

## STAFF CONDUCTING INVENTORY OF SERVICE LINES

In the coming months, you may see District staff on your property conducting a service line inventory. A new State Water Resources Control Board regulation requires us to identify the pipe material used to deliver water from the water main in the street to where the water enters your home. It is not necessary for our staff to enter your home and you do not need to be present for the inspection.

In order to meet a tight deadline, we will not be able to provide separate notice in advance of our visit. If you would like to be notified ahead of our visit, please email [customerservice@sjwd.org](mailto:customerservice@sjwd.org) and we will do our best to make accommodations.



May/June 2023

## BOARD APPROVES REBATE

On March 28, the Board of Directors for the District voted to approve a one-time rebate of \$10 for all San Juan Water Retail customers. The rebate was made possible by unanticipated cost savings resulting from the 2022 water transfer. The Board and staff are excited to be able to return a portion of that savings to ratepayers in the form of a bill credit, viewable on the May and June bills.

Further information on the water transfer can be found in the 2022 July Wholesale mailer at [sjwd.org/wholesale-system-update](http://sjwd.org/wholesale-system-update)

## NEW ONLINE PAYMENT SYSTEM COMING

We heard you. We received considerable feedback about difficulties when using our current online payment website. This June, we will be transitioning from our current website host to a new host. The new website will be more user-friendly and increase payment options in a myriad of ways.

This will affect everyone that uses the website for payments and automatic payment customers. **If we have your updated contact information on file, no action is needed at this time.** If you have changed your email address or phone number in the last few months, email the new information to [customerservice@sjwd.org](mailto:customerservice@sjwd.org).

Starting in June, we will send regular communication throughout the conversion. Thank you for your patience throughout this process.



## ONCE AGAIN! YOUR WATER QUALITY IS EXCELLENT

Delivering top-notch water to your tap is our primary objective. Our 2022 Consumer Confidence Report shows the details about San Juan's water quality. We are proud that our water met or exceeded state and federal drinking water standards.

The full report is posted at [sjwd.org/consumer-confidence-reports-water-quality-reports](http://sjwd.org/consumer-confidence-reports-water-quality-reports).

