. Even paying a little bit of your bill periodically will reduce the balance due and make getting back to “normal” a little easier.

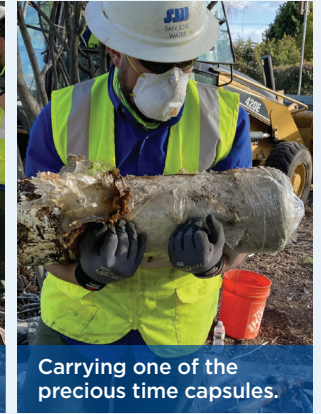
WE OFFER:

- **CAP (formerly WRAP)** — a 15% discount for eligible customers
- **Flexible and extended payment plans** — no interest or late fees
- **Low Income Household Water Assistance Program**

Please contact our Customer Service Advocates at **(408) 279-7900** or email us at customer.service@sjwater.com if you have an overdue balance. Learn more at: sjwater.com/water-shutoffs.



Reaching the time capsules!



Carrying one of the precious time capsules.

SJW CREW DIGS FOR A TIME CAPSULE

During the spring, **Hacienda Environmental Science Magnet Elementary School** called SJW for help. Our **Distribution Systems (DS)** department responded with an enormous digging expedition! Thirty years ago, SJW led a community effort to revitalize the outdoor classroom with an expanded pond and stream, filtration system and irrigation. Time capsules had been buried in a concrete monument — the day finally came to uncover them for the Outdoor Classroom’s 50th anniversary. Thanks to our DS crew for their great work! Learn more at sjwater.com/time-capsules.

DROUGHT UPDATE

A record-dry start to 2022 means water conservation is more important than ever. Track the conservation results by month, mandatory conservation plan details, FAQs, leak status map, and water use restrictions at: sjwater.com/drought.



REMINDER: Water only two days per week:
Odd # addresses — Monday & Thursday
Even # addresses — Tuesday & Friday

Subject to change due to drought conditions.

San Jose Water Files 2021 Annual Water Quality Report
Tap water meets all primary drinking health standards in 2021

SAN JOSE, Calif., June XX, 2022 – San Jose Water (“SJW” or “the Company”), a wholly-owned subsidiary of SJW Group (NYSE: SJW), announced today that it has filed its annual Water Quality Report, providing a snapshot of water quality data, including where the company’s water comes from and how its quality compares to California state standards.

The annual report compares San Jose Water’s water quality with standards established by the U.S. Environmental Protection Agency and the California State Water Resources Control Board, Division of Drinking Water.

As a member of the Partnership for Safe Water, SJW remains focused on water quality and environmental stewardship to ensure continued delivery of safe and high quality water to its customers. The report summarizes the results of more than 18,000 water quality tests conducted throughout the year.

“There is nothing more critical than delivering safe and healthy water to our customers,” said Andy Gere, San Jose Water President and COO. “As a testament to this, we are also very pleased that our Montevina Filter Plant received the 2022 Treatment Program Directors Award from the Partnership for Safe Water.”

The report is available at www.sjwater.com/CCR.

About San Jose Water

Founded in 1866, San Jose Water is an investor owned public utility, and is one of the largest and most technically sophisticated urban water systems in the United States. The company serves over one million people in the greater San Jose metropolitan area. San Jose Water is owned by SJW Group, a publicly traded company listed on the New York Stock Exchange under the symbol SJW. SJW Group also owns: Connecticut Water Company in Connecticut; Maine Water Company in Maine; and SJWTX, Inc. (dba Canyon Lake Water Service Company) in Texas. To learn more about San Jose Water, visit: sjwater.com.

Please follow us on [Facebook](#), [Instagram](#) and [Twitter](#) for the latest company news.

Forward-Looking Statements

This release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, as amended. Some of these forward-looking statements can be identified by the use of forward-looking words such as “believes,” “expects,” “may,” “will,” “should,” “seeks,” “approximately,” “intends,” “plans,” “estimates,” “projects,” “strategy,” or “anticipates,” or the negative of those words or other comparable terminology.

These forward-looking statements are only predictions and are subject to risks, uncertainties, and assumptions that are difficult to predict. The accuracy of such statements is subject to a number of risks, uncertainties and assumptions including, but not limited to, the following factors: (1) the effect of water, utility, environmental and other governmental policies and regulations, including actions concerning rates, authorized return on equity, authorized capital structures, capital expenditures and other decisions; (2) changes in demand for water and other services; (3) the impact of the Coronavirus

("COVID-19") pandemic on our business operation and financial results; (4) unanticipated weather conditions and changes in seasonality; (5) climate change and the effects thereof; (6) unexpected costs, charges or expenses; (7) our ability to successfully evaluate investments in new business and growth initiatives; (8) the risk of work stoppages, strikes and other labor-related actions; (9) catastrophic events such as fires, earthquakes, explosions, floods, ice storms, tornadoes, hurricanes, terrorist acts, physical attacks, cyber-attacks, or other similar occurrences; (10) changes in general economic, political, business and financial market conditions; (11) the ability to obtain financing on favorable terms, which can be affected by various factors, including credit ratings, changes in interest rates, compliance with regulatory requirements, compliance with the terms and conditions of our outstanding indebtedness, and general stock and debt market conditions; and (12) legislative and general market and economic developments.

In addition, actual results are subject to other risks and uncertainties that relate more broadly to our overall business, including those more fully described in SJW Group's filings with the SEC, including the most recent reports on Form 10-K, Form 10-Q and Form 8-K. Forward-looking statements are not guarantees of performance, and speak only as of the date made, and we undertake no obligation to update or revise any forward-looking statements except as required by law.

Contacts

Media

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Director of Corporate Communications

408-918-7247, Liann.Walborsky@sjwater.com

2021 CCR Social Media postings- May 23, 2022

<https://www.facebook.com/sjwaterco/>



Facebook post from San Jose Water. The post features a photo of a person in a red shirt and blue shorts standing by a body of water. Below the photo, it shows 3 likes and 1 share. The post text reads: "Our annual Water Quality Report provides a snapshot of water quality data, including where your water comes from and how its quality compares to CA state standards. We're pleased to report that your tap water... More". Below the text is a video thumbnail showing a woman in a blue shirt and yellow safety vest holding a glass of water up to the sun. The video title is "SAN JOSE WATER Annual Water Quality Report 2021". The post has 6 likes and 1 comment. Below the video is a "Send Email" button and a "facebook.com" footer.

<https://www.twitter.com/sjwaterco>



Twitter post from San Jose Water (@sjwaterco). The post features a photo of a person in a red shirt and blue shorts standing by a body of water. Below the photo, it shows 1 retweet and 1 like. The post text reads: "Our annual Water Quality Report provides a snapshot of water quality data, including where your water comes from and how its quality compares to CA state standards. The report is available here: ow.ly/Fj3J50JgZjk". Below the text is a video thumbnail showing a woman in a blue shirt and yellow safety vest holding a glass of water up to the sun. The video title is "SAN JOSE WATER Annual Water Quality Report 2021". The post has 1 retweet and 1 like. Below the video is a "twitter.com" footer.