



November 16, 2016

John Tang
VP of Government Relations
San Jose Water Company
110 West Taylor Street
San Jose, CA 95110

Dear John,

As you are well aware, San Jose Water Company's (SJWC) decision to use average household water consumption in the drought surcharge allocations has resulted in disproportionately large water bills for many customers in the West Valley. The size of households and properties vary widely within SJWC's extensive service area, and this one-size-fits-all approach appears to be discriminatory to many of our residents. We urge SJWC to develop a billing structure in the future that is equitable to all properties and is based on actual water conservation figures for a property versus an average figure for all residences.

We understand many residents have attempted to gain a better understanding of the various charges on their water bills, with some bills now exceeding \$500 per month, by contacting SJWC customer service. Customer service agents have not been able to adequately address the complexity of the bills due in part to the variability in household usage. Callers are being directed to your website which also lacks sufficient details for individuals with specific concerns.

As the Mayors representing the West Valley Cities, we respectfully request that the level of customer service afforded to our residents change immediately. To that end, a forum hosted by SJWC in each of our communities to assist customers on their specific billing questions would be a good first step. Furthermore, we hope SJWC will consider opportunities to make billing easier to understand. Our constituents are diligently conserving water to help our region get through this drought. We would appreciate a level of customer service that reflects these efforts.

Sincerely,

Manny Cappello
Mayor, Saratoga

Lon Allan
Mayor, Monte Sereno

Barbara Spector
Mayor, Los Gatos

Barry Chang
Mayor, Cupertino

Jason Baker
Mayor, Campbell