



110 W. Taylor Street
San Jose, CA 95110-2131

June 1, 2021

Bruce DeBerry,
Program Manager - Water Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Dear Mr. DeBerry,

I am writing to inform you that the sum of all unregulated affiliates' revenue during the calendar years 2019 and 2020 were less than or equal to 5% of the total revenue of the utility and all of its affiliates. Accordingly, pursuant to Decision 11-10-034, Appendix A, Rule VIII, Section VIII.E, San Jose Water Company is not required to prepare an independent audit of affiliate transactions.

If you have any questions feel free to contact me at (408) 279-7933 or via email at john.tang@sjwater.com.

Very truly yours,

A handwritten signature in blue ink, appearing to read 'John Tang', with a large, stylized flourish at the end.

John Tang
Vice President
Regulatory Affairs

cc: Richard Rauschmeier, CPUC Public Advocates Office

San Jose Water Company
(U-168-W)
2020 Annual Report
Supplement

As required by Affiliate Transactions and Non-Tariffed Products and Services Rule IV.C¹, San Jose Water Company hereby provides a list of all shared directors and officers between the utility and its affiliates as of December 31, 2020.

SAN JOSE WATER COMPANY DIRECTORS SHARED WITH AFFILIATES AS OF 12/31/2020

Katharine Armstrong
Walter J. Bishop
Carl Guardino
Gregory P. Landis
Debra C. Man
Daniel B. More
Eric W. Thornburg (Chair)
Robert A. Van Valer

SAN JOSE WATER COMPANY OFFICERS SHARED WITH AFFILIATES AS OF 12/31/2020

Eric W. Thornburg – Chairman and Chief Executive Officer
Wendy Avila-Walker – Vice President of Finance, Controller and Assistant Treasurer
Willie Brown – Corporate Secretary and Assistant General Counsel
James P. Lynch – Chief Financial Officer and Treasurer
Suzy Papazian – General Counsel and Corporate Secretary

DIRECTORS OF AFFILIATES SHARED WITH SAN JOSE WATER COMPANY AS OF 12/31/2020*

SJW Group

Katharine Armstrong
Walter J. Bishop
Carl Guardino
Gregory P. Landis
Debra C. Man
Daniel B. More
Eric W. Thornburg (Chair)
Robert A. Van Valer

SJWTX, Inc.

Katharine Armstrong
Walter J. Bishop
Eric W. Thornburg (Chair)
Robert A. Van Valer

* Only directors or officers who also serve for San Jose Water Company are listed for the other entities as of 12/31/2020.

1. On October 20th, 2011 the California Public Utilities Commission issued Decision (“D.”) 11-10-034 – Modified Rules for Water and Sewer Utilities Regarding Affiliate Transactions and the Use of Regulated Assets for Non-Tariffed Utility Services.

SJW Land Company

Eric W. Thornburg (Chair)
Robert A. Van Valer

The Heritage Village Water Company

Eric W. Thornburg (Chair)

SJWNE LLC

Connecticut Water Service, Inc.
The Connecticut Water Company
The Maine Water Company

Daniel B. More
Eric W. Thornburg (Chair)

Chester Realty, Inc.

James P. Lynch
Eric W. Thornburg (Chair)

New England Water Utility Services, Inc.

Eric W. Thornburg (Chair)

OFFICERS OF AFFILIATES SHARED WITH SAN JOSE WATER COMPANY AS OF 12/31/2020*

SJW Group

Eric W. Thornburg – Chairman, President and Chief Executive Officer
Wendy Avila-Walker – Vice President of Finance, Controller and Assistant Treasurer
Willie Brown – Corporate Secretary and Assistant General Counsel
James P. Lynch – Chief Financial Officer and Treasurer
Suzy Papazian – General Counsel and Corporate Secretary

SJW Land Company

Eric W. Thornburg – Chairman, President and Chief Executive Officer
Willie Brown – Corporate Secretary
James P. Lynch – Chief Financial Officer and Treasurer
Suzy Papazian – Vice President

SJWTX, Inc.

Eric W. Thornburg – Chairman and Chief Executive Officer
Willie Brown – Corporate Secretary
James P. Lynch – Chief Financial Officer and Treasurer
Suzy Papazian – Vice President

SJWNE LLC

Willie Brown – Secretary
James P. Lynch – Vice President and Treasurer
Wendy Avila-Walker – Assistant Treasurer and Assistant Secretary

Connecticut Water Service, Inc., The Connecticut Water Company, The Maine Water Company, Chester Realty, Inc., and New England Water Utility Services, Inc.

Willie Brown – Corporate Secretary

* Only directors or officers who also serve for San Jose Water Company are listed for the other entities as of 12/31/2020.

**San Jose Water Company
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Modified Rules for Water and Sewer utilities Regarding Affiliate Transaction and the Use of Regulated Assets for Non-Tariffed Utility Services (“Rules”), as adopted in Decision 11-10-034, Rule VIII.F Annual Affiliate Transactions Report

The following table lists San Jose Water Company Affiliates that were active in 2020 and whether the affiliates fall under the provisions of Rule I.B.

Entity Name	Entity’s Line of Business	Primary Location of Entity	Rule I.B Affiliate
SJW Group	Engage in lawful act or activity for which corporations may be organized under the General Corporation Law of the State of Delaware	San Jose, CA (Incorporated in Delaware)	Yes
San Jose Water Company	Public water utility serving more than one million residents in the Silicon Valley area	San Jose, CA	Yes
SJW Land Company	Owner of commercial buildings and other undeveloped land	San Jose, CA	No
SJWTX, Inc. doing business as Canyon Lake Water Service Company (CLWS)	Public utility in the business of providing water service to approximately 49,000 people in the Canyon Lake area of Texas. Regulated by the Public Utility Commission of Texas	Canyon Lake, TX	No
SJWNE LLC	Special purpose entity to hold SJW Group’s investment in Connecticut Water Services, Inc. (CTWS) and subsidiaries, organized under the General Corporation Law of the State of Delaware	Clinton, CT	Yes
Connecticut Water Company	Public utility in the business of providing water service to approximately 95,000 customers in 56 communities in Connecticut. Regulated by the Connecticut Public Utility Regulatory Authority	Clinton, CT	No

Maine Water Company	Public utility in the business of providing water service to approximately 32,000 customers in 21 communities in Maine. Regulated by the Maine Public Utility Commission	Saco, ME	No
Chester Realty, Inc.	Owner of commercial real estate and parcels in Connecticut	Clinton, CT	No
New England Water Utility Services, Inc.	Provides contract water and sewer operations and other water related services.	Clinton, CT	No

Each year the utility shall submit a report to the Director of the Division of Water and Audits and the Director of the Division of Ratepayer Advocates that includes a summary of all transactions between the utility and its affiliated companies for the previous calendar year. The utility shall maintain such information on a monthly basis and make such information available to the Commission’s staff upon request. The summary shall include a description of each transaction and an accounting of all costs associated with each transaction although each transaction need not be separately identified where multiple transactions occur in the same account (although supporting documentation for each individual transaction shall be made available to the Commission staff upon request).

These transactions shall include the following:

1. Services provided by the utility to the affiliated companies;

Services provided to SJW Group: Administrative services related to raising capital, conducting shareholder meetings, conducting board meetings, conducting earnings calls, parent company level work with financial auditors, parent company financial statement preparation, SEC filings, financial analysis, tax preparation and filing, etc.

A study is performed annually to determine the allocation of expenses from SJWC to SJW Group for services provided. This includes an allocation expenses related to labor, travel & entertainment, vehicle usage, maintenance, auditing and SOX fees, costs of being a publicly traded company, and property and liability insurance. Additionally, SJWC allocates expenses associated with SJWC’s administrative office including building depreciation expenses, property taxes, janitorial & landscaping services, and gas & electric. Finally, SJWC allocates expenses for PCs and computer equipment depreciation and accounting system depreciation. While this allocation study is performed on an annual basis the actual allocations occur on a monthly basis.

2. Services provided by the affiliated companies to the utility;

None

3. Assets transferred from the utility to the affiliated companies;

None

4. Assets transferred from the affiliated companies to the utility;

None

5. Employees transferred from the utility to the-affiliated companies;

None

6. Employees transferred from the-affiliated companies to the utility;

None

7. The financing arrangements and transactions between the utility and the affiliated companies;

An inter-company loan agreement by and between SJW Group, SJWC, SJWTX, Inc., and SJW Land Company governs financing arrangements and transactions between the utility and affiliated companies.

Transactions between SJWC and SJW Group:

Date	Transfer from SJW Group to SJWC	Transfer from SJWC to SJW Group
1/16/2020		500,000
2/26/2020		800,000
3/05/2020		1,500,000
3/24/2020		500,000
3/31/2020		1,586,000
4/07/2020		1,000,000
4/22/2020		500,000
4/29/2020		300,000
5/01/2020		9,200,000
5/26/2020	3,000,000	
6/16/2020	700,000	
6/30/2020		2,465,000
7/1/2020		1,500,000

7/7/2020		500,000
8/11/2020	25,000,000	
8/27/2020	3,500,000	
9/10/2020		6,800,000
9/29/2020		250,000
9/30/2020	7,800,000	
11/02/2020		7,200,000
11/24/2020	3,000,000	
12/11/2020		3,500,000
12/18/2020		6,500,000
12/30/2020		1,600,000
12/31/2020	13,248,000	

Transactions between SJWC and SJW Land:

Date	Transfer from SJW Land to SJWC	Transfer from SJWC to SJW Land
2/26/2020		500,000

Transactions between SJWC and SJW TX: None

Transactions between SJWC and SJW NE LLC and subsidiaries: None

- 8. Services provided by and/or assets transferred from the parent holding company to affiliate company which may have germane utility regulations impacts; and**

None

- 9. Services provided by and/or assets transferred from affiliated company to the parent holding company which may have germane utility regulation impacts.**

None

END OF DOCUMENT

**San Jose Water Company
(U-168-W)
2020 Annual Report
Supplement**

Modified Rules for Water and Sewer utilities Regarding Affiliate Transaction and the Use of Regulated Assets for Non-Tariffed Utility Services (“Rules”), as adopted in Decision 11-10-034, Rule X.E Annual Report of NTP&S Projects

Annual Report of NTP&S Projects. Each utility shall include information regarding its NTP&S projects in its Annual Reports, including but not be limited to the following:

1. A detailed description of each NTP&S activity;

Telecommunication Antenna Leases

The Company leased certain real property to various telecommunication companies for the purpose of installing, constructing, maintain, replacing, operating and removing communications facilities. Such facilities could include, but were not limited to, transmission towers, buildings, emergency fuel-powered generators, cables, wires, antennas, microwave dishes, and accessories. Costs for the improvements at facilities were born entirely by the lessee. Provision of these services in no way hindered SJWC’s use of the miscellaneous sites and facilities in the provision of water service. These services were provided pursuant to contract. Although the number of contracts varied from time to time, for 2020 SJWC had 33 of these contracts in effect, totaling in excess of 1,000 pages. The contracts are usually for a period of five years, and may or may not be renewed as telecommunications technology continues to evolve. Since all of them are similar, a copy of just one of these 33 contracts is provided under seal in Appendix A, but all of them are available for inspection. All risks, and any incremental costs, related to these contracts are borne by the shareholders of the Company.

Home Emergency Insurance Solutions (HomeServe USA)

The company is working with HomeServe USA to provide customers information regarding water service line responsibility and optional water service line, wastewater service line and other in home insurance products provided by HomeServe through a direct mail campaign executed by HomeServe. The contractual arrangement for coverage is between HomeServe and the customer. SJWC does not provide customer information to HomeServe.

City of Cupertino Water System Lease

In October 1997, SJWC was awarded a 25-year lease to operate and maintain the City of Cupertino water system located adjacent (contiguous) to the Company’s regulated service area. The City of Cupertino system, which is operationally interconnected to the SJWC

system, provides potable water service to approximately 4,500 customers. Pursuant to the lease agreement the Company will receive all the water rate revenue generated within the City of Cupertino system. In return the Company is responsible for all system upgrades to be completed during the 25-year lease period. Pursuant to the lease agreement, SJWC's rates were phased-in over a three-year period ending in 2000.

Maintenance and Miscellaneous Services for the City of San Jose Municipal Water System

In May 2003, SJWC entered into a contract with the City of San Jose to provide emergency and scheduled potable and non-potable water system repairs. Work to be performed under the contract consists of furnishing all labor, tools, materials equipment, and appurtenances, as required and necessary to provide emergency and/or non-emergency repairs to various City of San Jose municipal water system facilities. The work includes trenching, installation and/or repair of pipe, fittings, valves, meters, utility vaults/boxes, pressure testing and disinfecting water facilities, backfilling, temporary surfacing and final paving as necessary to effect the repairs. The repairs and maintenance contract has been renewed from year to year. In addition, in some years, SJWC has contracted to provide installations of potable and non-potable water services and mains. Additionally, in June 2013, SJWC entered into a contract to provide miscellaneous consulting services to the City of San Jose.

Meter Shop Testing Service

SJWC provides meter testing and repair services to outside water utilities. The intent of the program is to offer outside agencies an inexpensive alternative to full meter replacement. SJWC's meter test bench is capable of running tests on multiple meters simultaneously. Typically, staff will conduct work on SJWC meters that need to be tested or repaired concurrently with testing the meters of outside water utilities.

Backflow Testing Services

In order to prevent contamination of the potable water system, the State of California requires, pursuant to Title 22 of the California Code of Regulations, that any location receiving both potable water and recycled water be subject to a comprehensive inspection by an AWWA-certified Cross Connection Specialist. This service, and a shut-down test (per UPC Appendix J), must be performed before recycled water can be permitted on site, and every four years thereafter. The Company's AWWA-certified Cross Connection Specialists provides this service to the South Bay Water Recycling Program ("SBWRP") as well as to other entities. This work is performed under service agreements entered into with each entity.

2. Whether and why it is classified active or passive;

The following designations are based on the “Designation of Active and Passive NTP&S Water and Sewer Utility Projects” table provided in D.11-10-034, page A-16.

Telecommunication Antenna Leases

Category – Use of General Facilities; Designation - Passive

Home Emergency Insurance Solutions

Category – Customer Ancillary Services - Passive

City of Cupertino Water System Lease

Category – Operation and Maintenance Contracts; Designation - Active

Maintenance and Miscellaneous Services for the City of San Jose Municipal Water System

Category – Operation and Maintenance Contracts; Designation - Active

Meter Shop Testing Service

Category – Meter Services; Designation – Active

Backflow Testing Service

Category – Operation and Maintenance Contracts; Designation – Active

3. Gross revenue received;

\$5,328,875. Note this does not include pass-through costs as defined by X.C.4.

4. Revenue allocated to ratepayers and to shareholders, as established in the company's current general rate case;

Revenue allocated to ratepayers = \$1,031,000 per D.18-11-025. SJWC does not allocate revenue to shareholders in the general rate case.

5. A complete identification of all regulated assets used in the transaction;

SJWC does not separately track assets used in the provision of NTP&S.

6. A complete list of all employees (by position) that participated in providing the non-tariffed service, with amount of time spent on provision of the service;

See attachment (Non-Tariff Labor Summary 2020) for a list of employees that directly charged time to non-tariffed products and services and the date, hours, and service that time was charged to.

7. If the NTP&S has been classified as active through advice letter submission, provide the number of the advice letter and the authorizing Resolution; and

None in 2020

8. If the NTP&S did not require approval through advice letter, provide the date notice was given to the Commission.

Notice of the incorporation of SJW Group was provided on March 5, 2015.

END OF DOCUMENT

San Jose Water Company

(U-168-W)

Information-Only Filing Conservation Data Report

As Required by California Public Utilities Commission's

Decision No.11-05-004

May 31, 2021

INTRODUCTION

In compliance with California Public Utilities Commission (“CPUC”) Decision (“D.”) 11-05-004, SJWC provides the following information:

- Baseline average (from 2003-2007 or 10-year baseline if it includes 2003-2007 and only includes years prior to the adoption of a conservation rate design) estimated monthly or bimonthly (depending on billing cycle) per customer or service connection consumption by ratemaking district, separated by customer class and meter size. If the water company elects to use a baseline in reliance on the Department of Water Resources methodology developed to implement SBX7-7 without calendar years 2003-2007, the water company shall attach workpapers to support the use of that baseline;

Meter Size	Residential	Business	Industrial	Public Authority	Resale
5/8”	15.0	18.0	N/A	N/A	N/A
3/4”	14.5	18.0	3.4	11.1	254.0
1”	17.9	44.8	19.7	12.9	334.2
1 ½”	31.8	82.2	176.3	34.7	794.5
2”	53.6	182.9	248.2	279.2	1,180.7
3”	N/A	853.9	545.2	671.2	802.5
4”	N/A	1,229.2	1,971.7	1,112.3	6,100.5
6”	N/A	1,666.4	516.9	969.3	N/A
8”	N/A	2,360.0	N/A	1,051.4	N/A
10”	N/A	1,609.9	N/A	N/A	N/A

Note: All consumption in ccf/connection/month

- Average estimated monthly or bimonthly (depending on billing cycle) per customer or service connection consumption in one hundred cubic feet by ratemaking district, separated by customer class and meter size;

Year 2020	Commercial	Industrial	Public Authority	Resale	Residential	Other
5/8"	8.6	N/A	N/A	N/A	11.3	N/A
3/4"	12.7	1.0	4.8	166.6	10.8	N/A
1"	28.3	24.7	7.4	178.2	14.8	11.0
1 1/2"	58.5	80.3	23.0	567.0	15.5	N/A
2"	98.9	79.6	67.3	487.1	30.0	251.0
3"	243.1	204.8	251.4	1,336.0	271.1	N/A
4"	545.7	727.7	374.6	N/A	1,231.8	N/A
6"	1,016.6	448.2	613.1	N/A	1,930.9	N/A
8"	1,771.7	N/A	564.3	N/A	2,769.4	N/A
10"	1,113.2	N/A	N/A	N/A	N/A	N/A
12"	N/A	N/A	N/A	N/A	N/A	N/A

Note: All consumption in ccf/connection/month

- Comparison table including baseline and annual average estimated consumption by ratemaking district, separated by customer class and meter size, for each year following implementation of conservation rate designs, with the percentage reduction in consumption calculated by district and by customer class and meter size within each ratemaking district;

Tiered rate design was implemented in late 2008 for the Residential Customer Class.

Meter Size	Base (2003-2007 Avg)	2009	% Change from Base	2010	% Change from Base	2011	% Change from Base	2012	% Change from Base	2013	% Change from Base	2014	% Change from Base
5/8"	179.5	N/A	N/A	N/A	N/A	111.6	-37.9%	169.4	-5.6%	172.4	-3.9%	152.2	-15.23%
3/4"	174.4	159.8	-8.39%	151.5	-13.14%	149.8	-14.1%	159.6	-8.5%	163.3	-6.3%	144.5	-17.14%
1"	214.9	229.0	6.58%	214.8	-0.05%	212.6	-1.1%	230.1	7.0%	235.2	9.5%	211.0	-1.82%
1 1/2"	381.9	529.2	38.57%	481.3	26.04%	272.4	-28.7%	313.2	-17.9%	292.0	-23.6%	240.6	-37.00%
2"	643.4	817.9	27.13%	814.4	26.58%	371.2	-42.3%	431.2	-32.9%	469.3	-27.1%	430.6	-33.08%
3"	N/A	N/A	N/A	N/A	N/A	1,794.8	N/A	834.4	N/A	2,680.2	N/A	2,027.1	N/A
4"	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6,668.0	N/A	11,032.8	N/A	11,572.4	N/A
6"	N/A	N/A	N/A	N/A	N/A	11,378	N/A	15,404	N/A	17,968.3	N/A	16,246.6	N/A
8"	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12,796.0	N/A	11062.0	N/A

Note: All consumption in ccf/connection/year

Meter Size	Base (2003-2007 Avg)	2015	% Change from Base	2016	% Change from Base	2017	% Change from Base	2018	% Change from Base	2019	% Change from Base	2020	% Change from Base
5/8"	179.5	111.4	-37.90%	106.1	-40.87%	114.2	-36.36%	124.9	-30.42%	123.2	-31.37%	134.0	-25.36%
3/4"	174.4	111.5	-8.39%	105.8	-39.34%	113.1	-35.14%	118.4	-32.09%	117.4	-32.67%	130.2	-25.33%
1"	214.9	156.5	6.58%	142.8	-33.55%	153.3	-28.65%	164.4	-23.51%	161.5	-24.82%	210.6	-2.02%
1 1/2"	381.9	175	38.57%	155.3	-59.34%	164.5	-56.92%	173.3	-54.61%	170.4	-55.37%	378.4	-0.93%
2"	643.4	313.1	27.13%	283.4	-55.95%	302	-53.06%	338	-47.47%	322.6	-49.87%	973.8	51.36%
3"	N/A	1,819.00	N/A	2259.2	N/A	2,673.40	N/A	3,226.80	N/A	3,182.60	N/A	3003.5	N/A
4"	N/A	10,592.30	N/A	11,006.30	N/A	12,093.50	N/A	13,217.70	N/A	13,339.40	N/A	1540.9	N/A
6"	N/A	15,535.80	N/A	15,666.60	N/A	17,119.70	N/A	19,940.80	N/A	21,444.10	N/A	1097.6	N/A
8"	N/A	11,255.00	N/A	16,956.00	N/A	24,522.00	N/A	25,339.00	N/A	25,391.00	N/A	520.3	N/A

Note: All consumption in ccf/connection/year

- Average estimated monthly or bimonthly (depending on billing cycle) consumption per tier or block separated by ratemaking district, by meter size, and by customer class, and the number of customers in each sub-grouping;

Tiered rate design is applicable to Residential Customer Class only.

Meter Size	Tier 1 (ccf/month)	Tier 2 (ccf/month)	Tier 3 (ccf/month)
5/8"	2,334	5,566	1,403
3/4"	471,690	1,082,115	228,189
1"	72,364	180,523	121,273
1 1/2"	12,995	30,247	31,828
2"	3,740	10,842	21,625

- Estimated monthly or bimonthly (depending on billing cycle) number of customers by district, monthly or bimonthly number of disconnection notices generated to those customers, number of customers disconnected for non-payment, and number of customers reconnected;

Number of Customers	20,204
Number of Disconnect Notices	518
Number of Disconnects for Non-Payment	33
Number of Reconnections	59

- Estimated monthly Best Management Practices compliance costs, by district, separated by customer class, coverage goals or flex track menu (by measure);

SJWC does not track the expenses related to complying with the California Urban Water Conservation Council's (CUWCC) Best Management Practices (BMPs) as separate BMPs. The BMPs cover many sectors of company operations, ranging from rates and regulatory affairs, to water loss control and prevention, to water conservation, to public information and others. The expenses related to these areas of the company are tracked, but not specifically with regard to complying with the BMPs.

While SJWC does track expenses related to certain water conservation items, many of the BMPs that pertain to conservation are performed by the water wholesale agency in Santa Clara County, Valley Water (VW) formerly referred to as Santa Clara Valley Water District. VW performs water conservation programs on behalf of all the retail water agencies in the county including SJWC. The programs are paid for through wholesale water rates paid to VW. It is not possible to break out the portion of the rates that are paid to the district for any individual program or BMP. The table below shows which BMPs are performed by SJWC vs. those performed by VW or those performed by both agencies. While VW does report to its retailers the program participation levels for each conservation program (such as number of rebates processed), it does not report the expenditures that would apply to each retailer for that program.

CUWCC BMP Organization and Names (Based on CUWCC 2009 MOU)				SJWC in compliance (i.e. program is ongoing)	Executed by SJWC or via VW?
Type	Category	BMP	BMP name		
F	Operations Practices	1.1.1	Conservation Coordinator	YES	SJWC
		1.1.2	Water Waste Prevention	YES	SJWC
		1.1.3	Wholesale Agency Assistance Programs	YES	VW
		1.2	Water Loss Control	YES	SJWC
		1.3	Metering w/ Commodity Rates for All New Connections & Retrofit of Existing Connections	YES	SJWC
		1.4	Retail Conservation Pricing	YES	SJWC
	Education Programs	2.1	Public Information Programs	YES	SJWC and VW
		2.2	School Education Programs	YES	SJWC and VW
P	Residential	3.1	Residential assistance program	YES	SJWC
		3.2	Landscape water survey	YES	SJWC and VW
		3.3	High-Efficiency Clothes Washing Machine Financial Incentive Programs	NO	NONE
		3.4	WaterSense Specification (WSS) toilets	YES	VW
	CII	4	CII	YES	SJWC AND VW
	Landscape	5	Landscape	YES	SJWC and VW

- Any other district-specific factor (such as changes in weather, increases in supply from recycled water, or economic factors) that might contribute to consumption changes.

Water usage increased slightly overall in 2020 compared to 2019 and continues to be at a lower level compared to prior years 2012 and 2013. This is attributed to continued conservation as a result of the recent severe drought. In 2019, as a result of SJWC's General Rate Case Decision (D.) 18-11-025, SJWC changed the residential rate design in accordance with D.16-12-006, Decision Providing Guidance on Water Rate Structure and Tiered Rates. The new conservation rate design continues to employ three tiers. However, per D.18-11-025, SJWC is recovering 40 percent of its total revenue requirement through the service charge and changed the tier structure ratio to comply with the decision. The new rate design is the same as 2019. It should also be noted that water usage in any particular month may increase or decrease due to unusually hot or unusually cool or wet weather. The recent drought and resulting conservation policies, regulations, and mandates are the overarching factors that have influenced water usage in the last several years.

San Jose Water Company

(U-168-W)

Information-Only Filing Low-Income Data Report

As Required by California Public Utilities Commission's

Decision No.11-05-004

May 31, 2021

INTRODUCTION

In compliance with California Public Utilities Commission (“CPUC”) Decision (“D.”) 11-05-004 SJWC provides the following information:

- Average estimated monthly or bimonthly (depending on billing cycle) per customer or service connection low income customer consumption in one hundred cubic feet by ratemaking district¹, separated by meter size;

Meter Size	Low-Income (ccf/connection/month)
5/8”	9.0
3/4”	10.1
1”	10.9
1 1/2”	14.2
2”	44.4
3”	1,206.6
4”	1,015.6
6”*	1,259.7
8”*	5,572.0

*Master metered mobile home parks

¹ SJWC is a single district utility

- Average estimated monthly or bimonthly (depending on billing cycle) consumption per tier or block separated by ratemaking district, by meter size, and by customer class for low-income customers and the number of customers in each sub-grouping;

Meter Size	Single Quantity Rate (ccf/month)	Tier 1 (ccf/month)	Tier 2 (ccf/month)	Tier 3 (ccf/month)
5/8"	38.4	259.2	539.2	40.4
3/4"	2,659.4	62,508.0	142,169.8	19,205.25
1"	1,545.8	3,862.8	8,337.8	2,341.98
1 1/2"	621.8	385.8	772.1	365.13
2"	1,444.8	91.9	197.2	41.92
3"	8,446.2	N/A	N/A	N/A
4"	1,015.6	N/A	N/A	N/A
6"	17,635.3	N/A	N/A	N/A
8"	11,144.1	N/A	N/A	N/A

- Estimated monthly or bimonthly (depending on billing cycle) number of participating low-income customers by district, monthly or bimonthly number of disconnection notices generated to those customers, number of customers disconnected for non-payment and number of customers reconnected, for all low-income customers;

	Monthly Customers
Number of Customers	2,033
Number of Disconnect Notices	106
Number of Disconnects for Non-Payment	8
Number of Reconnections	15

- Average low-income customer household size and average estimated monthly or bimonthly (depending on billing cycle) consumption by ratemaking district for low-income households of 5 or more, and the number of customers in each sub-grouping;

SJWC does not track this data.

- Average water revenue adjustment mechanism/Modified Cost Balancing Accounts (WRAM/MCBA) surcharge(s) bill impact on participating low-income customers by ratemaking district. This bill impact should be compared with the same bill under the

uniform/standard rate. The bill impact should separately identify bill components, including applicable rates, WRAM/MCBA surcharge(s), and low-income assistance program discount, calculated at average consumption for the typical meter size;

SJWC does not have a full WRAM/MCBA.

- Participating low-income customer inclusion in conservation programs offered by the water utility:
 - describe the water conservation program by ratemaking district(s);

SJWC offers a comprehensive water conservation program to its customers. The program includes services that are offered directly by SJWC such as water check-ups, as well as programs offered through Valley Water (VW) formerly referred to as the Santa Clara Valley Water District. VW offers conservation programs that are the most cost effective and sensible to offer at a regional level, such as the landscape rebate program (for turf conversion and irrigation hardware upgrades) and a laundry-to-landscape gray water rebate program. These rebates are available to SJWC customers who are made aware of them through advertisements, bill inserts, each agency’s website, and in person during water audits or at the customer service office. SJWC makes available high efficiency showerheads and faucet aerators at no cost to its customers. These, as well as toilet leak detection tablets and conservation literature are all available upon request during a water audit at the customer’s property or by requesting them from the VW.

The water check-up program, also known as CATCH www.sjwater.com/CATCH, is an excellent way for customers to learn how to reduce their consumption, as well as identify and fix any leaks they may have. It also allows SJWC to directly interface with its customers. SJWC also prepares customer bill inserts throughout the year, including one sent in the spring promoting “Water Awareness Night” and the water check-up program. In the fall, SJWC promotes water conservation at the annual Water Appreciation Day event at a San Jose State University football game. These events were not held in 2020 due to COVID-19 restrictions. However, we have done increased social media outreach about the CATCH program for our customers in addition to the bill insert information. Our website has been updated with new and updated information about conservation. <https://www.sjwater.com/customer-care/help-information/conservation>

SJWC is continuing its educational outreach program for 5th grade students. The in-class program provides a general water and water conservation-related curriculum that takes approximately one week to complete. A lesson plan, including hands-on activities, is provided to the teacher and each student receives a workbook to complete that enhances the teacher’s lesson plan. At the end of the week, students receive a unique home water check-up kit. The kit has instructions for the student to perform a water check-up with

their parents and includes high efficiency devices (showerheads, aerators, dye tablets, etc.) that the student and parents can install at their home. In 2020, this program reached 2,409 5th grade students. The 2019-2021 General Rate Case (GRC) provided additional funding for this well-received program.

SJWC provides extensive information on its website regarding water conservation, water-wise landscaping and information on how to read one's meter and understand one's usage. SJWC has a video library that contains several videos that demonstrate how to read one's meter, what occurs during a water audit, and general tips on how to save water. In addition, SJWC has its own dedicated website for water-wise landscaping <https://www.sanjose.watersavingplants.com/> This site contains a plant database with hundreds of pictures of plants that are low water use and beautiful. The site allows customers to build example landscapes and then obtain specific plant information and guidance on irrigating efficiently. The site also includes a water calculator, allowing customers to enter in the specific characteristics of their site and generate a custom irrigation schedule. In 2020, over 5,200 people visited the website and viewed more than 32,400 pages of landscaping information. This website allows customers to have targeted information on garden options focusing heavily on water conservation. GardenSoft is one of our high-visibility tools to promote drought tolerant landscaping.

In addition to the conservation programs, SJWC is engaged in a significant effort to expand the use of recycled water. Currently, 300+ customers are currently using recycled water for irrigation, cooling towers or industrial purposes and outreach efforts are underway to customers along the new pipelines. SJWC is paying for the design, permitting, and construction of customer retrofits that are needed to connect new customers to the recycled water pipelines. This project is critical because every drop of recycled water used helps stretch available drinking water supplies.

Water Check-ups:

The cornerstone of SJWC's conservation programs is the water check-up program. Audits are performed at the customer's request, typically in response to a high water bill concern and/or in response to water efficiency communication efforts. Check-ups are performed for both residential and commercial customers. The purpose of a water check-up is to educate customers about the efficient use of water in order to make their homes and businesses as water efficient as possible. The check-ups usually start with SJWC's inspector demonstrating to the customer how to read the water meter for current usage and for signs of leaks. This can help customers become better aware of their own usage and to be proactive when a leak is detected. An examination is then performed throughout the household or business to identify any water leaks and to check the efficiency of all

plumbing fixtures. Unfortunately due to the Pandemic the indoor part of the program was discontinued. In its place we now provide toilet dye tablets to the customer allowing them to check their toilets while the Conservation Inspector starts the outdoor evaluations. In addition to the indoor component of the check-up, SJWC has developed the landscape component of the check-up program to provide an extensive evaluation of the customer's landscape irrigation system. During this part of the audit, customers are provided recommendations for an irrigation schedule based on the specific plant materials and irrigation system hardware. The inspector will then check the irrigation system for leaks and efficiency and offer to program the customer's irrigation controller with the recommended schedule. There is a video that demonstrates what is included during a water check-up that is posted on the SJWC website at the following URL:
http://www.sjwater.com/for_your_information/save_water_money/water_audit_program/

The following is a summary of the process of a typical water check-up:

Indoors:

- Due to the Pandemic we halted the indoor portion of the CATCH program. Instead we provided toilet dye tablets to the customer allowing them to test their own toilets for leaks.

Outdoors:

- Thoroughly check the irrigation system including inspecting sprinkler heads for proper functioning. Note and describe any excessive runoff, broken sprinkler heads, or any other leaks in the irrigation system
- Review the irrigation schedule with the customer and make recommendations for improving the schedule. If requested, the inspector will implement the new schedule by changing the customer's irrigation controller
- Check all outdoor hose bibs for leaks

In addition to check-ups, SJWC provides free water conserving devices. This ongoing program, which was initiated in 1992, involves the distribution of literature such as guides for plumbing repairs, water wise landscaping, and meter reading instructions, as well as dye tablets to customers. These materials can be obtained during a water check-up appointment. SJWC typically performs approximately 2,500 water check-ups per year. In 2020 SJWC completed approximately 767 check-ups.

Commercial, Industrial, Institutional Programs:

SJWC provides personalized water conservation information and check-ups to commercial customers. Commercial water check-ups are performed by

SJWC provides personalized water conservation information and check-ups to commercial customers. Commercial water check-ups are performed by SJWC staff and/or a hired consultant Maddaus Water Management. Included in the check-ups are an inspection of individual plumbing fixtures, the installation of water conservation devices, water conservation brochures, review of unique water using devices such as cooling towers and review of landscape irrigation. Considerable expertise is required to perform check-ups at businesses that have technical water related processes, which is why SJWC staff is being trained in these water-using processes.

Large Landscape Conservation Program:

Review of landscape irrigation has always been an important part of SJWC's water check-up program since outdoor water use typically represents 50% of residential consumption. SJWC inspectors perform a comprehensive landscape check-up for the customer whenever appropriate. SJWC inspectors perform the landscape check-ups for all single-family residential properties. For commercial and multi-family residential properties with large landscapes, VW offers a water budget program. This program is implemented through the vendor WaterFluence. The WaterFluence program provides customers with a customized water budget based on the site's irrigated area, and the specific amount of turf vs. shrubs or other types of plantings. The program connects all parties involved in the site including owner, manager, and landscaper. Each party then receives a monthly water use report that documents the water budget and how the site is doing in relationship to the budget. The water usage data comes from the retail agency (such as SJWC).

Landscape Rebate Program:

As a compliment to water check-ups for residential and commercial customers, the landscape rebate program offered by VW provides incentives for customers to make improvements to their landscape that result in water savings. There are two components to the program. The first part is the landscape conversion rebate. This rebate is provided to customers who convert qualifying high water using landscapes to water efficient landscape. Specifically, the goal is to have turf removed and low water use plants used in its place. The rebate provides \$1.00 per square foot of turf that is converted. The second part of the program provides a rebate for customers to upgrade qualifying irrigation hardware. The types of hardware included are rain sensors, weather based irrigation controllers, high efficiency sprinkler nozzles and high efficiency rotary sprinkler nozzles.

Public information, education and outreach:

SJWC offers a variety of public information programs and outreach efforts to educate the public about the importance of water conservation.

Public information involves promoting water efficiency through various means including conservation brochures, bill inserts, advertising, public speaking engagements, social media and postings on SJWC's web site. The goal of this program is to increase customer awareness of habits or procedures that waste water, as well as awareness of water capacity, available sources, system capacity, and treatment and distribution issues. Public information campaigns are designed to promote understanding and create a dialogue in the community on water conservation topics as well as to motivate customers to conserve. Public information is provided directly by SJWC and in conjunction with VW.

SJWC distributes an average of three conservation bill inserts annually. <https://www.sjwater.com/bill-insert> The bill inserts are available online in English, Spanish, and Vietnamese. One such bill insert promotes SJWC's water audit program and the annual Water Awareness Night event. In the fall, SJWC promotes Water Appreciation Day at the San Jose State University using a bill insert along with other ways. In 2020, we did not specify these events due to COVID-19 restrictions. However, we have continued to promote our water conservation check-up program and conservation messaging in our bill inserts.

SJWC has developed a variety of water conservation literature. The literature is available free of charge, and is downloadable from the SJWC website. SJWC has developed a booklet called "Guide to Using Water Wisely". This booklet describes the various conservation programs and rebates that are available to customers. It also describes how to read one's water meter, how to fix basic leaking toilet issues, and has a section on water wise landscaping. A variety of public information relating to conservation is available from the SJWC website primarily water conservation tips. Customers can also download various literature, and can request a water audit via e-mail. The SJWC website also has features and information about water wise landscaping, including links to a specific water wise landscaping website and plant database, as well as a "virtual tour" of the SJWC public water-smart demonstration garden.

- **Water Awareness Night – SJWC began sponsoring this annual event in 2002. Through a bill insert and a message on the bill, customers are invited to attend the event, which is part of a San Jose Giants baseball game at San Jose Municipal Stadium. More than 3,000 people attended the game in 2019. SJWC personnel set up various displays at the entrance to the stadium, including games for the children and conservation information for the adults. Additionally, a special giveaway was provided to the first 500 children attending the game. In 2020, this event was not possible due to COVID-19 restrictions but is planned for 2022.**
- **Other Community Events – SJWC is an annual participant several other community events throughout the year. Participating in various community**

events helps spread the conservation message with customers. SJWC participated in only a few in-person community events in the first few months of 2020 but all events ceased March 2020 due to COVID-19 restrictions.

- A variety of Earth Week activities in April, including Cupertino Earth Day.
 - San Jose Giants baseball game in May
 - Cupertino Fall Festival in September
 - Diwali Festival in September
 - San Jose State University football game in October
 - Rebuilding Together
 - Cisco and Xilinx Safety Fairs
 - Martha's Kitchen food preparation and serving
- **Speaker's Bureau - SJWC provides conservation related programs to local service and civic groups, homeowners associations, schools and similar organizations.**
 - **SJWC has an educational outreach program for 5th grade students. The in-class program provides a general water and water conservation-related curriculum that takes approximately one week to complete. A lesson plan, including hands-on activities, is provided to the teacher and each student receives a workbook to complete that enhances the teacher's lesson plan. At the end of the week, students receive a unique home water audit kit. The kit has instructions for the student to perform a water audit with their parents and includes high efficiency devices (showerheads, aerators, dye tablets, etc.) that the student and parents can install at their home. In 2020, this program reached 2,409 5th grade students. The 2019-2021 General Rate Case (GRC) provided additional funding for this well-received program.**

- identify whether it is offered with a third party,

As noted above, many programs are offered through SJWC's wholesale water provider VW. Programs that are offered through a third party include the new school education program launched by SJWC, the VW water budget program, and the various rebate programs offered by VW.

- specify how low-income customers are targeted by or included in the program,

Low-income customers are not generally differentiated in the existing conservation programs. In other words, the programs are open to all customers and low-income customers are not specifically targeted. For example, the long-standing water check-up program performed by SJWC is open and inclusive of all SJWC customers regardless of income. This program is marketed the same to all customers. Kurt can update. In 2020 , SJWC completed 760 water check-ups. Although low-income properties were likely included in this total, SJWC does not separately target or track water check-ups specifically for low-income customers.

Another example is company bill inserts. The bill inserts are sent to all customers; there is not a specific bill insert sent to low-income customers. However, SJWC has done some targeted marketing in the past to low income customers for specific programs and may do so again in the future.

- describe outreach efforts used to reach low-income program participants (application, re-certification, separate outreach),

There are no outreach efforts that target low-income customers specifically. Conservation outreach targets all customers as opposed to specific groups of customers.

- how long has the program been offered,

The general conservation program has been in existence since the mid-1990s. SJWC does not have a low-income specific conservation program. However, in the 1990s there were programs that were implemented, such as direct-install low-flow toilet programs, which heavily affected low-income communities.

SJWC also offers a low-income water rate assistance program (WRAP). This program provides a 15% discount on the total water bill for eligible low-income customers. There is data available for how many of the participants in the WRAP program have also had water audits:

- What criteria are used to establish the success of the program.

SJWC takes a customer service-centric approach to measuring success of the programs. Customer service is evaluated in terms of numbers of complaints received, response time, etc. Additionally, SJWC monitors reduced usage in relation to the SBX 7-7 conservation goals. During the current drought, SJWC monitors reduction in usage through the mandated reporting process to the State Water Resources Control Board and to the VW.

San Jose Water Company
U-168-W
Operations & Maintenance Plan Summary
Submitted with 2020 Annual Report

As directed in General Order 103A.VII.1.B, C and F

(1) The operations and maintenance schedule for each unit process for each treatment plant;

These procedures are outlined in San Jose Water Company's (SJWC) Operations Plan for each treatment plant. These documents are available electronically on SJWC's SharePoint server. Additionally, specific equipment maintenance activities and schedules are incorporated in the SJWC Infor EAM asset management system going live in 2021.

(2) The operations and maintenance schedule for each groundwater source and unit process;

Each groundwater source and unit process is primarily operated and maintained using two Information System (IS) platforms. The first IS platform is the Supervisory Control and Data Acquisition (SCADA) system, which allows for real-time operation of each groundwater source depending on current system demands and other available sources of water supply. The second IS platform is the Work and Asset Management (WAM) system, which allows scheduling and tracking of all of the on-demand and preventative maintenance (PM) work orders. The following are examples of routine PM activities at our groundwater facilities:

- Repack pump seals and grease bearings
- Routine pump performance and efficiency testing
- Exercise and inspect booster pump control valve
- Clean and inspect ground water station suction tank
- Clean and inspect potable water storage reservoir
- Calibrate and inspect suction tank controller and transmitter
- Inspect starter, sub-main electrical connection, and motor splices when megging
- Test PLC battery, tune radio, check cables, and replace desiccant

(3) The operations and maintenance schedule for each purchased water connection;

Each purchased water connection is primarily operated and maintained using two Information System (IS) platforms. The first IS platform is the Supervisory Control and Data Acquisition (SCADA) system, which allows for real-time operation of each purchased water source depending on current system demands and other available sources of water supply. The second IS platform is the Work and Asset Management (WAM) system, which allows scheduling and

tracking of all of the on-demand and PM work orders. The following are examples of routine PM activities at our purchased water connections:

- Exercise and inspect pressure regulating valve
- Teardown and inspect pressure regulating valve
- Test and inspect regulator controller battery
- Test PLC/CPU battery, tune radio, check cables, and replace desiccant

(4) The schedule and procedure for flushing dead end mains and the distribution system, and the procedures for disposal of the flushed water, including dechlorination;

Procedures for flushing dead end mains and the distribution system are contained in the San Jose Water Company Flushing Program. Procedures for the disposal of flushed water can be found in San Jose Water Company's Standard Operating Procedure WQ-1110. This document is available electronically on SJWC's SharePoint server. SJWC is currently performing a flushing optimization study that will further inform the SJWC Flushing Program by identifying optimal flushing frequency for various locations in the distribution system based on observed sediment load and various water quality parameters.

(5) The schedule for routine inspection of reservoirs, and the procedures for cleaning reservoirs;

Routine inspection and cleaning of reservoirs is scheduled and tracked using the WAM system. Steps in this process are outlined in standard operating procedures (SOPs). The entire process is performed by a three man crew with the assistance of system operators to monitor draining activities during off hours. An Operations Supervisor oversees the entire process and makes any necessary system changes in order to accommodate the reservoir being off-line. The procedures for planning, draining, monitoring, inspecting, disinfecting, and returning to service are available electronically on SJWC's SharePoint server.

(6) The schedule and procedures for inspecting, repairing, and replacing water mains;

Water mains are repaired expeditiously in the event of a leak. SJWC field staff investigates every reported leak and then assigns a priority code based on severity. Policies regarding the repair of water main leaks are documented on SJWC's server. Repair work orders are generated and tracked using SJWC's WAM system. Since mains are underground, they typically are only inspected for corrosion and structural deficiencies when exposed to repair an existing leak. SJWC is also deploying acoustic leak detection sensors throughout the SJWC distribution system to identify emerging leaks that are then investigated by a dedicated leak detection team. Once an emerging leak is confirmed it is passed on to the Distribution System repair workgroup to be addressed before the leak worsens. Various parameters including leak history, pipe material type, and age of the pipe are used by the Planning Group to prioritize and schedule replacement of water mains at a sustainable rate. Most water main replacement work is done by outside contractors administered through the Engineering Department. Documents outlining these procedures are available electronically on SJWC's server.

(7) The plan for responding to emergencies as described in Section VII.3 of this General Order;

SJWC manages emergencies through an “All Hazards” planning approach. Written plans conform to the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). SJWC manages each event under its Emergency Response Plan (ERP). The ERP identifies the employees and processes used to manage an emergency event. The plan is updated annually, or as system changes dictate. The current version is stored on the SJWC SharePoint server for access and review by all employees.. In addition, SJWC has distributed hard copy versions to all Emergency Operations Center (EOC) Responders requesting a version in this format. Finally, SJWC has completed its initial AWIA risk assessment in 2020. This process has further informed by the SJWC Emergency Response Plan documentation, as well as asset management strategy.

(8) The training protocols for use by employees for interacting with customers;

SJWC provides its employees with copies of a New Hire Employee Handbook. In addition, the Customer Service department provides specific one on one training prior to taking customer calls and reviews calls taken once the Customer Service Advocate begins taking calls on their own. Specific policies and procedures are conveyed verbally and via email from the first day of employment. The Field Service Department has a training manual for all new Service Inspectors. This manual includes steps for each of the different type of Field Activities. This document is available electronically on SJWC’s server. New Service Inspectors also ride along with veteran Service Inspectors prior to going on their own. Additionally the new Service Inspectors recap each morning and afternoon with a Field Service Supervisor. Finally, employees within the Customer Service Call Center and the Field Service Department are provided with training sessions, overviews and routine updates that encompass the various departments within the company to assure that their skill sets and knowledge of applicable policies and procedures remain current.

(9) The schedule and procedures for either testing backflow prevention assemblies or notifying customers of their obligation to test backflow prevention assemblies;

These procedures are outlined in SJWC’s Cross-Connection Control Program document. This document is available electronically on SJWC’s SharePoint server. Additionally, all device testing results and activity logs are maintained in SJWC’s XC2 (cross-connection control program management software application).

(10) The schedule and procedures for routine maintenance of water main valves, combination air vacuum release valves, fire hydrants, and valves;

SJWC has a complete program for valve maintenance. Three crews go out daily, turning valves, inspecting valve cans, and identifying GPS locations for each valve. Vacuum release air valves, and other valves are inspected on the same type of schedule. All valves are inspected in the system at least once every five years. Non-functioning valves are repaired or replaced upon discovery. Pre-shutdowns on critical jobs are performed to certify the valves are operating properly. Fire hydrants are visually inspected by the Field Service group. This group writes a work order if the hydrant is leaking or not working properly. In addition, SJWC has an annual hydrant painting and inspection program where a crew is assigned to inspect and maintain a pre-

determined number of hydrants in the distribution system on an annual basis. SJWC maintenance crews then go out and perform preventative maintenance work on the asset in accordance with SJWC procedures. Documents outlining these procedures are available electronically on SJWC's server.

(11) The schedule and program for maintenance and calibration of source flow meters;

SJWC works alongside the Valley Water (VW and formerly known as Santa Clara Valley Water District) in order to conduct a biannual volumetric meter testing program for all groundwater facilities. Each billing meter is tested to ensure that it is accurate to within 2% of 100% (98-102%). When a meter is found to be outside of the +/-2% accuracy limits, the meter must be calibrated/re-gearred and two confirming tests must be performed. Documents outlining the volumetric test procedures set forth by the VW are available electronically on SJWC's server. Meters at Treated Water Turnout are maintained and tested by VW on a similar schedule.

(12) The qualifications and training of operating personnel including water treatment and cross connection certification;

The qualifications of operating personnel are outlined in the appropriate San Jose Water Company job descriptions, which are available electronically on SJWC's SharePoint server. Operating personnel are required to have water treatment and/or water distribution certifications from the California State Water Resources Control Board Division of Drinking Water. The level of certification required is dependent upon the specific job classification.

The initial training of operating personnel is a nine-week program that familiarizes them with the daily responsibilities of operating the distribution system. During this process, the operator receives on-the-job training from coworkers and supervisors specializing in several different disciplines. In addition to this initial training, the operators are provided with continuous training/improvement documentation in the form of an Operator Handbook. The documents outlining the nine-week training program and the continuous training/improvement documentation are available electronically on SJWC's server. Operating personnel also take part in weekly meetings with their supervisors to discuss any short-term and long-term changes in policies and procedures that impact water system operations. Documents outlining operational procedures are available electronically on SJWC's server.

(13) The program for bio-film control in water mains.

Procedures for bio-film control in water mains and the distribution system are contained in SJWC's Standard Operating Procedure WQ-1110. This document is available electronically on SJWC's SharePoint server. In addition, the SJWC staff from the Operations and Water Quality Departments meet on a weekly basis to review distribution system and storage reservoir water quality parameters, and plan operational adjustments to optimize disinfectant residuals and other water quality parameters in the distribution system.

San Jose Water Company

(U-168-W)

2020 Annual Report

Compliance Filing as Required by General Order 103A,
Section VII

**San Jose Water Company
U-168-W
2020 Annual Report
General Order 103A, Section VII. Operation and Maintenance Compliance**

Section VII.C. Submission of Summary O&M Plan for Water Utilities to the Commission

- 1) Each water utility shall have on file a summary of its current O&M plan(s), electronically or in hard copy form, with the Division of Water and Audits, or its successor. The submission of these O&M plans shall be subject to the protections against unauthorized disclosure as provided by Public Utilities Code Section 583 and the corresponding exclusion from public inspection provided by General Order 66-C, Section 2.2.**
- 2) When these O&M plans change substantially and at least every five years, the water utility shall file updated summaries.**

San Jose Water Company Response: An Operations & Maintenance Plan Summary updated is attached to this supplement to the 2020 Annual Report. .

Section VII.F. Availability of O&M Plan for Commission Review

The latest O&M plans shall be available for Commission review. In its Annual Reports, each water utility shall identify the location(s) of or the method for accessing (e.g., the website) its O&M plan.

San Jose Water Company Response: Please see the attached San Jose Water Company 2020 Operations & Maintenance Plan Summary. The various documents making up the O&M Plans are maintained electronically on SJWC's server. These documents are available for Commission staff review.