

**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 and 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  
CA4310011 San Jose Water Main System  
CA4310018 City of Cupertino



# A Commitment to 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.

Dear Valued Customer:

The most important thing we do each and every day is to provide clean, high-quality drinking water that you can trust. As a member of the Partnership for Safe Water, San Jose Water remains focused water quality and environmental stewardship.

Our 2024 Annual Consumer Confidence Report (CCR) includes the results of more than 5,960 water samples (about 94 tests a day), which were tested at state certified laboratories for over 200 water quality parameters.

We are pleased to report that the water quality results in our system meet all state and federal drinking water standards. Within this report, you'll find more details about your drinking water — where it comes from, what's done to protect and treat it, and the results of our water quality tests.

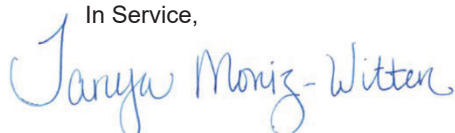
San Jose Water recently completed its initial Lead Service Line Inventory, providing customers with transparency regarding service line materials in our system. This inventory is available online and serves as a key resource in our commitment to eliminating lead service lines.

Additionally, we are pleased to share that the design for the PFAS treatment facility at Williams Station is now complete. Once operational, this facility will effectively reduce PFAS levels in our water supply, further enhancing water quality and demonstrating our commitment to delivering reliable, high-quality drinking water.

We are also committed to the stewardship of our water resources — protecting our water sources, land and the environment for current and future generations. What we do here is extremely important, making a real difference in the lives of the people and communities we serve and critical to protecting public health.

The data from these tests is regularly reviewed for changes or trends, and any customer complaint is escalated for review by our water quality team. If you have any questions or comments about your drinking water or this report, please contact our Customer Service team at (408) 279-7900 or email [customer.service@sjwater.com](mailto:customer.service@sjwater.com).

In Service,



Tanya Moniz-Witten  
President, San Jose Water



Tanya Moniz-Witten  
**President**  
San Jose Water





# SAN JOSE WATER

2024

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.

<b>PRIMARY</b>	Standards that help keep drinking water safe by setting limits on certain substances.					<b>QUANTITY Present : 13</b>
<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>QUANTITY Tested but not Present : 72</b>

PARAMETER	UNITS	MCL	PHG OR (MCLG)	MOUNTAIN SURFACE WATER		GROUNDWATER		VW SURFACE WATER		TYPICAL SOURCES <sup>^</sup>
				AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	
<b>SURFACE WATER PRIOR TO TREATMENT</b>										
Cryptosporidium	oocysts/L	TT	(0)	ND	ND - 0.3 (2019 data)	N/A	N/A	ND	ND - 0.1	8
Giardia	cysts/L	TT	(0)	0.22	ND - 2 (2019 data)	N/A	N/A	ND	ND	8
<b>SURFACE WATER TREATMENT</b>										
Turbidity <sup>1</sup>	NTU	TT ≤ 1 NTU	N/A	0.3		0.9		0.3		9
	NTU	TT = 95% of samples ≤ 0.3 NTU	N/A	100%		100%		100%		

ENTRY POINT SAMPLES				AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	TYPICAL SOURCES <sup>^</sup>
<b>INORGANIC MATERIALS</b>										
Aluminum	ppm	1	0.6	ND	ND - 0.051	ND	ND - 0.16	ND	ND-0.05	1, 3
Arsenic	ppb	10	0.004	ND	ND	ND	ND - 8.1	ND	ND	1, 2, 4
Barium	ppm	1	2	ND	ND	0.18	ND - 0.3	ND	ND	1, 6
Chromium-6	ppb	10	0.02	ND	ND	3.2	ND - 8.2	ND	ND	1, 6
Fluoride (natural)	ppm	2	1	ND	ND	ND	ND - 0.13	ND	ND - 0.11	1, 6, 11
Fluoride (treated)	ppm	2	1	N/A <sup>2</sup>	N/A <sup>2</sup>	N/A <sup>2</sup>	N/A <sup>2</sup>	0.8 <sup>3</sup>	0.6 - 0.9 <sup>3</sup>	1, 6, 11
Nitrate + Nitrite (as N)	ppm	10	10	ND	ND	3.76	0.61-6.2	0.5	ND - 1.0	1, 2
Nitrate (as N)	ppm	10	10	ND	ND	3.0	ND - 6.5	ND	ND - 1.0	1, 2
Selenium	ppb	50	30	ND	ND	ND	ND	ND	ND	1, 2
<b>RADIONUCLIDES</b>										
Gross Alpha Activity	pCi/L	15	(0)	ND	ND - 5.19	ND	ND - 5.66	3.3	3.3	1
Combined Radium	pCi/L	5	(0)	ND	ND	ND	ND - 1.43	ND	ND	1
Uranium	pCi/L	20	0.43	ND	ND	ND	ND - 1.5	1.3	1.3	1
<b>VOLATILE ORGANIC CHEMICALS</b>										
1,1,1-Trichloroethane	ppb	200	1000	ND	ND	ND	ND - 1.1	ND	ND	6
1,1-Dichloroethylene	ppb	6	10	ND	ND	ND	ND - 0.83	ND	ND	6
<b>DISINFECTION BYPRODUCTS</b>										
Bromate	ppb	10	0.1	ND	ND	ND	ND	1.7	ND - 2.7	7

<b>SJW DISTRIBUTION SYSTEM SAMPLES</b>										
<b>DISINFECTION</b>										
		<b>MRDL</b>	<b>MRDLG</b>	<b>RUNNING ANNUAL AVERAGE</b>						<b>TYPICAL SOURCES<sup>^</sup></b>
Total Chlorine	ppm	4.0 as Cl <sub>2</sub>	4 as Cl <sub>2</sub>	1.17						12
<b>DISINFECTION BYPRODUCTS</b>										
		<b>MCL</b>	<b>PHG</b>			<b>HIGHEST SITE AVERAGE</b>	<b>RANGE</b>			
Total Trihalomethanes	ppb	80	N/A	Samples Collected at Designated Sample Points:		76.96	3.12 - 76.96		7	
Haloacetic Acids	ppb	60	N/A			35.80	ND - 35.8		7	
<b>MICROBIOLOGICAL CONTAMINANTS</b>										
		<b>MCL</b>	<b>MCLG</b>			<b>AVERAGE</b>	<b>HIGHEST MONTHLY %</b>			
Coliform Bacteria	%	> 5% of monthly samples positive	0	Samples Collected at Designated Sample		0.13%	0.29%		8	
<b>LEAD AND COPPER</b>										
		<b>AL</b>	<b>PHG</b>			<b>90th PERCENTILE LEVEL</b>	<b>SITES ABOVE AL</b>			
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	

Footnotes

<sup>1</sup> This parameter is only applicable to surface water treatment techniques.

<sup>2</sup> Fluoride was not added to these sources.

<sup>3</sup> 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 wholesaler.



# SAN JOSE WATER

2024

**SECONDARY** Standards that relate to aesthetic qualities such as taste, odor, and color but do not pose any health risk. **QUANTITY Present : 14**  
**QUANTITY Tested but not Present : 2**

PARAMETER	UNITS	SMCL	MOUNTAIN SURFACE		GROUNDWATER		VW SURFACE WATER		TYPICAL SOURCES <sup>^</sup>
			AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	
Aluminum	ppb	200	ND	ND - 51	ND	ND - 160	ND	ND-51	1,3
Chloride	ppm	500	21	21	60	21-90	65	18 - 72	1,5
Color	CU	15	ND	ND - 8	ND	ND - 6	2	ND - 3	8
Hardness (as CaCO <sub>3</sub> )	ppm	N/A	155	155	364	155 - 545	119	82 - 168	1,8
Hardness (as CaCO <sub>3</sub> )	grains/gal	N/A	9	9	21	9 - 32	7	5 - 10	1,8
Iron	ppb	300	ND	ND	ND	ND - 420	ND	ND	1,4
Manganese	ppb	50	ND	ND - 4.9	ND	ND - 20	5	3 - 9	1
Odor - Threshold @ 60°C	TON	3	1.1	ND - 20	ND	ND	1.6	1.0 - 2.0	3,8
Silver	ppb	100	ND	ND	ND	ND - 0.11	ND	ND	6
Sodium	ppm	N/A	24	24	36	18 - 63	52	25 - 72	1,5,8
Specific Conductance	µmho/cm	1600	390	390	797	470 - 1100	478	300 - 580	1,5,8
Sulfate	ppm	500	33	33	53	37 - 73	66	35 - 82	1,4
Total Dissolved Solids	ppm	1000	235	220 - 250	458	280 - 640	273	166 - 326	1,5,8
Turbidity	NTU	5	ND	ND - 0.3	0.23	ND - 0.9	0.040	0.01 - 0.30	9
Zinc	ppm	5	ND	ND	ND	ND - 0.023	ND	ND	9

**NOTIFICATION LEVELS** Health-based advisory levels that lack public health goals (PHGs). **QUANTITY Present : 5**

PARAMETER	UNITS	NL	RL	MOUNTAIN SURFACE		GROUNDWATER		VW SURFACE WATER	
				AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	RANGE
Boron	ppb	1000	N/A	NS	NS	NS	NS	153	ND - 207
Perfluorohexanesulfonic acid (PFHxS)	ppt	3	20	ND	ND	2.95	ND - 7.8*	NS	NS
Perfluorooctanoic Acid (PFOA)	ppt	5.1	10	ND	ND	ND	ND - 2.9*	NS	NS
Perfluorooctyl Sulfonate (PFOS)	ppt	6.5	40	ND	ND	2.2	ND - 9.2*	NS	NS
Vanadium	ppb	50	N/A	NS	NS	NS	NS	3.0	1 - 3

\*These results include results from wells that are offline and not used to serve water to customers.

**^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
12. Water additive used to control microbes



## PFAS in Drinking Water

Staying ahead of new standards.

Per- and polyfluoroalkyl substances (PFAS), often referred to as “forever chemicals,” are synthetic compounds found in various consumer products. Recognizing their persistence in the environment and potential health risks, San Jose Water has been proactively monitoring and addressing PFAS in our water supply since 2019.

In April 2024, the U.S. Environmental Protection Agency (EPA) established the first national, legally enforceable drinking water standards for six PFAS compounds, including PFOA and PFOS. These standards set Maximum Contaminant Levels (MCLs) at 4 parts per trillion for PFOA and PFOS, and 10 parts per trillion for PFNA, PFHxS, and GenX chemicals, with compliance deadlines initially set for 2029 .

However, in May 2025, the EPA announced revisions to these regulations, extending the compliance deadline to 2031 and reconsidering standards for certain PFAS compounds .

Despite these federal adjustments, San Jose Water remains steadfast in our commitment to delivering safe, high-quality drinking water. We are continuing our proactive approach by:

- **Implementing Advanced Treatment Technologies:** We've completed pilot studies and selected effective treatment methods to remove PFAS from our water supply.
- **Accelerating Infrastructure Upgrades:** Design and permitting processes are underway for the installation of advanced PFAS treatment systems at affected groundwater wells.
- **Maintaining Transparency:** We are dedicated to keeping our customers informed about PFAS levels and our mitigation efforts.

For the latest updates on our PFAS response and water quality information, please visit [www.sjwater.com/PFAS](http://www.sjwater.com/PFAS).



## 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

## Water Quality Guidance continued

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 2022 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 2022 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 2025. 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 of replacing internal fixtures. 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](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

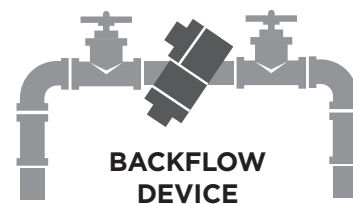
Chloramine and chlorine may be present in the water provided by SJW. These chemicals are used to protect public health by destroying disease-causing organisms. Except for a slight chlorinous taste or odor, these disinfectants will not cause any problems for the general public. However, home dialysis 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.

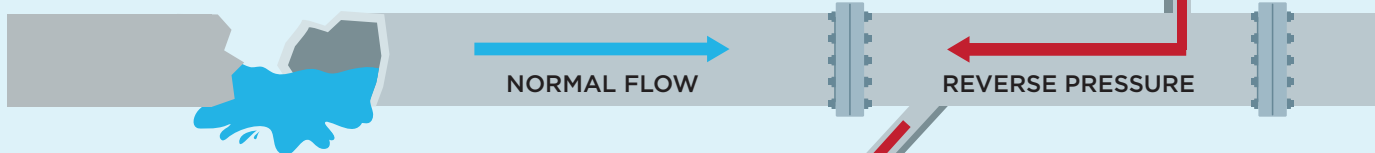
# Are You Protected?

Keep contaminants out of your community's tap water by using a backflow preventing device.



## HOW BACKFLOW CAN HAPPEN

- 1 Your home or business has a connection with the public water system. **Normally water flows directly from our main to your property.**
- 2 **Water pressure is reduced** because of a break in the water main or fire event using a lot of water suddenly.
- 3 The sudden drop in pressure can cause **water to reverse flow.**



- 4 **Dangerous contaminants** from the unprotected connection can now potentially **enter the drinking water supply.**



Backflow incidents can leave communities without safe tap water. **Make sure to do your part.**

### DO...

- **Install** prevention devices at all needed points on your property such as sprinklers, hose bibs, etc.
- **SJW provides testing for all backflow devices** that protect a metered service in our service area.
- **Keep the end of hoses off the ground** and clear of all possible contaminants.

### DON'T...

- **Submerge hoses** in buckets, sinks, tubs, swimming pools, ponds or standing water.
- **Use spray attachments** (such as chemical solutions aspirators) to fertilize lawn/garden without a backflow prevention device.
- **Use a hose to unblock toilets or sewer pipes.**

### Keep Your Community Safe.

Contact **San Jose Water** to make sure you're meeting the legal protection requirements **(408) 279-7900**.





## 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. 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.

## 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>

**SWRCB Division of Drinking Water**  
[https://www.waterboards.ca.gov/drinking\\_water/programs/](https://www.waterboards.ca.gov/drinking_water/programs/)

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

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

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

**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。



San Jose Water  
110 West Taylor St., San Jose, CA 95110  
customer\_service@sjwater.com | (408) 279-7900 | www.sjwater.com  
Se Habla Español  
At your service since 1866



**From:** [Stephanie Napoleon](#)  
**To:** [Liann Walborsky](#)  
**Cc:** [Stephanie Vogel](#); [Suzanne DeLorenzo](#)  
**Subject:** RE: Bill message for CCR  
**Date:** Tuesday, May 27, 2025 10:55:13 AM

---

Absolutely, adding now!

---

**From:** Liann Walborsky <Liann.Walborsky@sjwater.com>  
**Sent:** Tuesday, May 27, 2025 9:15 AM  
**To:** Stephanie Napoleon <stephanie.napoleon@sjwater.com>  
**Cc:** Stephanie Vogel <Stephanie.Vogel@sjwater.com>; Suzanne DeLorenzo <Suzanne.DeLorenzo@sjwater.com>  
**Subject:** Bill message for CCR

Stephanie-

Can we start running this bill message:

San Jose Water has filed its 2024 Consumer Confidence Report (also known as a Water Quality Report). We are committed to maintaining the highest quality of water for our customers and conduct thorough testing to ensure compliance with all drinking water regulations. Head to: <https://www.sjwater.com/ccr>

Thanks,  
Liann

**Liann Walborsky**  
Director of Corp Communications, San Jose Water

| **Office:** +1 408 918-7247 | **Email:** [liann.walborsky@sjwater.com](mailto:liann.walborsky@sjwater.com)

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**From:** [Liann Walborsky](#)  
**To:** [Stephanie Vogel](#)  
**Subject:** FW: This month's SJW Happenings  
**Date:** Tuesday, July 1, 2025 1:52:41 PM

---

CCR mentioned here.

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

**From:** **San Jose Water Company** <[e-news@sjwater.com](mailto:e-news@sjwater.com)>

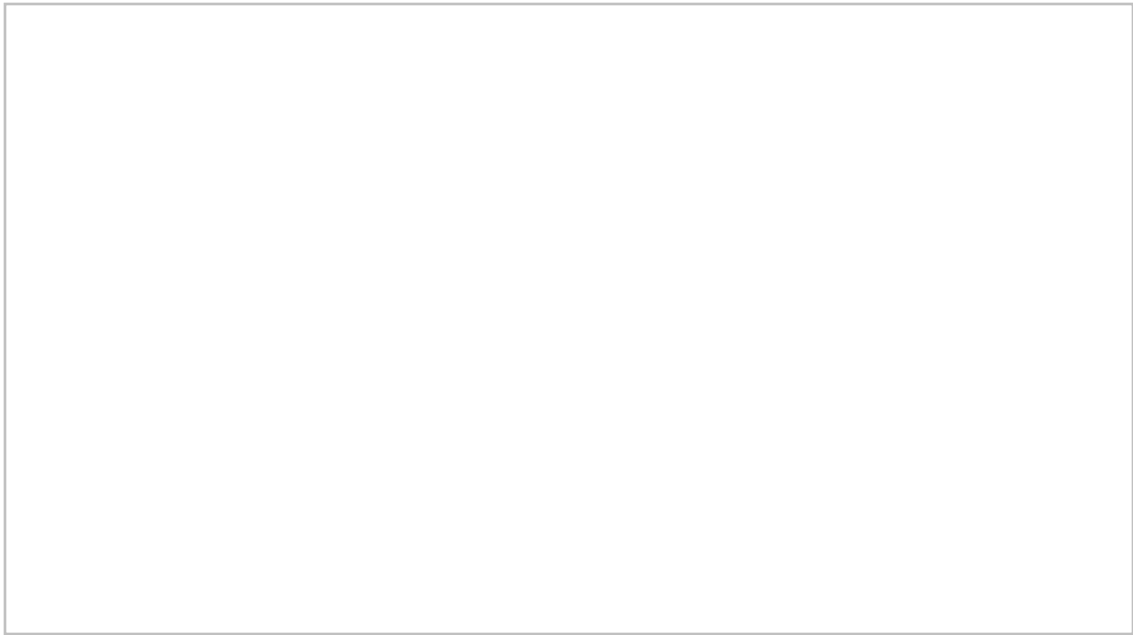
**Date:** Mon, Jun 9, 2025 at 10:55 AM

**Subject:** This month's SJW Happenings

**To:** <[caiona@sterlingpr.com](mailto:caiona@sterlingpr.com)>

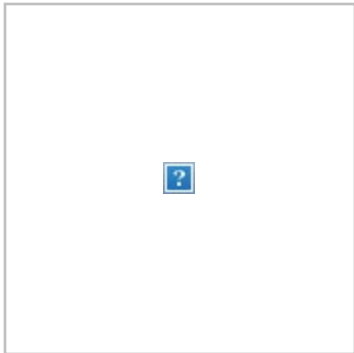
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## **A Guide to Your Water Bill in 2025**



We understand the impact water costs have on our customers. We created this brief video guide to break down exactly where your dollar goes when it comes to your water bill. Learn how much of what you pay goes towards water supply rates set by Valley Water, operating costs, infrastructure upgrades and more.

[LEARN MORE](#)

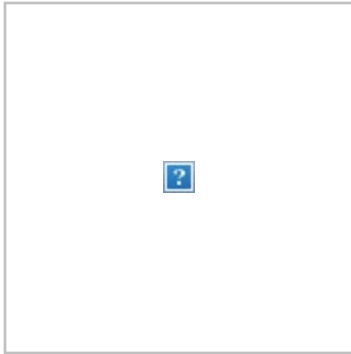


## **Water Quality Corner - 2024 Consumer Confidence Report**

The 2024 Consumer Confidence Report, also known as the annual Water Quality Report, is here! At SJW, our top priority is to consistently provide high-quality drinking water that meets state and federal standards. Within this report, you'll find more details about your drinking water — where it comes from, what's done to protect and treat it, and the results of our water quality tests. It includes the results of more than 5,960 water samples (about 94 tests a day), which were tested at

state certified laboratories for over 200 water quality parameters. This summary is based on data collected last year (which is why it is dated 2024) but published in 2025.

[LEARN MORE](#)



## **San Jose Giants Water Awareness Night - Thank You!**

We had the best time at Water Awareness Night! Thank you San Jose Giants and all our customers who attended. It was a perfect evening with the San Jose Water Singers and SJW Senior Administrative Coordinator, Karen Juliano, threw the first pitch to kick off the night filled with baseball, fun games, and giveaways. A special thank you to all our employee volunteers who helped make this night at the ballpark a home run!



## **SJW Infrastructure Improvement Progressing at Cambrian Tank Replacement Project**

The Cambrian Station site previously relied on two earthen embankment reservoirs, originally constructed in 1890 and 1921. These aging reservoirs had reached the end of their useful life and no longer met current seismic standards, necessitating their replacement. To modernize the site, SJW is constructing two prestressed concrete tanks, each with a capacity of 8 million gallons. Together, these tanks will provide 16 million gallons of potable water storage with

enhanced seismic performance and improved operational reliability. The full Cambrian Station project remains on schedule for completion in September 2027.

[LEARN MORE](#)

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## Stars and Strides Run - June 28, 2025

Join SJW at the 5th Annual Bloom Energy and Tarana Wireless Stars and Strides 5K-10K Run/Walk and Kids Fun Run! Nearly 90 SJW employees and their family members helped raise money for Valley Health Foundation last year and we're excited to run and support again. We're proud to have been a sponsor since the race's beginning in 2021, which has raised hundreds of thousands of dollars to help those in our local communities. Looking forward to this great event in downtown San Jose!

[LEARN MORE](#)

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## Flexible Payment Plans with PromisePay

Flexible payment plans are available to help you catch up and move forward. As the weather warms up, it's a good time to track your SJW bill. Warmer months often mean using more water around the house and in your yard—potentially leading

to an increased bill. If your account is past due, or you know someone who's behind, flexible PromisePay plans can help. These plans break up balances into smaller, manageable payments over time—with no late fees and no surprises. It's quick to enroll and easy to manage. Whether you're looking to catch up or just want peace of mind this season, we're here to help.

[LEARN MORE](#)



## Project Spotlight: Perie Lane Station

SJW recently upgraded our Perie Lane Station, an essential facility serving over 125 homes in San Jose. This major upgrade included a brand-new standby generator to keep water flowing during power outages, modern pumps and motors to boost reliability, and a new disinfectant management system to enhance water quality. We've also replaced outdated equipment, removed health hazards like mercury equipment, and added a secure pump house to protect critical components—all while keeping the station running throughout construction. These improvements help ensure safe, high-quality, and dependable water service—now and into the future.





## Pay Your Bill Online

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 >>](#)



## 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 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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June 2025





[Add us to your address book](#)



## San Jose Water's post



At San Jose Water, our top priority is to consistently provide high-quality drinking water that meets state and federal standards. Our water quality report for 2024 is now available on our website. Within this report, you'll find more details about your drinking water — where it comes from, what's done to protect and treat it, and the results of our water quality tests.

It includes the results of more than 5,960 water samples (about 94 tests a day), which were tested at state certified laboratories for over 200 water quality parameters.

View the full report here: <https://www.sjwater.com/waterquality>



Comment as San Jose Water





**SJW** SAN JOSE WATER

ANNUAL WATER QUALITY REPORT  
CA4310011 San Jose Water Main System  
CA4310018 City of Cupertino



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At San Jose Water, our top priority is to consistently provide high-quality drinking water that meets state and federal standards. Our water quality report for 2024 is now available on our website. Within this report, you'll find more details about your drinking water — where it comes from, what's done to protect and treat it, and the results of our water quality tests.

It includes the results of more than 5,960 water samples (about 94 tests a day), which were tested at state certified laboratories for over 200 water quality parameters.

View the full report through the link in our bio.



5 likes

June 11

Log in to like or comment.



## San Jose Water

4,279 followers

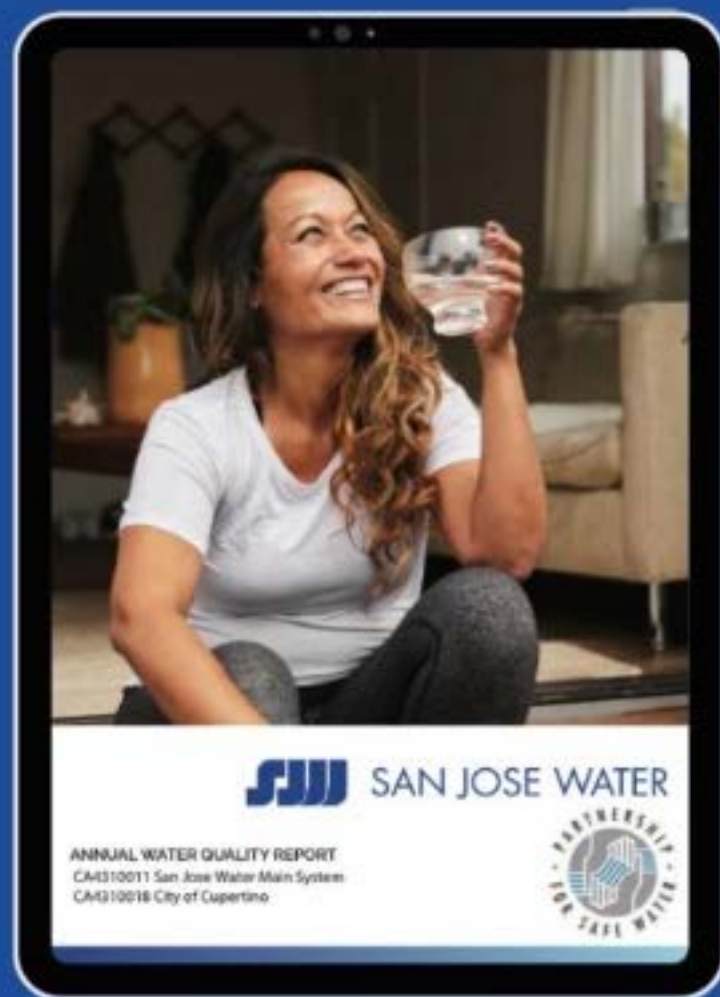
2w • 🌐



At San Jose Water, our top priority is to consistently provide high-quality drinking water that meets state and federal standards. Our water quality report for 2024 is now available on our website. Within this report, you'll find more details about your drinking water — where it comes from, what's done to protect and treat it, and the results of our water quality tests.

It includes the results of more than 5,960 water samples (about 94 tests a day), which were tested at state certified laboratories for over 200 water quality parameters.

View the full report here: <https://lnkd.in/dhUpuGXr>



You and 23 others

## San Jose Water's post



Cheers to National Hydration Day 🥤 Have you checked out our 2024 Water Quality Report yet for all the details on your drinking water?

This brochure provides a snapshot of last year's water quality data and details about where your water comes from. Check it out here: <https://ow.ly/72J650WfbcB>



Comment as San Jose Water





sjwater · [Follow](#)



sjwater 1w

Cheers to National Hydration Day 🥤  
Have you checked out our 2024 Water Quality Report yet for all the details on your drinking water?

This brochure provides a snapshot of last year's water quality data and details about where your water comes from. See it now through the link in our bio!



**No comments yet.**

Start the conversation.



**4 likes**

7 days ago

Log in to like or comment.

**From:** [Liann Walborsky](#)  
**To:** [Stephanie Vogel](#)  
**Subject:** FW: SJW's Commitment to Quality  
**Date:** Tuesday, July 1, 2025 1:56:43 PM

---

Standalone email to customers about the CCR.

---

**From:** Liann Walborsky <lwalborsky@gmail.com>  
**Sent:** Tuesday, July 1, 2025 1:55 PM  
**To:** Liann Walborsky <liann.walborsky@sjwater.com>  
**Subject:** Fwd: SJW's Commitment to Quality

 **WARNING: This email originated from outside the organization. Be extra cautious with attachments and links in this email.** 

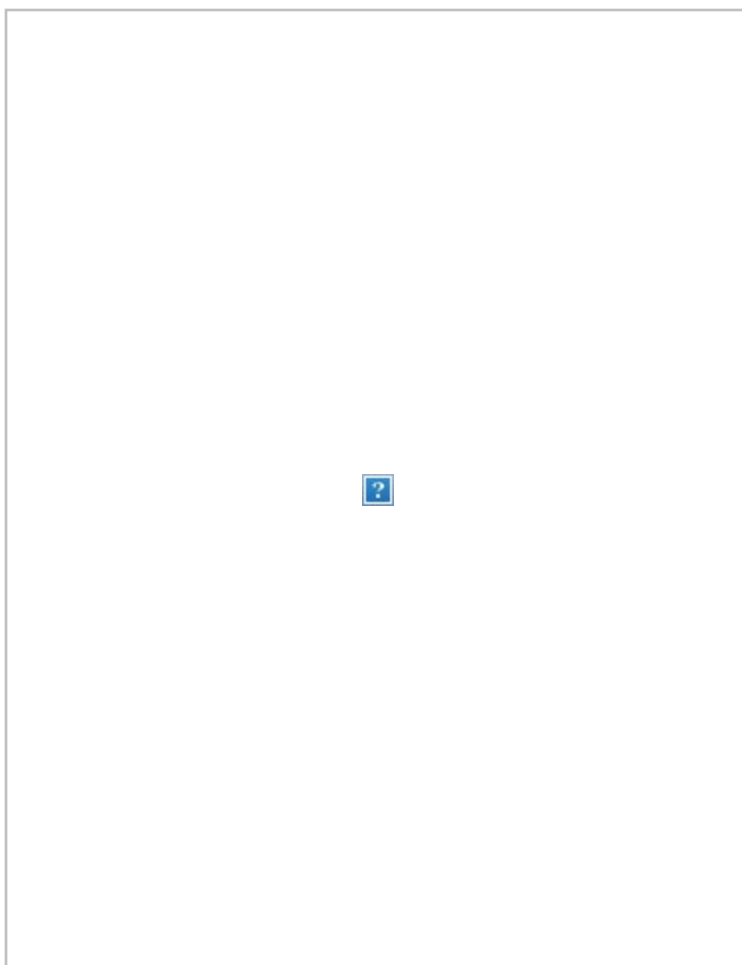
----- Forwarded message -----

**From:** **San Jose Water Company** <[e-news@sjwater.com](mailto:e-news@sjwater.com)>  
**Date:** Tue, Jun 24, 2025 at 12:07 PM  
**Subject:** SJW's Commitment to Quality  
**To:** <[lwalborsky@gmail.com](mailto:lwalborsky@gmail.com)>

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## Clean, High-Quality Drinking Water You Can Trust

We're pleased to report the water quality results in our system meet all state and federal drinking water standards.



We recently published our 2024 Annual Consumer Confidence Report (CCR), also known as the SJW Annual Water Quality Report. This report includes the results of more than 5,960 water samples (about 94 a day), which were tested at state certified laboratories for over 200 water quality parameters.

Key findings from the report:

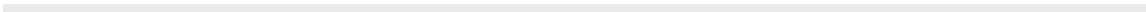
- **Our Water Meets All State and Federal Drinking Water Standards:** Satisfies over 200 water quality parameters.
- **Addressing Forever Chemicals:** The design for the PFAS treatment facility at Williams Station is now complete. Once operational, this facility will effectively reduce PFAS levels in our water supply, demonstrating our commitment to delivering reliable, high-quality drinking water.
- **Continuous Water Quality Testing:** We conduct more than 27,000 water quality tests throughout the year.
- **Commitment to Stewardship:** We protect our water sources, land and

the environment for current and future generations.

**Read our full [2024 Consumer Confidence Report](#).**

The most important thing we do each and every day is to provide clean, high-quality drinking water that you can trust. For more information on water quality, visit [www.sjwater.com/waterquality](http://www.sjwater.com/waterquality).

Thank you,  
San Jose Water



[Add us to your address book](#)

