

SJW Happenings

Employee Spotlight: Edgar Vasquez

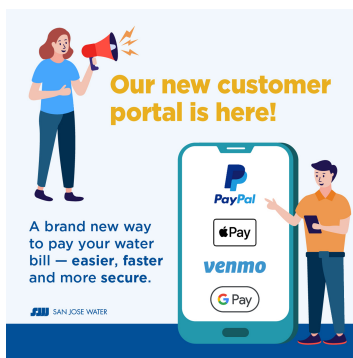


San Jose Water is proud to feature Edgar Vasquez in this month's Employee Spotlight! Edgar joined SJW in 2017, and is a Crewleader in the Distribution System department responsible for locating mains, services and meters, exercising valves and performing shutdowns as required. When you meet Edgar, there's no missing his passion for his career and the opportunity it provides him to serve people. "I know my job directly affects people and I take a lot of pride in what I do!" When performing shutdowns to service the system, Edgar quickly pre-identifies any issues so the shutdown is as brief as possible, and customers are not inconvenienced. When customers see him working on a shutdown in their neighborhood Edgar says, "by the time they run out the door

to ask about their water, they're surprised to learn I've already turned it back on."

Edgar feels that working at San Jose Water has been a life changing experience. It has allowed him to accomplish personal goals including the recent purchase of his first home and to start a family. He and his wife are very excited about the pending arrival of their first baby (a little boy) due this month! In his free time, Edgar enjoys riding his motorcycle down the coast and up into the Santa Cruz mountains. He and his family are big sports fans and often gather to cheer on their baseball and football teams.

"I'm grateful to be a part of SJW and try to give a little extra every chance I get."



It's Here! New Way to Pay your Bill

San Jose Water is excited to announce the launch of a new and improved bill pay service. You can enjoy the convenience of using Venmo, PayPal, Apple Pay or Google Pay through our NEW customer portal. Our new platform features a user-friendly portal and the ability to view and pay bills online. Of course, you still have the option to pay your bill with cash, by phone, or by using our convenient payment dropbox.

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Senior Safari at Happy Hollow Park & Zoo

The San Jose Water crew was at the September Senior Safari handing out planters, reusable straws, and other sustainable freebies to guests. Senior Safaris are special events dedicated to local senior citizens, providing them with an exclusive opportunity to explore the wonders of Happy Hollow Park & Zoo. Seniors can come say hi at the SJW booth again on October 26 from 9:00-10:00 am — located near the mini SJW water tower at Happy Hollow.

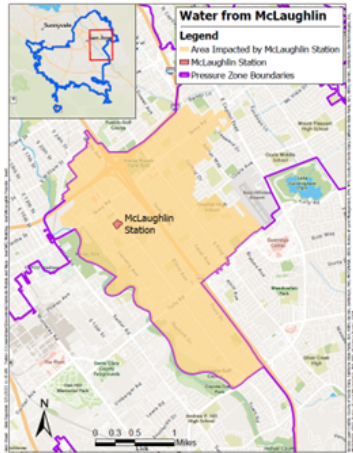
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Children's Discovery Museum Little WaterWays Exhibit

The Little WaterWays exhibit at the Children's Discovery Museum in San Jose is a small indoor water park designed for little kids to explore ways in which water pressure and gravity influence the direction water flows. The system, custom-designed and installed by SJW many years ago, features a 10 HP pump and recirculates 850 gallons of water every five minutes, passing through two separate filtration systems, followed by two sanitation systems. A recent power outage at the museum caused the exhibit to go down, which posed a challenge for Senior Control Systems Planner, Jim Alexander, and his team. However, we're happy to report that the SJW team has the exhibit back up and running! Big shoutout to Jim for getting this unique and special exhibit in our community fully operational for years to come.

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Notice of Water Source Change

In early October, a water quality notice went out to approximately 10,000 customers about a change in water source, thanks to McLaughlin station being brought online. Due to this change, customers may experience some differences in their water quality which include:

- Water which is not fluoridated. The water customers were previously receiving was fluoridated.
- Harder water, which might include a change in taste and odor.

To address the change in fluoridation, SJW has worked with the County Public Health Department to fund and build a fluoridation facility at our McLaughlin groundwater station. We expect to have the fluoridation system up and running in Spring 2024, at which time fluoride concentrations will be restored

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Celebrating Water Professionals Appreciation Week

Did you know that October 7-15 was Water Professionals Appreciation Week? San Jose Water is extremely proud and appreciative of our dedicated engineers, biologists, educators, maintenance teams, water treatment specialists, and more! We are deeply grateful for their tireless efforts in ensuring our community enjoys reliable and clean water.



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



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

page has a quick link to our Pay by Credit Card feature. For questions, please do not hesitate to contact us.

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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.

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Our mailing address is:

San Jose Water Company
110 W Taylor St
San Jose, CA 95110

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