

SJW Happenings

Employee Spotlight: Bill Tuttle

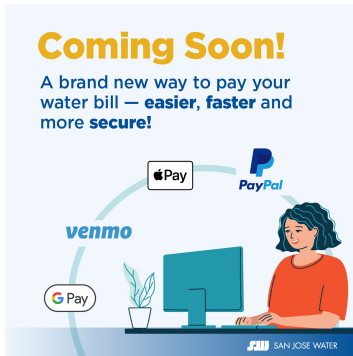
EMPLOYEE SPOTLIGHT:
Bill Tuttle



Get to know our Vice President of Engineering, Bill Tuttle. SJW engineers oversee the design, construction and project management of SJW water facilities including wells, chemical and potable water storage tanks, pressure

regulating stations, booster pump stations, water treatment and disinfection facilities, and pipelines. Check out our Employee Spotlight blog post!

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Coming soon! New Way to Pay your Bill

Soon, you can enjoy the convenience of using Venmo, PayPal, Apple Pay or Google Pay through our NEW customer portal. If you're already on auto-pay, this will continue under the new portal. You'll simply need to register for an account to see your bill and payments. Of course, you still have the option to pay your bill with cash, by phone, or by using our convenient payment dropbox. More info coming soon!

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Hillview Pipeline Replacement Project

Heads up to Monte Sereno customers: in August, SJW kicked off a water pipeline replacement project in your neighborhood that is expected to run through November 2023. Crews are replacing aging potable water infrastructure in the area. Impacts to customers could include periodic water outages and increased traffic due to lane closures to accommodate work. The water main replacement work will primarily affect Oak Drive, Hillview Drive, Toyon Drive and a small section of Eucalyptus Drive.

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Join SJW at Bark in the Park!

On Saturday, September 16, San Jose Water will be at Bark in the Park, the largest dog festival in the United States with more than 15,000 dog lovers and 3,900 dogs. Stay cool and stop by to say hi at our cooling stations!

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National Preparedness Month

The month of September is National Preparedness Month. At San Jose Water, we are committed to providing support to our customers when facing the unimaginable — the loss of a home, business or property due to a disaster declared by the state or federal government. Being prepared for the next emergency is the best thing you can do to ensure your health and safety. Read our tips to help you prepare for an emergency.

[LEARN MORE](#)

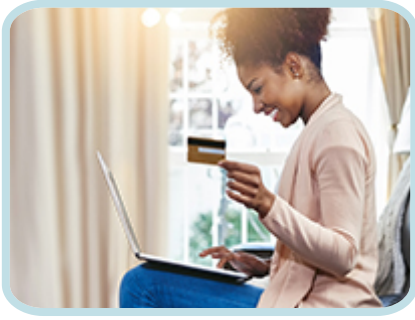


Customer Assistance Program (CAP)

If you're struggling to pay your water bill, we're here to help! SJW's Customer Assistance Program (CAP) provides a 15% discount on the total water bill for income-eligible customers.

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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 >>](#)

September 2023



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