

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 made available to SJWC customers invoices in the months of May and June (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>Stephanie Vogel</i>	Date:
Phone number:	blank

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.

San Jose Water Company provided a link on its water bills (electronic or hard copy) to the CCR on its website. Customers are able to request a hard copy of the CCR by calling SJWC's customer service. All calls related to CCR requests are tracked in our Customer Care & Billing database. Notification of the availability was also made on all of our social media platforms and through an emailed newsletter.



SAN JOSE
WATER

Annual Water Quality Report 2022



Clean Water for Our Customers

This brochure provides a snapshot of last year's water quality data for San Jose Water (SJW). Included are details about where your water comes from and how your water quality compares to State standards. SJW is pleased to report that your tap water met all USEPA and State primary drinking water health standards in 2022. 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 our customers. Since joining the Partnership for Safe Water, SJW has increased distribution system residual disinfectant levels and outperformed industry benchmarks in early detection of leaks and reducing main breaks. These Partnership-related improvements have contributed to increased water service reliability and enhanced public health protection.





Williams Station wells.

Per- and Polyfluoroalkyl Substances

Per- and Polyfluoroalkyl Substances (PFASs) are manmade chemicals that have been widely used in industry and consumer products ranging from water-repellent textiles to firefighting foam. PFAS are slow to break down in the environment and can move far from their original use areas. The manufacturing and use of these products puts PFAS into the environment, where, over time, they may end up in drinking water supplies.

Your health and the health of your household are our first priority. That's why we look for potentially concerning contaminants like PFAS long before they are regulated. Water quality is regulated to protect public health and drinking water quality is public information. Because of this, water often provides our first clues about trends we need to pay attention to.

In response to data gathered during our monitoring program, SJW has successfully completed an evaluation of treatment methods to remove PFAS at two of the most impacted well fields. We are pleased to report that SJW's largest wellfield, with 15 wells, has moved into the detailed design phase for a treatment facility that will remove PFAS while improving aesthetic issues by removing iron and manganese. This facility will serve as a model for PFAS treatment in SJW's distribution system.

San Jose Water and Valley Water have been working closely with engineers and geologists from the San Francisco Bay Regional Water Quality Control Board to identify sites in the region that could be potential contributors to PFAS contamination. Once identified, further in-depth studies and ultimately, cleanup of these locations will commence. This collaborative work has already resulted in increased monitoring at well locations where PFAS was detected at sites nearby.

How Can We Reduce Exposure to PFAS?

PFAS exposure can vary depending on your local environment, but you can take steps to reduce the PFAS around you. Choosing products that do not have PFAS can require some research, but it is an effective way to reduce your exposure. It can also mean giving up some product features such as "non-stick," or "water- or stain-resistant." Consider replacing older and worn-out products with these features.

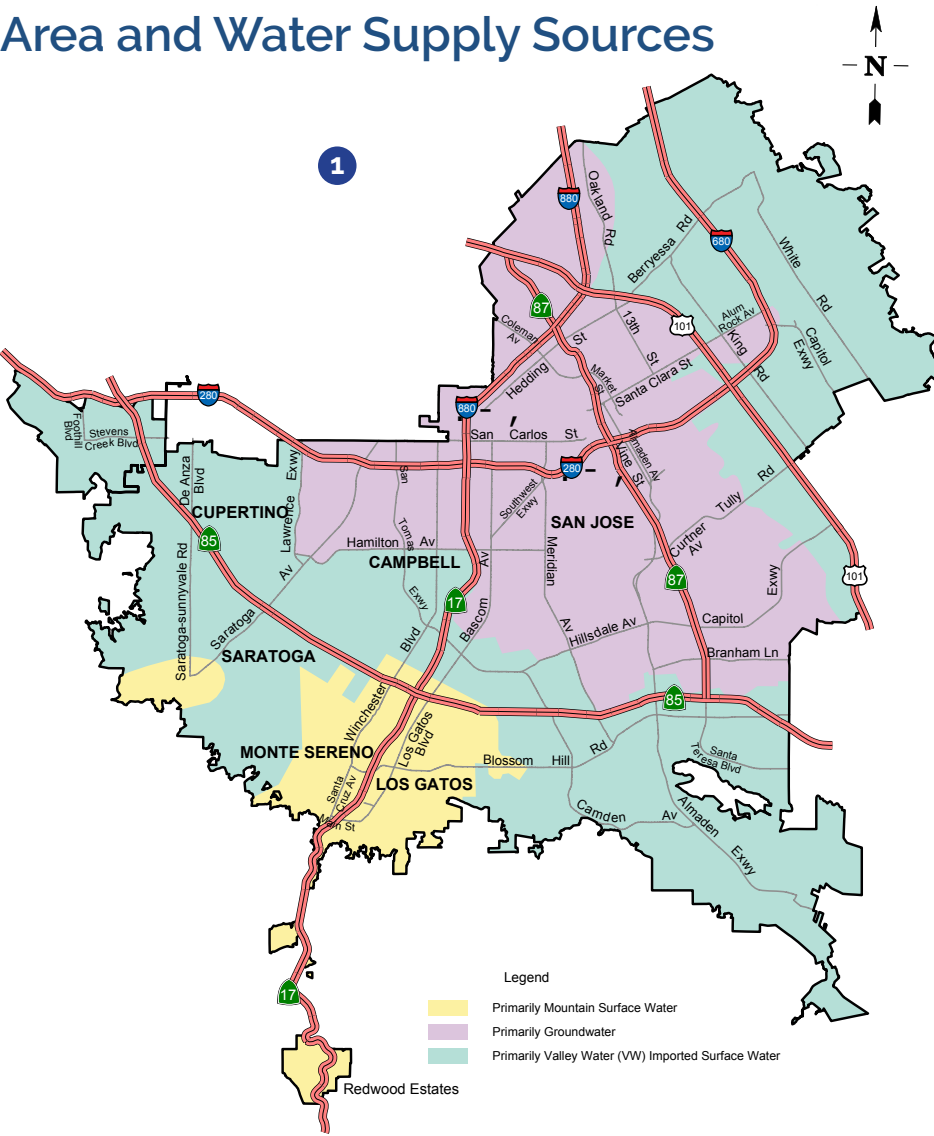
What Can I Do?

- Avoid buying non-stick cookware and stain-resistant furniture and carpeting containing PFAS. Look for 'fluoro' or 'perfluoro' in a list of ingredients or ask the manufacturer.
- Limit eating foods packed in materials that use PFAS. Common food packaging that may have PFAS includes microwave popcorn bags, fast food boxes (like french-fry containers and pizza boxes), and bakery bags.
- Minimize the dust in your home to limit PFAS particles in the air. Change your home's air filter on a regular basis and leave your shoes at the door to avoid tracking in dirt and pollutants.
- Avoid personal care products that contain PFAS. These include certain types of dental floss, nail polish, facial moisturizers, and cosmetics.
- If you want an at-home treatment option, look at the NSF International [list of products certified to remove PFAS](#) from drinking water in the home.
- [PFASCentral.org](#) maintains a list of manufacturers and retailers that have taken steps to remove PFAS chemicals from their products.

San Jose Water Service Area and Water Supply Sources

How to Read the Water Quality Table

- 1 Find your location on the map on this page. Note which is your source water area.
- 2 Go to this column in the tables on the following pages to find the parameter you are interested in. Remember – no news is good news!
- 3 This column notes the unit of measurement for the contaminant. For more information about these units see the Definitions section below.
- 4 This column lists the maximum contaminant level (MCL). The MCL is the highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.
- 5 This column lists the public health goal (PHG). At that amount or lower, there is no known or expected risk to health from the parameters' presence in drinking water. Not all listed parameters have state or federal goals.
- 6 Find the column that corresponds to the source water that primarily serves you. This is the amount of the parameter detected in your area's water.
- 7 The last column lists how the parameter typically gets into your drinking water.



IMPORTANT DEFINITIONS

Detection Limit for Purposes of Reporting (DLR): The lowest level of a constituent that the Department of Public Health requires to be reported.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water, below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Not Applicable (N/A): Not applicable.

Not Detected (ND): If a constituent is not measured at or above a DLR, it is reported as ND.

Not Sampled (NS): Source designated non-vulnerable or testing not required.

Notification Level (NL): A non-regulatory, health-based advisory level for contaminants in drinking water that do not have established Maximum Contaminant Levels. Systems are required to report exceedances to their governing boards and Public Authorities.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Response Level (RL): A non-regulatory, precautionary health-based level. Water systems are required to remove from service, provide treatment, or notify all impacted customers directly for any water source exceeding this level.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

UNITS

Nephelometric Turbidity Units (NTU): A measure of the cloudiness of the water.

One part per million (ppm): One milligram per liter (mg/L). One ppm corresponds to a single penny in \$10,000 or one minute in two years.

One part per billion (ppb): One microgram per liter (µg/L). One ppb corresponds to a single penny in \$10,000,000 or one minute in 1,900 years.

One part per trillion (ppt): One nanogram per liter (ng/L). One ppt corresponds to a single penny in \$10,000,000,000 or one minute in 1.9 million years.

pCi/L: Picocuries per liter, a measure of radioactivity.

TON: Threshold Odor Number, a measure of odor.

umho/cm: Micromho per centimeter, a measure of electrical conductivity.

2022 SJW Annual Water Quality Report

The State Division of Drinking Water specifies monitoring frequencies for some parameters less often than annually because the concentrations do not change frequently. Some of our data, though representative, are more than a year old.

PRIMARY

Primary standards relate to public health.

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PRESENT

84

TESTED BUT NOT PRESENT

2	3	4	5	6		7					
PARAMETER	UNITS	MCL	PHG OR (MCLG)	MOUNTAIN SURFACE WATER		GROUNDWATER		VW SURFACE WATER		TYPICAL SOURCES	
				AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE		
SURFACE WATER PRIOR TO TREATMENT											
Cryptosporidium	oocysts/L	TT	(o)	ND	ND - 0.30	N/A	N/A	ND	ND	8	
Giardia	cysts/L	TT	(o)	0.22	ND - 2.0	N/A	N/A	ND	ND - 0.1	8	
SURFACE WATER TREATMENT											
				MAXIMUM		MAXIMUM		MAXIMUM			
Turbidity¹	NTU	TT ≤ 1 NTU	N/A	0.05		0.12		0.32		9	
	NTU	TT = 95% of samples ≤ 0.3 NTU	N/A	100%		100%		100%			
ENTRY POINT SAMPLES											
INORGANIC MATERIALS				AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE		
Aluminum	ppm	1	0.6	ND	ND - 0.22	ND	ND - 0.065	ND	ND-0.2	1, 3	
Arsenic	ppb	10	0.004	ND	ND	ND	ND - 2.8	ND	ND	1, 2, 4	
Barium	ppm	1	2	ND	ND	0.11	ND - 0.31	ND	ND	1, 6	
Chromium-6²	ppb	N/A²	0.02	ND	ND	2.9	ND - 6.4	ND	ND	1, 6	
Fluoride	ppm	2	1	ND	ND - 0.16³	ND	ND - 0.13³	ND	ND - 0.7⁴	1, 6, 11	
Nitrate (as N)	ppm	10	10	ND	ND	3.0	ND - 6.5	ND	ND - 0.8	1, 2	
Selenium	ppb	50	30	ND	ND	ND	ND - 5.8	ND	ND	1, 2	
RADIONUCLIDES											
Gross Alpha Activity	pCi/L	15	(o)	ND	ND	ND	ND - 4.12	3.3	3.3	1	
Combined Radium	pCi/L	5	(o)	ND	ND	ND	ND - 2.6	ND	ND	1	
Uranium	pCi/L	20	0.43	ND	ND	ND	ND - 1.3	1.3	1.3	1	
VOLATILE ORGANIC CHEMICALS											
1,1,1-Trichloroethane	ppb	200	1000	ND	ND	ND	ND - 1.0	ND	ND	6	
1,1-Dichloroethylene	ppb	6	10	ND	ND	ND	ND - 0.71	ND	ND	6	
DISINFECTION BY PRODUCTS											
Bromate	ppb	10	0.1	ND	ND	ND	ND	2.5	ND - 6.0	7	
SJW DISTRIBUTION SYSTEM SAMPLES											
DISINFECTION		MRDL	MRDLG	RUNNING ANNUAL AVERAGE							
Total Chlorine	ppm	4.0 as Cl₂	4 as Cl₂	1.15							12
DISINFECTION BY PRODUCTS		MCL	PHG				HIGHEST SITE AVERAGE	RANGE			
Total Trihalomethanes	ppb	80	N/A	Samples Collected at Designated Sample Points:			60	2.86 - 139.75		7	
Haloacetic Acids	ppb	60	N/A				52	ND - 94.3		7	
MICROBIOLOGICAL CONTAMINANTS		MCL	MCLG				AVERAGE %	HIGHEST MONTHLY %			
Coliform Bacteria*	%	> 5% of monthly samples positive	0	Samples Collected at Designated Sample Points:			0.27%	0.75%		8	
LEAD AND COPPER		AL	PHG				90 th PERCENTILE LEVEL	SITES ABOVE AL			
Lead	ppb	15	0.2	Samples Collected at Customers' Taps (2022):			< 5.0	0		1, 10	
Copper	ppm	1.3	0.3				0.23	0		1, 10	

* This Consumer Confidence Report (CCR) reflects changes in drinking water regulatory requirement that add the requirements of the federal Revised Total Coliform Rule, effective since April 1, 2016, to the existing state Total Coliform Rule. The revised rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacterial). The U.S. EPA anticipates greater public health protection as the rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system. The state Revised Total Coliform Rule became effective July 1, 2021.

SECONDARY

Secondary standards relate to aesthetic qualities such as taste, odor, and color but do not pose any health risk.

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PRESENT

4

TESTED BUT NOT PRESENT

PARAMETER	UNITS	SMCL	MOUNTAIN SURFACE WATER		GROUNDWATER		VW SURFACE WATER		TYPICAL SOURCES
			AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	
Aluminum	ppb	200	ND	ND - 0.22	ND	ND - 0.065	ND	ND-182	1,3
Chloride	ppm	500	22	21-23	49	23-61	85	58-97	1,5
Color	CU	15	ND	ND-3	ND	ND-3	2	ND - 8	8
Hardness (as CaCO₃)	ppm	N/A	219	209 - 229	324	206 - 516	115	90 - 131	1,8
Hardness (as CaCO₃)	grains/gal	N/A	13	12 - 13	19	12 - 30	7	5 - 8	1,8
Iron	ppb	300	ND	ND	ND	ND - 590	ND	ND	1,4
Manganese	ppb	50	ND	ND - 9	ND	ND - 22	11	3 - 21	1
Odor - Threshold @ 60°C	TON	3	ND	ND	ND	ND - 1	1	1	3,8
Silver	ppb	100	ND	ND - 0.39	ND	ND - 0.54	ND	ND	6
Sodium	ppm	N/A	24	22 - 26	30	17 - 49	70	53 - 79	1,5,8
Specific Conductance	µmho/cm	1600	480	460 - 500	675	390 - 1000	583	508 - 634	1,5,8
Sulfate	ppm	500	50	41 - 58	52	37 - 87	61	39 - 74	1,4
Total Dissolved Solids	ppm	1000	313	280 - 330	430	290 - 660	336	284 - 374	1,5,8
Turbidity	NTU	5	ND	ND - 0.05	0.12	ND - 1.3	0.040	0.01 - 0.32	9
Zinc	NTU	5	ND	ND - 0.005	ND	ND - 0.05	ND	ND	9

NOTIFICATION LEVELS

Notification levels are health-based advisory levels that lack public health goals (PHGs).

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PRESENT

PARAMETER	UNITS	NL	RL	MOUNTAIN SURFACE WATER		GROUNDWATER		VW SURFACE WATER	
				AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE
Boron	ppb	1000	N/A	ND	ND	160	150 - 160	162	122 - 183
Chlorate	ppb	800	N/A	ND	ND	NS	NS	163	96 - 291
Perfluorohexanesulfonic acid (PFHxS)	ppt	3	20	NS	NS	3.3	ND - 7.4	NS	NS
Perfluorooctanoic Acid (PFOA)	ppt	5.1	10	NS	NS	ND	ND - 2.4	NS	NS
Perfluorooctyl Sulfonate (PFOS)	ppt	6.5	40	NS	NS	1.8	ND - 6.2	NS	NS
Vanadium	ppb	50	N/A	NS	NS	NS	NS	2.6	2 - 4

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- Typical Sources of Chemical Constituents
1. Erosion or leaching of natural deposits

2. Runoff and leaching from agriculture

3. Residue from some surface water treatment processes

4. Industrial waste

5. Seawater influence

6. Discharge from factories and metal degreasing sites

7. By-product of drinking water disinfection

8. Naturally present in the environment

9. Soil erosion and stream sediments

10. Internal corrosion of plumbing systems

11. Water additive for promotion of public health

Footnotes

1 This parameter is only applicable to surface water treatment techniques

2 There is currently no MCL for chromium-6. The previous MCL of 10 ppb was withdrawn on September 11, 2017. There is also currently no detection limit for reporting. All results less than 1 ppb are considered ND. SJW is continuing to report the sample results for informational purpose

3 Fluoride was not added to these sources.

4 State regulations recommend an optimal fluoride level of 0.7 ppm be maintained in fluoridated treated water. Concentrations listed here are provided by San Jose Water's wholesalers.



Wildlife rests in the San Jose Water watershed.



San Jose Water staff survey the Lake Elsman spillway.



San Jose Water Staff at Austrian Dam.

Water Quality Guidance

Source Water Assessment

An original assessment of the drinking water sources for SJW's water system was completed in December 2002 and is updated as new wells are brought online. SJW's wells are considered most vulnerable to one or more of the following activities, which have not been associated with any contaminants detected in the water supply: dry cleaners, automobile gas stations and repair shops, and underground storage tanks. Some of SJW's wells are also considered vulnerable to metal plating and finishing, photo processing/printing, electrical/electronics manufacturing, chemical/petroleum processing/storage, known contaminant plumes, and plastics/synthetics producers. SJW's surface supplies are considered most vulnerable to low density septic systems. Imported surface water purchased from Valley Water is considered most vulnerable to a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, as well as residential and industrial development. In addition, local sources are vulnerable to potential contamination from commercial stables and historic mining practices. Although these activities exist in areas near one or more of SJW's or Valley Water sources, physical barriers, treatment systems, and monitoring programs are in place to ensure that water supplied to our customers is not adversely affected. Customers seeking additional information are encouraged to contact SJW Customer Service at 408.279.7900.

Special Populations

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/ Centers for Disease Control (CDC) guidelines on appropriate

means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Drinking Water Regulation

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791). The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

Lead

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. San Jose Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/lead>.

Lead sampling in the system

Data from the 2019 round of Lead and Copper Rule (LCR) sampling can be found in the Primary Standards table under Lead and Copper. To make LCR sampling as meaningful as possible, SJW worked with the state Division of Drinking Water and an outside consultant to identify the areas of highest risk for lead exposure from drinking water in our system. Compliance is determined by the 90th percentile of sample results. The 90th percentile for SJW's 2019 lead results was below the lead detection limit, and both lead and copper results met regulatory standards. SJW's next round of LCR sampling will occur in 2022. If you have reason for concern about lead containing fixtures in your home, please feel free to contact us at (408) 279-7900 to request sampling.

Lead Sampling in Schools

In January 2018, Assembly Bill 746 went into effect requiring water utilities to collect lead samples in all daycare, preschool and kindergarten through 12th grade schools on public property to ensure students have access to safe drinking water. If a private school wished to have their water sampled, the head of the school could request lead testing from their water provider. The timeframe for sample collection ended in July of 2019. Over the span of the program, San Jose Water sampled 330 schools in our area, including all schools that requested sampling. Of the schools assessed, four initially had a result above the action level, but each was promptly resolved through corrective actions. For more information about sampling in your child's school, contact your school officials or check out the website at: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/leadsamplinginschools.html.

Fluoride

For information on fluoride in your water, please refer to our website at <https://www.sjwater.com/customer-care/help-information/fluoride>. or to see up-to-date concentrations local to your neighborhood.

Nitrate

Nitrate as Nitrogen (Nitrate-N) in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such Nitrate-N levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate-N levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Turbidity

Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration systems.

Reminder for Dialysis Patients and Aquarium Owners

Chloramine and chlorine may be present in the water provided by SJW. These chemicals are used to protect public health by destroying disease-causing organisms. Except for a slight chlorinous taste or odor, these disinfectants will not cause any problems for the general public. However, home dialysis patients and aquarium owners must take special precautions before the water can be used in kidney dialysis machines or aquariums. Please consult your doctor or dialysis technician to be sure your home equipment is adequate and proper tests are being performed every time it is used. Before filling an aquarium or fish pond, the disinfectant must be removed. Your local tropical fish store can help determine the best water treatment for your fish.

To Learn More about the Quality of Your Water

Your drinking water is continually tested to ensure compliance with state and federal standards for quality and safety. This annual report summarizes the results of more than 18,000 water quality tests conducted throughout the year. If you have any questions about your water quality, service, or the information contained in this report, please call us at 408.279.7900, Monday to Friday between 8:30AM and 5:30PM. You may also contact the US EPA Safe Drinking Water Hotline at 800.426.4791 for additional public information about the Safe Drinking Water Act or US EPA's drinking water regulatory programs.





Lake Elsmán



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customer_service@sjwater.com
(408) 279-7900 • www.sjwater.com
Se Habla Español
At your service since 1866

Drinking Water Information on the Internet

Detailed information about specific drinking water topics is available on the Internet. Visit our web site or any other of those listed below to find out more about water treatment, quality, and current regulations.

San Jose Water
<http://www.sjwater.com>

Valley Water
<http://www.valleywater.org>

American Water Works Association
<http://www.awwa.org>

SWRCB Division of Drinking Water
https://www.waterboards.ca.gov/drinking_water/programs/

United States Environmental Protection Agency
<http://www.epa.gov/ground-water-and-drinking-water>

This report contains important information about your drinking water. Please contact San Jose Water at 408.279.7900 for assistance. This report is being sent to you in compliance with the Safe Drinking Water Act. Landlords, businesses and schools are encouraged to share this report with non-billed water customers at their locations. Additional copies are available free of charge by calling our office.

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse San Jose Water a 408.279.7900 para asistirlo en español. Se le está enviando este informe en conformidad con la Ley de Agua Potable Segura. Se alienta a los propietarios, negocios y escuelas a compartir este informe con los usuarios a los que no se cobra el agua en sus centros. Llame a nuestra oficina para obtener más copias sin costo.

Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ San Jose Water tại 408.279.7900 để được trợ giúp bằng tiếng Việt. Báo cáo này được gửi đến quý vị chiếu theo quy định của Đạo Luật Nước Uống An Toàn. Những người cho thuê nhà, chủ doanh nghiệp và nhà trường được khuyến khích chia sẻ bản báo cáo này với những người sử dụng nước tại chỗ nhưng không nhận hóa đơn. Quý vị có thể xin thêm miễn phí bản sao của báo cáo này bằng cách gọi văn phòng chúng tôi.

這份報告含有關於您的飲用水的重要訊息。請用以下地址和電話聯繫 San Jose Water 以獲得中文的幫助: 408.279.7900.

這份報告根據《安全飲用水法案》的規定寄發給您。請房東、企業業主以及學校當局將此報告內容與其所在地點不會收到水費帳單的自來水用戶分享。如需更多的免費報告副本，請致電本辦公室。

From: [Liann Walborsky](#)
To: [Stephanie Vogel](#)
Subject: FW: This month's SJW Happenings
Date: Tuesday, May 23, 2023 12:40:13 PM

Stephanie-

This customer newsletter went out today. I will also forward our bill insert and web links.

Liann

From: Liann Walborsky <lwalborsky@gmail.com>
Sent: Tuesday, May 23, 2023 12:37 PM
To: Liann Walborsky <Liann.Walborsky@sjwater.com>
Subject: Fwd: This month's SJW Happenings

CAUTION: This email originated outside the SJWG organization.

----- Forwarded message -----

From: **San Jose Water Company** <e-news@sjwater.com>
Date: Tue, May 23, 2023 at 12:21 PM
Subject: This month's SJW Happenings
To: <lwalborsky@gmail.com>



Water Conservation Showcase



The Water Conservation Showcase is taking place June 15 at the San Ramon Valley Conference Center. This is a free, all-day event that brings advocates, researchers, business leaders, product manufacturers, and government officials together to address the most pressing water issues and challenges facing the state of California.

[LEARN MORE](#)



Employee Spotlight

Get to know our Manager of Field Service and Conservation, Kurt Elvert. At San Jose Water, he oversees the field service department, which serves as our first responders when identifying water main breaks. He also oversees conservation, the meter shop, meter reading, and our recycled water program. Check out our SJW Employee Spotlight blog to learn more about Kurt and his role at SJW.

[LEARN MORE](#)



Columbine Station Replacement Tanks

Two new replacement tanks are being built at the Columbine Station in East San Jose. The first tank was completed in May of 2022 and is currently in service. The second tank will be in service June of 2023. The new tanks will serve water to over 100,000 residents while providing a constant source of pressurized water for fire hydrants and homes — even when the power goes out in an emergency. Thank you to our neighbors and the local community for your patience with our ongoing construction activities.

[LEARN MORE](#)



Customer Assistance Program

SJW's Customer Assistance Program (CAP), provides a 15% discount on the total water bill for income- eligible customers.

[LEARN MORE](#)



In The News: SJW on Asset Management

Assistant Chief of Engineering Planning, Jake Walsh, wrote an article about how utilities should approach asset management as a formal discipline. Organizations can leverage this to maximize the value of their physical assets while balancing cost, levels of service, and risk. Asset management is critical for a historic company like San Jose Water. Read more on Jake's viewpoint in WaterWorld magazine.

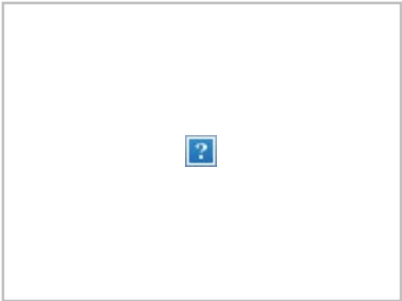
[LEARN MORE](#)



2022 Water Quality report

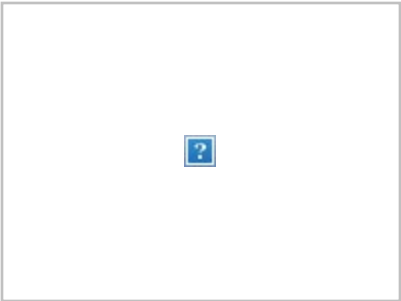
SJW is committed to supplying water that meets all state and federal drinking standards. Our Water Quality Report provides a snapshot of last year’s water quality data for San Jose Water. Included are details about where your water comes from and how your water quality compares to State standards.

[LEARN MORE](#)



Pay Your Bill Online

We offer a secure and easy way to



Third-Party Notification

Want to make sure someone other

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 >>](#)

than you know 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 >>](#)

May 2023



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Our mailing address is:
San Jose Water Company
110 W Taylor St

San Jose, CA 95110

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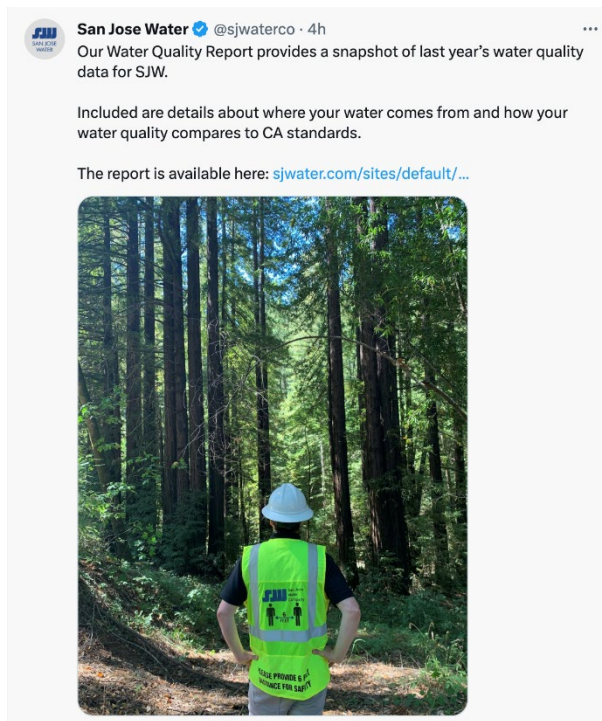
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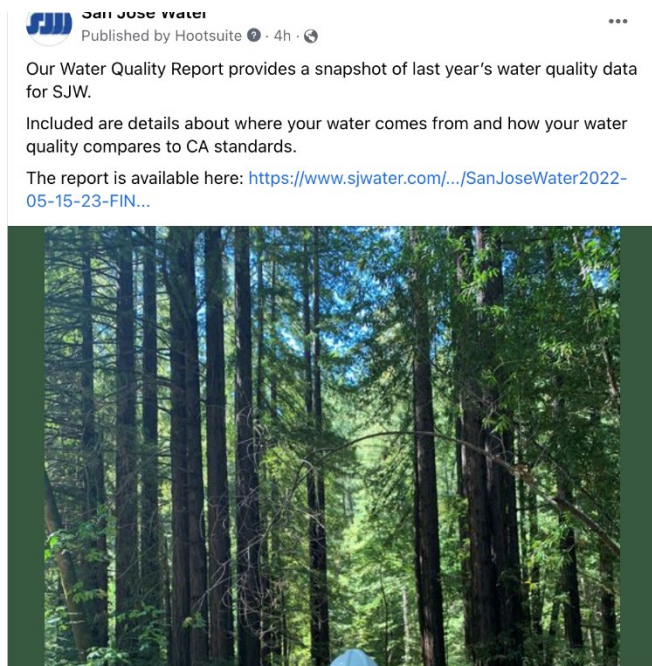


Social Media Postings:

Twitter – shown below posted 6/8/2023



Facebook – shown below posted 6/8/2023



LinkedIn -- 6/21/2023



San Jose Water

2,925 followers

2w



San Jose Water is committed to supplying water that meets all state & federal drinking standards.

In addition, you can find a summary of our most recent water testing results along with other important information in our Annual Water Quality report. The report is available here: <http://sjwc.us/WeJQ500Q19f>



👍 18

👍 Like

💬 Comment

➦ Share

San Jose Water





INFRASTRUCTURE UPDATE: COLUMBINE TANKS NEARING COMPLETION

The two 5.1 million gallon water tanks are replacing a 19.6 million gallon earth embankment reservoir built in 1963, which was nearing the end of its useful life. The first tank went into service in May of 2022. The second one went into service in June of 2023. The new tanks will hold less water (the population has used less water over the last 30 years, despite 29% population growth). Smaller tanks allow for the average age of water to be lower, helping water quality and taste. In addition, having two tanks allows for taking one tank down during low usage periods for cleaning and repairs.



LETTER FROM PRESIDENT ANDY GERE

SJW President Andy Gere addresses how history was made on April 11th when the drought was declared over in the state of California. Read his letter to SJW customers on how to think about conservation moving forward at: sjwater.com/letter-sjw-president-andy-gere.

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

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San Jose Water

CONTACT US:

☎ 408.279.7900

🌐 sjwater.com

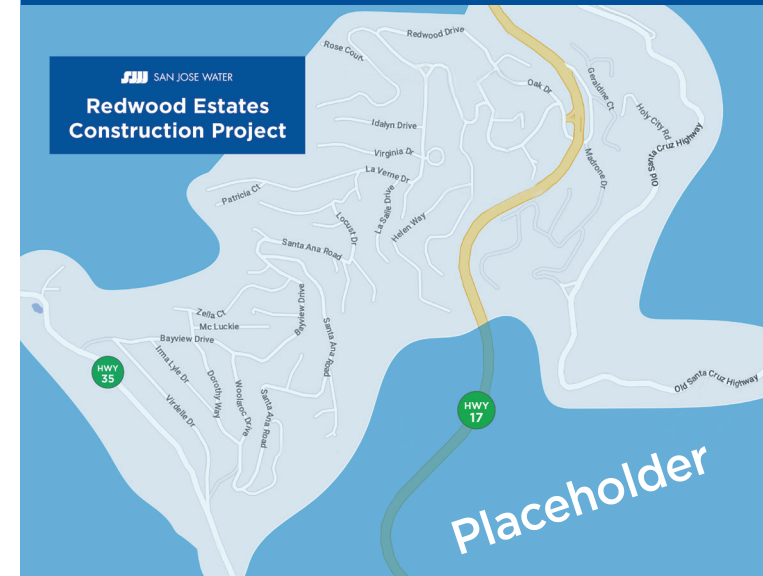
✉ customer.service@sjwater.com

Made with 10% recycled content.

July–August 2023
XXXXX-X-XXXX

SJW SAN JOSE WATER

SJW SAN JOSE WATER
**Redwood Estates
Construction Project**



CONSTRUCTION UPDATE: REDWOOD ESTATES

West Valley Construction, on behalf of SJW, has been installing a new water main and services on various streets in the Redwood Estates community, and will continue to do so over the coming months.

Construction activities began in early June. We provided local residents with a map indicating impacted roads/streets to allow residents/business owners to plan accordingly. While access has been allowed in and out as much as possible, there are intermittent times when the roads are too narrow to allow vehicles through, and detours are deployed as needed.

Our work hours are limited to 8AM–6PM Monday through Thursday. We appreciate your cooperation and understanding, and promise to work safely, efficiently, and respectfully as we navigate through your community.



A veteran of SJW for over 23 years, Anh started as a specialist in the IT department and eventually took charge of the Meter Shop and Meter Reading department in a role created specifically for her unique background and skillset. With B.A.'s in Marketing and Management Information Systems from SJSU, and an MBA from University of Phoenix, Anh has been instrumental in getting Meter Reading procedures and systems automated and up to speed. She attends multiple conferences each year to stay on top of all the latest advances in metering technology, preparing the department for its ongoing transition to Advanced Metering Infrastructure (AMI).

Thanks for being such a valuable team leader for us, Anh!

WATER QUALITY
REPORT FOR 2022
NOW AVAILABLE

For a snapshot of last year's water quality data for SJW, check out the latest annual **Consumer Confidence Report (CCR)** at sjwater.com/CCR. Included are details about where your water comes from and how your water quality compares to State standards. SJW is pleased to report that your tap water met all USEPA and State primary drinking water health standards in 2022.



CALIFORNIA LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

The federally-funded LIHWAP provides financial assistance up to \$15k to income-eligible Californians to help manage their residential water bill costs. SJW is coordinating with **Sacred Heart Community Services** to make sure customers are aware of this important program. To learn more, call **(408) 916-5014**, visit sacredheartcs.org/utility-assistance or email: waterassistance@sacredheartcs.org



MORE OPTIONS
THAN EVER TO PAY
YOUR WATER BILL!

In addition to the rollout of **CheckFreePay®**, a new way to pay at multiple locations with cash, we offer several other options for making your payment — choose the most convenient one for you! Learn how to register your account, make a one-time or automatic payment and more on our [Billing & Payment page](#).

From: Kelly Dobson <Kelly.Dobson@sjwater.com>
Sent: Wednesday, July 5, 2023 1:08 PM
To: Stephanie Vogel <Stephanie.Vogel@sjwater.com>
Subject: RE: CCR/Water quality bill message

Hi Stephanie,
Here is the message

2022 Water Quality Report

Our latest annual Water Quality Report has just been released and is available at: www.sjwater.com/CCR

Kelly

Kelly Dobson | Senior Business Analyst | San Jose Water | [118 W Taylor St.](http://118.W.Taylor.St.) | [San Jose, CA 95110](http://San.Jose.CA.95110)
Email: Kelly.dobson@sjwater.com Tel: +408 313-2535

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