

Q&A



What is the appeal process?

If you would like to appeal this process or receive a variance, please notify San Jose Water in writing or via email at:

San Jose Water Appeals
123 Water Street
San Jose, CA 95121

Explain in detail the reason for a variance. We will respond to each request in writing. If you disagree with the response, you have the right to file a formal complaint with the CPUC (Commission).

When does the plan start?

The plan will go into effect when the CPUC gives final approval. We are expecting this to be in November 2021.

When does my allocation begin?

Your personal allocation will begin in the first billing period following CPUC approval of the Mandatory Conservation Plan. The beginning and end date of your allocation will match your billing dates and will be printed on your bill.

A complete list of rules can be found at sjwater.com/drought. Those currently in effect include:



Limit Watering to Two Days per Week: Mondays and Thursdays for odd numbered and numberless addresses; Tuesdays and Fridays for even numbered addresses.



Limit Timing and Length of Watering: Water no more than 15 minutes per day per station, with no watering between 10:00 a.m. and 8:00 p.m.



Limit Filling Decorative Fountains or Ornamental Lakes or Ponds: Prohibition of the use of potable water for filling or re-filling decorative fountains, ornamental lakes or ponds more than one foot except if needed to sustain aquatic life.



Limit Washing Vehicles: Wash cars only at a commercial car washing facility that utilizes recirculated water.



Limit Use of Potable Water for Washing Buildings: Also structures, sidewalks, walkways, driveways, patios, tennis courts, or other hard-surfaced, non-porous areas, except to protect the health and safety of the public.



@sjwaterco



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sjwater



San Jose Water



CONTACT US:

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Conservation is a California Way of Life



SJW Mandatory Conservation Plan

Santa Clara County is facing an unprecedented extreme drought emergency. Valley Water, Governor Newsom, and Santa Clara County have all made drought declarations.

San Jose Water has been closely monitoring the situation in order to meet the water needs of our community. A mandatory conservation plan has been approved by the California Public Utilities Commission (CPUC) and goes into effect on _____(date).

The New Plan


Our updated Water Shortage Contingency Plan (also known as Schedule 14.1) includes mandatory water use restrictions plus three major components:

- Water use allocations based on a customer's individual 2019 usage
- A set of bi-monthly minimum allocations to recognize the efforts our low-water-using customers
- Drought surcharges for exceeding allocations

This plan is different from the one used in the previous drought from 2015 - 2017. The current plan takes into account existing water supply conditions, Valley Water's call for conservation, and lessons learned from the droughts in 2015 and in the early 1990's.

Allocations

All residential customers and landscape service accounts will receive a water use allocation based on their individual 2019 usage. The current call for conservation is for a reduction in water usage of 15% from 2019 levels. Increased or decreased levels of conservation may be required in the future depending on our water supply situation and/or orders from the State or California Public Utilities Commission.

Customers will have their allocations printed on their bills. Residential customers are billed bi-monthly (every two months), meaning they will receive bi-monthly allocations. 

Example:

$$40 \text{ CCF}_{2019 \text{ USAGE}} \times 15\% \text{ REDUCTION} = 6 \text{ CCF} \text{ (} 40 \times .15 = 6 \text{)}$$

$$40 \text{ CCF}_{2019 \text{ USAGE}} - 6 \text{ CCF} \text{ (} 40 \times .15 = 6 \text{)} = 34 \text{ CCF}_{\text{CURRENT ALLOCATION}}$$

Customers who have very low usage and fall below the minimum drought allocations shown below will not be asked to cut usage back. This minimum allocation will protect those users from drought surcharges.

Minimum Drought Allocations* (2019 Base Year)

	2019 Average Monthly Residential Usage (CCF)	15% Reduction Min. Monthly Drought Allocation (CCF)
January	10	9
February	7	6
March	7	6
April	7	6
May	9	8
June	10	9
July	13	11
August	13	11
September	15	13
October	13	11
November	14	12
December	11	9

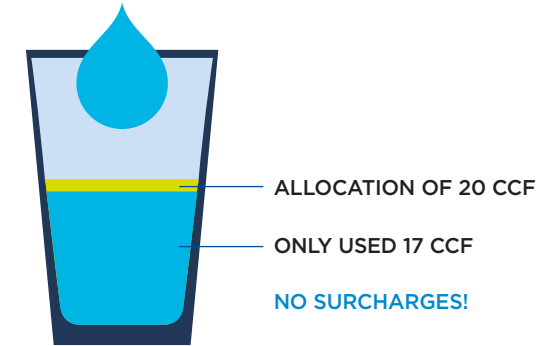
Drought Surcharges – How They Work

Effective ___(date)___, customers who exceed their allocations will incur drought surcharges. Any units of water above the monthly drought allocation will be charged at the Tier 3 rate in effect, currently \$7.13 per unit. This is in addition to charges at regular rates for all units of water consumed.

Examples of how this will work:

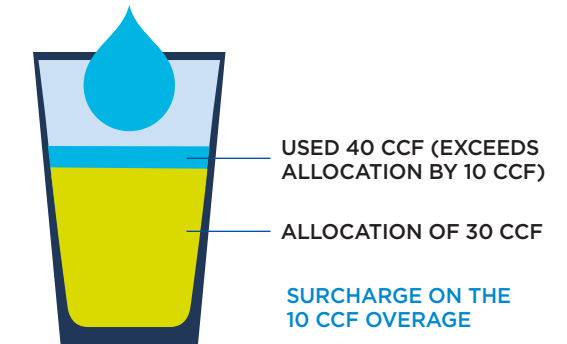
CUSTOMER A

- Customer A has an allocation of 20 CCF of water for a two-month billing period.
- Customer A uses 17 CCF of water during that time.
- No drought surcharges are applied to this bill because Customer A has used less than the allocation.



CUSTOMER B

- Customer B has an allocation of 30 CCF of water for a two-month billing period.
- Customer B uses 40 CCF of water during that time.
- Customer B exceeds the allocation by 10 CCF (40-30).
- In addition to paying for the 30 CCF of water, the customer is charged a drought surcharge of \$71.30 (Tier 3 rate x units over the allocation = 7.13 x 10 CCF of water).



What is a CCF?

The most common units are centum cubic feet (CCF) and the gallon. A CCF also called an HCF (hundred cubic feet), represents one hundred cubic feet of water. The first "C" comes from the Roman word for hundred, "centum." This is the most common unit used by both water and natural gas utilities.

* Please note that the minimum allocations above are monthly, however, residential customers will have bi-monthly allocations. All allocations will be prorated to match your specific billing period. One CCF = 748 gallons.