

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



FILED
03/18/26
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<p>Suzanne M Valente,</p> <p align="right">Complainant,</p> <p align="center">vs.</p> <p>San Jose Water Company (U168W),</p> <p align="right">Defendant.</p>	<p>(ECP)</p>
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Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
<p>Suzanne M Valente 318 Farallon Avenue Pacifica CA 94044-1436 T: 650-619-3401 e-mail: smvalente@mindspring.com</p>	<p>San Jose Water Company (U168W) Attn: John B. Tang, VP-Regulatory Affairs & GOVT Relation 110 West Taylor Street San Jose CA 95110 T: 408 279-7900 E-mail: john.tang@sjwater.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Suzanne M Valente

COMPLAINANT(S)

vs.

(B) San Jose Water

DEFENDANT(S)

(Include Utility "U-Number," if known)

(for Commission use only)

(C)
 Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?
 YES NO

Did you appeal to the Consumer Affairs Manager?
 YES NO

Has staff responded to your complaint?
 YES NO

Do you have money on deposit with the Commission?
 YES NO

Amount \$ _____

Is your service now disconnected?
 YES NO

COMPLAINT

(D)
 The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Suzanne M Valente	318 Farallon Avenue Pacifica CA 94044-1436	650-619-3401

respectfully shows that:

(E)
 Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
San Jose Water	110 W. Taylor St. San Jose, CA 95110-2131	408-279-7900

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

~~The complaint and exhibits are lengthy and comprise around 27 pages in a Word document. Since it can't possibly fit here, I have attached the exhibits as PDFs for a formal complaint supporting document per the request.~~

The Complaint and Exhibits begin on page 8 of this document/file. All files have been merged into a single PDF/A document/file per your instructions.

(G) Scoping Memo Information (Rule 4.2[a])

(1) The proposed category for the Complaint is (check one):

- adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
- ratesetting (check this box if your complaint challenges the reasonableness of rates pursuant to Rule 4.1(b))

(2) Are hearings needed (are there facts in dispute)? YES NO

(3) Regular Complaint Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

(Example: The utility should refund the overbilled amount of \$78.00):

It does appear San Jose Water had a faulty meter at 2201 Fruitdale Avenue in San Jose. Therefore, the customer Suzanne M Valente (account # 3893435101-6) was GROSSLY overbilled in the billing period 8/21/2025-10/20/2025. Although San Jose Water claimed at the time the water meter was operating properly, after they discovered the meter inexplicably registered no water consumption in the following billing period, (10/21/2025-12/22/2025) San Jose Water pulled the meter for testing. In violation of their own rules, San Jose Water deprived Suzanne Valente of her right to observe the meter testing, and subsequently replaced the meter with no notice to Suzanne Valente. San Jose Water should adjust off/delete outstanding charges for the billing period 8/21/2025-10/20/2025 which amounts to \$899.06.

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.
Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09): _____

Hearing (Example: 7/1/09): _____

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

San Jose Water should delete outstanding charges in the amount of \$899.06 for the billing period 8/21/2025-10/20/2025 for account # 3893435101-6.
Customer: Suzanne M Valente
Billing address: 2201 Fruitdale Avenue in San Jose).

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

smvalente@mindspring.com

(J)

Dated Pacifica, California, this 26 day of February, 2026
(City) (date) (month) (year)

1st Suzanne M Valente
Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: _____

Address: _____

Telephone Number: _____

E-mail: _____

Signature: _____

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)
Executed on 2/26/26, at Pacifica, California
(date) (City)

/s/ Suzanne M Valente
(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)
Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one (1) defendant, then you must submit a total of eight (8) copies.

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACY NOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission (“CPUC”) intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a **public record** and may be posted on the CPUC’s website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available online for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

/s/ Suzanne M Valente

Signature

02/26/2026

Date

Suzanne M Valente

Print your name



CPUC Formal Appeal

File No: 705249

Suzanne M Valente (Complainant)

v

San Jose Water (Defendant)

**Filed by: Suzanne M Valente
Date: February 26, 2026**

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Case Summary

The matter in dispute is a billing from San Jose Water (SJW) for alleged water usage during a single billing period from 8/21 to 10/20 in the year 2025. The address of the water account (#3893435101-6) is 2201 Fruitdale Avenue in San Jose. Bills for the four previous 2 month billing periods in 2025 average **\$183.58** for approximately **6,000 gallons**/billing period. In contrast, the bill from 8/21/25 to 10/20/25 was **\$1,249.06**. SJW asserts **111,452 gallons** of water were utilized on these premises over that single billing period. The dispute between SJW and me comes down to one thing: the accurate presentation and reading of the SJW water meter installed on the Fruitdale property. SJW asserts that the meter has been tested and that its numbers are accurate. I, on the other hand, contend that the meter reading can't possibly be correct as that volume of outflow would have resulted in massive flooding. It is a daunting task for an individual property owner to ask the arbitrators to assign the property owner's argument more credibility than that of a long established public entity like SJW. The original dispute was submitted to the CPUC and there was a finding in favor of SJW. However, the passage of time and subsequent readings of the meter provided new evidence which strongly supports my position that SJW's meter was malfunctioning. Despite advising me I had the right to observe testing of the meter, SJW tested the meter the day after they sent notification of intent to test the meter to me by USPS. This effectively prohibited me from observing the testing of the meter. Although SJW advised me and the CPUC the meter tested as accurate, SJW subsequently inexplicably replaced my meter with another meter without notice to me or the CPUC.

Original Complaint

The property is a small home zoned residential/commercial and has been unoccupied for over a year. The water usage for the unoccupied property has been about 6,000 gallons during each billing period (see Exhibit A). Aside from the current disputed billing period (8/21/2025 to 10/20/2025) wherein SJW asserts we utilized 111,452 gallons of water, we had one other period (2/27/2024 to 4/24/2024), where we utilized 35,904 gallons of water. During 2024 when we were billed for 35,904 gallons (**about 30,000 gallons over normal usage**), we experienced a sprinkler system leak in our backyard. The leak was discovered because water shot 12 feet into the air and flooded Enborg Lane and Bascom Avenue. San Jose Water (SJW) records indicate on 3/25/2024 SJW received an emergency call from my neighbors and a SJW tech came out and shut off the water supply entirely. Our gardener repaired the leak and I paid the SJW bill in full. No questions asked. No dispute. In contrast, the 2025 billing (8/21/2025 to 10/20/2025) I am

disputing was for 111,452 gallons, which is around **105,000 gallons over normal usage**. When I received the massive bill, I contacted SJW believing the bill was in error. SJW customer advisors told me that an interior leak from a toilet could have easily boosted the water bill in question without any evidence of flooding or water damage. Recently, professionals had installed new faucets, a toilet and a vanity which were thoroughly tested for leaks. Accordingly, I was not persuaded by SJW's explanation for the high water bill. Subsequent to my insistence there was no interior leak, and skepticism that an exterior leak of this magnitude could have occurred with no one noticing, SJW sent out a tech to check my meter.

I was present when the SJW tech came out to the premises on 11/06/2025 to read my meter. He advised me the meter had not moved since the last billing cycle ended on 10/20/2025 (time frame of 18 days). Therefore he concluded we did not have a leak inside or outside, including the sprinkler system, hose bibs, backflow unit or underground where it might not be visible. I have attached photos of the door hanger he left with me (see Exhibit B). We went around the building to inspect these fixtures together, and he confirmed there was no evidence of current leakage. I was not surprised, as the water fixtures inside the building were all new and there was no water damage inside the building. I explained to the SJW tech that we had a minor leak in our sprinkler system during the 8/21/2025 to 10/20/2025 billing period. Specifically, on Wednesday 8/27/25 I was at the premises and noted the roses seemed wilted. I texted our gardener who comes every Friday and on Thursday 8/28/25 he made a special trip to check the roses and he also checked the sprinklers which he said were operating normally. The sprinklers were okay on Friday 9/5/25 when the gardener made his next weekly visit. On 9/12/25, at his next Friday visit, the gardener noted a small leak. He sent photos and I authorized repair of a valve that was above ground. I have attached a photo of the water leakage on 9/12/2025 (see Exhibit C) when it was first discovered. The photo is of the backyard—the same area where the 2024 leak occurred - only this time there is just a little excess water on the cement; no plume of water or flooding on to Enborg Lane or Bascom Avenue. This photo represents the condition of my property **after the supposed additional 105,000 gallons** (i.e., 111,000 – 6,000 gallons) had leaked, according to SJW. The water was turned off on Friday, 9/12/2025, and the sprinkler system was repaired on Monday, 9/15/2025. The water was then turned back on. I have attached the “after” photo sent to me by the gardener who performed the repair (see Exhibit D). The SJW tech confirmed the minor sprinkler leak had been successfully repaired. However, the volume of water that supposedly leaked (105,000 gallons) from the sprinklers would not have escaped notice. Since the leak was confined to a 1-7 day period, at least 15,000 gallons would have leaked each and every day, or if the leak lasted fewer days each day's outflow would have been even greater. The SJW tech had no explanation. We discussed the possibility of theft by homeless or others, but he acknowledged the usage was far too massive for theft to make sense. I explained to the tech I was at a loss as to what to do. He suggested if I shut off all the water, turned off the sprinklers and shut down the backflow, then he thought it would be impossible for me to get a large bill again. What is the point of having water service at all then? Needless to say, I did NOT follow his suggestion. I did, however, file an informal complaint with the CPUC on November 10, 2025.

To put into perspective how outrageous the supposed outflow SJW insists occurred, consider the attached bird's eye photo of my property (see Exhibit E) where an orange line has been drawn at the periphery. Imagine those lines as the edge of a large swimming pool. The water SJW claims I utilized, and has billed me for, would fill that pool to a level of 5.46 feet deep (based upon a volume calculation for a property size of .059 acres as taken from the deed). **The entire property would have been under five and one half feet of water!** I have also included in Exhibit E a photo of the building from Fruitdale looking at the driveway and the front of the building to show that my building is surrounded by three streets, rock and pavement. There is little soil in place to absorb the water. Yet there was no flooding, and no emergency call to SJW. **It strains credibility to contend that a leak of the magnitude required to increase water usage by over 105,000 gallons in less than one week, with literally no evidence, is possible.**

New Evidence

New evidence has surfaced which calls into question the veracity of SJW with respect to the condition of the water meter. Looking at the SJW billing record, the reading on the meter on 10/20/2025 was 2534. According to SJW, this number established that my usage over the prior billing period (8/21/2025-10/20/2025) was 111,452 gallons—a spike of about 105,000 gallons over the usual usage of 6,000 gallons/billing period. Subsequent to that spike the meter failed to register any water usage over the next 2-3 months, despite the fact that we had sprinklers watering the yard on a specified schedule. I run the faucets and clean and flush the toilet every time I come by the property. When the meter was read for billing purposes on 12/22/2025, the reading was again 2534 indicating ZERO usage (see billing record 10/20/2025-12/22/2025 which is Exhibit F).

I was unaware of this finding until January 10, 2026 - after I had filed my appeal of my informal complaint - when I received my billing for the period of 10/20/2025-12/22/2025. I now realize **December 22** (12/22/2025) was a pivotal day in this case. The following occurred on that day:

- SJW did the meter reading for my billing period 10/20/2025-12/22/2025. The meter once again was at 2534. Because the meter recorded no water usage over the last 2 months when there clearly was water usage, SJW must have realized the meter in place was malfunctioning. I believe SJW's subsequent actions confirm their recognition that they indeed had a malfunctioning meter.
- On 12/22/2025 SJW apparently made the decision to remove my meter and test it the following day, December 23. I cannot be sure, but the billing record for 10/20/2025-12/22/2025 shows the current reading as 2534, no change from the previous billing period. Below that entry, the Current column shows "Mtr_Chg". The billing notice is dated 12/31/2025 and I did not receive it until January 10, 2026. When I received this billing, my belief that the meter was malfunctioning was supported by the fact that the meter registered zero usage on 12/22/2025,

when I knew water had been utilized in the previous 2 months. I didn't appreciate the significance of the "Mtr_Chg" notation until I returned to the property February 5 and found a different meter in place.

- On December 22, SJW sent me a letter via USPS stating, "*Per your request, we are removing your water meter and testing it for accuracy. You have the right to witness the test*" (see Exhibit G). To be clear, I had not requested a testing of the meter at that time. SJW's correspondence to me advises me I have the right to witness the testing of the meter. The letter tells me I have 10 business days to contact the Meter Shop to make arrangements to be present for the testing or it will be performed without my being present to witness. When SJW made the decision to test my meter on 12/23/2025, it guaranteed I would not be present to witness the testing. By their own admission, SJW violated my rights by testing my meter while effectively precluding me from observing the test. I phoned to make arrangements to witness the test twice on January 2 – safely within their 10 business day window (see Exhibit H) but both times was forced to leave a message. I never received a return call or text. One can only conclude that this was because the test had already been done.
- On 12/22/2025 I contacted the CPUC because SJW had sent me correspondence advising me my water service at 2201 Fruitdale would be shut off on 12/26/2025 if payment was not made in full. At this point in time, our original dispute as submitted to the CPUC had not yet been resolved. I was put in touch with Sharon who was the manager of Customer Service at SJW. Sharon said the water would stay on and the threat of shutting the water off was unintentional, but as you can see from the paperwork (see Exhibit I) it was entirely intentional.
- During this 12/22/2025 conversation, I asked Sharon how she expected me to accept their recordkeeping when their submission to the CPUC had 9 of 10 billing records represented incorrectly (see Exhibit J). She asserted it was a simple mistake, but you can see she sent a letter to the CPUC correcting the record that day (see Exhibit K).
- During this 12/22/2025 conversation, I posited to Sharon that the water meter could have inadvertently been advanced, the reading altered or the meter damaged during evaluation/inspection by the Valley Transit Authority (VTA) for their upcoming project to improve 3 miles of Bascom Avenue. The 2201 Fruitdale property is in the area slated for improvements. I met with the VTA and/or their subcontractors at the Fruitdale property on August 19, 2025 (see Exhibit L). Due to a conflict between their proposed easement and our need for handicapped parking they told me they intended to come out again, likely in early September, to re-evaluate their need for the easement. The location of the planned improvements includes the sidewalk where our water meter is located (see Exhibit M). A diagram sent to us for the project (which includes the easement they wanted for the project) is attached (see Exhibit N). Because the replacement of the sidewalk is part of the project, our water meter would necessarily be impacted.

It's likely the meter and its enclosure were opened and inspected by the VTA or its contractors. Sharon refused to even acknowledge the possibility and claimed to know nothing about the VTA project.

- During this 12/22/2025 conversation, Sharon also asserted that SJW always wins these CPUC disputes. When my husband advised her we may ultimately need to take this action to small claims court, she indicated she represents SJW and wins in court all the time. I am suspicious that it was at this point in time Sharon decided to lay the foundation for a potential small claims case by testing our meter without my presence.

On December 26, 2025, the CPUC advised me by email they had settled the informal complaint in SJW's favor. I was instructed to appeal if I thought there was erroneous evidence and/or if the CPUC had made any mistakes. In order to file the appeal of my informal complaint in a timely manner, I filed on January 5, 2026. I pointed out the errors in SJW recordkeeping (as seen in Exhibit J), and the fact that the CPUC statement of decision left me wondering if the analyst believed the water overage was 15,000 gallons, rather than 105,000 gallons. Big difference! (See Exhibit O). On January 6, 2026 I was able to confirm with Doretta at the CPUC that my documents for my appeal of the informal complaint had been received. At the time I submitted my appeal, I had not resolved the scheduling of the meter testing, and was not aware that SJW had already tested my meter on December 23, 2025. I also did not know that my meter reading on 12/22/2025 showed zero water usage for the previous two months. Prior to the CPUC providing their decision regarding my appeal, SJW submitted their test results claiming the water meter was tested and declared accurate. Not surprisingly, the CPUC decided the appeal in SJW's favor.

What I found on February 5, 2026 when I visited the property was the final confirmation for me that SJW had been disingenuous about the meter malfunction. The key to the success of their deception was to be sure I could never prove the original meter was malfunctioning. First they excluded me from the initial test of my meter. Second, to prevent my possible demand for another test of the original meter that I could observe, SJW replaced the original meter with another meter, **without notice to me or the CPUC**. It appears a door hanger (see Exhibit P) was left on the premises on the same day the meter was replaced (possibly 12/22/2025). I found it badly damaged in the dirt in my side yard. I certainly did not receive any correspondence from SJW notifying me of their intent to **replace my water meter**. I thought if the original meter was operating properly, they would just put it back. I do not believe the CPUC received any such communication either. It is clear to me that SJW believed telling me and the CPUC they suddenly intended to replace my meter would have been a huge red flag indicating SJW had a malfunctioning meter and refused to admit it to me or the CPUC. If they had replaced the original meter with a new Smart meter, they could have claimed they were doing so to enable me to monitor my water use carefully, so as to avoid another large bill. However, I spoke with Jessica at SJW Customer Service on 2/13/2026, and she confirmed my new meter was NOT a smart meter.

I took photos of the new meter on 2/5/2026 (see Exhibit Q) and the meter number on the unit matches the new meter # on the door hanger. I also want to point out that my husband and I ran a rudimentary test on the new meter. There was no advancement when all water was turned off, indicating that we have no leaks. And as one would expect, when he turned on the faucets inside the building, we could see the meter advance slowly.

Conclusion

There is no legitimate explanation as to why SJW deprived me of my right to observe the testing of my original water meter at 2201 Fruitdale Avenue. Further, after SJW reported that the testing of the meter showed it was functioning properly, there is no explanation as to why SJW abruptly replaced that meter without notice to me or the CPUC. Why did SJW rush to test my original meter after the 12/22/2025 reading and quickly replace it? If the original meter was accurately tracking the water flowing through it, why replace it at all? Especially when one considers SJW's stated plans to replace my meter in the near future with a Smart meter? An unbiased evaluation of the actual readings of the original meter would indicate that the meter initially malfunctioned by recording a massive amount of water flowing through it that never really flowed through it. There was no physical evidence of approximately 105,000 gallons in excess outflow inside or outside on the property. Subsequently, the meter failed to record any water flowing through it, even when it can be documented that water was utilized in the sprinkler system and internal fixtures of the property during a period of over 2 months. SJW immediately assumed their meter was correct when read on 10/20/2025. In that time frame, SJW did not offer to test the meter while I was present or adjust the bill down as the circumstances were in many ways inexplicable. When the next billing period ended with a reading that was again inexplicable, SJW chose to "test" the meter in secret and replace the meter while telling me and the CPUC that the meter was accurate.

Lastly, at the recommendation of the CPUC advisors, I did make a "good faith" payment of the water bill in question for the dates from 8/21/25 to 10/20/25. I paid \$350.00 to include my usual charges (about \$200.00) and another 75% to go towards the minor leak we did experience in our sprinkler system. I owe \$899.06 (see Exhibit I). I ask that the residual charges be forgiven, as I believe they were illegitimate. If I have to go to court to resolve this matter, I would ask the judge if there is a manner in which SJW can be penalized for intentionally violating my right to observe the testing of my meter. Further, the installation of a new meter without notice to me (or the CPUC) would appear to be the means SJW employed to be sure I could never prove their deception as to the actual condition of my water meter in service during 2025. These actions by SJW can only be interpreted as malicious.

Therefore, after full consideration of the evidence provided herein, I respectfully request that the CPUC find in my favor.

Table of Exhibits

Exhibit A - Billing History

(Descending chronological sequence 10/20/25 – 2/27/2024)

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110 W. Taylor St.
San Jose, CA 95110-2131
(408) 279-7900

Contact Us:
8:00 AM - 5:00 PM, Monday-Friday
(408) 279-7900

BILLING INFORMATION

Customer Name:	Suzanne Valente		
Service Address:	2201 Fruitdale Ave		
Billing Period:	08/21/2025 - 10/20/2025		
Rate Code / Service Size:	COM_B 3/4 Inch		
Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2385	2534	149

CURRENT CHARGES

Service Charge	\$1,249.06
Quantity Charges	149.00000 X \$6.9496 = 1,034.67040
2024 GRC Balance and Memo	0.00000
Safe Drinking Wtr Ln 2008-B	0.00000
Customer Assist Prog Surcharge-B	0.00000
PUC Surcharge 0.68%	0.00000
Current Charges	1,249.06
Previous Balance	2,000.00
Payments Received 09/10/2025	2,000.00
Total Due	\$1,249.06

INFORMATION & ANNOUNCEMENTS

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SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	08/26/2025	10
Amount Due	Payment Due B	
231.32	09/16/2025	

BILLING INFORMATION

Customer Name:	Suzanne Valente
Service Address:	2201 Fruitdale Ave
Billing Period:	06/25/2025 - 08/21/2025
Rate Code / Service Size:	COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2373	2385	12

CURRENT CHARGES

Service Charge	\$1
Quantity Charges	
1.05263	X \$6.6074
10.94737	X \$6.9496
2024 GRC Balance and Memo	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
PUC Surcharge 0.68%	
Current Charges	2
Previous Balance	2
Payments Received 07/11/2025	2
Total Due	\$23

INFORMATION & ANNOUNCEMENTS

Use the new [eWaterBill](#) IR to pay your bill, track your water usage and

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SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	06/27/2025	10
Amount Due	Payment Due B	
216.96	07/18/2025	

BILLING INFORMATION

Customer Name:	Suzanne Valente
Service Address:	2201 Fruitdale Ave
Billing Period:	04/25/2025 - 06/25/2025
Rate Code / Service Size:	COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2363	2373	10

CURRENT CHARGES

Service Charge	\$14
Quantity Charges	
10.00000 X \$6.6074	
2024 GRC Balance and Memo	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
PUC Surcharge 0.68%	
Current Charges	2
Previous Balance	14
Payments Received 05/13/2025	14
Total Due	\$21

INFORMATION & ANNOUNCEMENTS

San Jose Water has filed its 2024 Consumer Confidence Report (also



SAN JOSE WATER

110 W. Taylor St.
San Jose, CA 95110-2131
(408) 279-7900

Contact Us:
8:00 AM - 5:00 PM, Monday-Friday
(408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	04/30/2025	10
Amount Due		Payment Due B
141.93		05/21/2025

BILLING INFORMATION

Customer Name:	Suzanne Valente
Service Address:	2201 Fruitdale Ave
Billing Period:	02/25/2025 - 04/25/2025
Rate Code / Service Size:	COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2363	2363	0

CURRENT CHARGES

Service Charge	\$10
Quantity Charges	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
PUC Surcharge 0.68%	
Current Charges	10
Previous Balance	10
Payments Received 03/17/2025	10
Total Due	\$14

INFORMATION & ANNOUNCEMENTS

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SJW SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	03/03/2025	1 0
Amount Due		Payment Due B
144.12		03/24/2025

BILLING INFORMATION

Customer Name:	Suzanne Valente
Service Address:	2201 Fruitdale Ave
Billing Period:	12/26/2024 - 02/25/2025
Rate Code / Service Size:	COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2363	2363	0

CURRENT CHARGES

Service Charge	\$14
Quantity Charges	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
Customer Assist Prog Surcharge-B	
PUC Surcharge 0.7%	
PUC Surcharge 0.68%	
Current Charges	14
Previous Balance	10
Payments Received 01/15/2025	10
Total Due	\$14

INFORMATION & ANNOUNCEMENTS

On December 10, 2024, the California Public Utilities Commission

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SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	12/31/2024	1 0
Amount Due		Payment Due B
165.20		01/21/2025

BILLING INFORMATION

Customer Name: Suzanne Valente
Service Address: 2201 Fruitdale Ave
Billing Period: 10/23/2024 - 12/26/2024
Rate Code / Service Size: COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2357	2363	6

CURRENT CHARGES

Service Charge	\$1
Quantity Charges	
6.00000 X \$7.3795	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
PUC Surcharge 0.7%	
Current Charges	16
Previous Balance	18
Payments Received 11/05/2024	18
Total Due	\$16

INFORMATION & ANNOUNCEMENTS

People ask us all the time about who we are versus Valley Water. In a

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SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	10/24/2024	1 0
Amount Due	Payment Due B	
181.96	11/14/2024	

BILLING INFORMATION

Customer Name:	Suzanne Valente
Service Address:	2201 Fruitdale Ave
Billing Period:	08/19/2024 - 10/23/2024
Rate Code / Service Size:	COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2349	2357	8

CURRENT CHARGES

Service Charge	\$17
Quantity Charges	
8.00000 X \$7.3795	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
PUC Surcharge 0.7%	
Current Charges	18
Previous Balance	17
Payments Received 09/09/2024	17
Total Due	\$18

INFORMATION & ANNOUNCEMENTS

People ask us all the time about who we are versus Valley Water. In a



SJW SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	08/26/2024	1 0
Amount Due	Payment Due B	
179.15	09/16/2024	

BILLING INFORMATION

Customer Name: Suzanne Valente
Service Address: 2201 Fruitdale Ave
Billing Period: 06/24/2024 - 08/19/2024
Rate Code / Service Size: COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2339	2349	10

CURRENT CHARGES

Service Charge	\$11
Quantity Charges	
1.07143 X \$6.7698	
8.92857 X \$7.3795	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
PUC Surcharge 0.7%	
Current Charges	11
Previous Balance	2
Payments Received 07/12/2024	2
Total Due	\$17

INFORMATION & ANNOUNCEMENTS

Effective July 1, 2024, there are two rate increases: Valley Water (Advice Letter 609) and Advanced Metering Infrastructure (AMI or Smart Meters - Advice Letter 610). On average, a residential customer with a 3/4-inch meter using 11 CCF per month will see their bill

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SAN JOSE WATER

110 W. Taylor St. | Contact Us:
 San Jose, CA 95110-2131 | 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900 | (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	06/27/2024	10
Amount Due	Payment Due B	
224.96	07/18/2024	

BILLING INFORMATION

Customer Name: Suzanne Valente
Service Address: 2201 Fruitdale Ave
Billing Period: 04/24/2024 - 06/24/2024
Rate Code / Service Size: COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2323	2339	16

CURRENT CHARGES

Service Charge	\$1
Quantity Charges	
3.40984 X \$6.7698	
12.59016 X \$6.7698	
Safe Drinking Wtr Ln 2006-B	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
2023 M-WRAM Surcharge	
PUC Surcharge 0.7%	
Current Charges	2
Previous Balance	4
Payments Received 05/14/2024	4
Total Due	\$22

INFORMATION & ANNOUNCEMENTS

San Jose Water has filed its 2023 Consumer Confidence Report (also

 This appears to be a long document. Save time by reading a summary using AI Assistant.
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SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

Account Number	Bill Date	Pa
3893435101-6	04/30/2024	1 o
Amount Due	Payment Due B	
449.20	05/21/2024	

BILLING INFORMATION

Customer Name:	Suzanne Valente
Service Address:	2201 Fruitdale Ave
Billing Period:	02/27/2024 - 04/24/2024
Rate Code / Service Size:	COM_B 3/4 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2275	2323	48

CURRENT CHARGES

Service Charge	\$10
Quantity Charges	
48.00000 X \$6.7698	32
Safe Drinking Wtr Ln 2006-B	
Safe Drinking Wtr Ln 2008-B	
Customer Assist Prog Surcharge-B	
2023 M-WRAM Surcharge	
PUC Surcharge 0.7%	
Current Charges	4
Previous Balance	18
Payments Received 03/14/2024	18
Total Due	\$44

INFORMATION & ANNOUNCEMENTS

Exhibit B – SJW Tech Inspection 11/6/2025

LEAK REPAIR INFORMATION

SJW is aware of the water leak at _____

This has been prioritized as a Code _____ leak and will be repaired as quickly as possible. If you require additional information, please contact our Customer Service Department at (408) 279-7900. Our representative will be happy to assist you.

WHAT YOU CAN EXPECT

The leak repair process involves many steps. Leaks are prioritized as Codes 1, 2, or 3, based upon increasing levels of severity.

Before repairs can begin, California law requires utilities to complete an Underground Service Alert. This process involves notifying other utilities, such as PG&E, of our intention to excavate within the public right-of-way. Once notified, other utilities have up to two full working days to mark the locations of their underground infrastructure including gas, electric, and cable lines in and around the affected area. The markings help us to stay clear of other utilities and to safely conduct the necessary repairs. Our number one priority is to ensure the safety of both the public and our personnel.

Upon completion of the Underground Service Alert, repairs are prioritized accordingly. All leaks are taken very seriously and are repaired as quickly as possible. Due to resource constraints, there are times when the volume and severity of leaks in the system exceed the availability of personnel. To repair leaks on demand would require a great deal of resources and be cost prohibitive to our customers.

All water utilities experience leaks in their systems, and according to the American Water Works Association, the average US water utility loses approximately 20% of its water to leaks and fire protection. SJW works very hard to minimize and quickly respond to leaks. Through very proactive water



Continued

OUR SERVICE REPRESENTATIVE CALLED TODAY TO:

Turn Water ON OFF

- New customer Customer discontinuing service
- We have not received your request for water service.
To prevent loss of service, please contact our office at (408) 279-7900.
- Inactive account For repairs, customer's responsibility
- Meter registering
 - Water **ON** at meter, but **OFF** at house valve
 - Water **OFF** at meter, no (or faulty) house valve
(the house valve is usually located near front faucet)
- Verify meter number 5662x Read meter 2534
- Check pressure @ hydrant _____ psi
@ customer's faucet _____ psi
- Collect bacteriological sample, lab results will be mailed in 14 days
- Check chlorine residual _____ ppm (up to 4.0 ppm is normal)

INVESTIGATE/REPAIR LEAKS

- Meter indicated no leakage
- Replace meter gaskets Inlet leak, does not affect bill
- We will refer problem to City or responsible agency
- Storm drain overflow Sewer back-up
- City landscape leak
- Leak is on water company line/referred to repair crew
- Meter indicated open plumbing fixture or possible leak at a rate of _____ gallons per hour
- Repair main or service leak
- Replace leaking/broken meter valve
- Repair/replace wheel or main line valve
- Repair/replace wheel or main line valve

SJW WILL RETURN AT A LATER DATE TO:

- Pick up boards/barricades
- Pick up dirt/mud/asphalt/concrete
- Replace concrete/aggregate/asphalt/apply days (weather permitting)
- Replace/reset damaged meter box/lid
- Replace landscaping
- Clean mud off street/sidewalk/driveway
- Remove sandbags from curb/gutter/drain

WE WERE UNABLE TO PERFORM OUR SERVICE FOR THE FOLLOWING REASON:

- Car was parked over meter box or obstructed
- Dog was loose in yard Locked gate/obstruction
- Landscape/shrubs needs to be trimmed and/or hydrant
- Trimmings/dirt/debris/etc. were piled over meter box
Please work with us in resolving these issues so we may provide the necessary services. We will return approximately 5 days from this notification with your cooperation.

NOTIFICATION OF SHUT OFF AND TEMPORARY INTERRUPTION OF WATER SERVICE

Due to water system maintenance, it is/will be necessary to perform work on your street which will/did require water service to be shut off for a short period of time. We apologize for the inconvenience and thank you for your cooperation.

- Water service scheduled to be on low pressure from _____ to _____
- Water service scheduled to be on low pressure from _____ to _____

Exhibit C – Leak Observed 9/12/2025

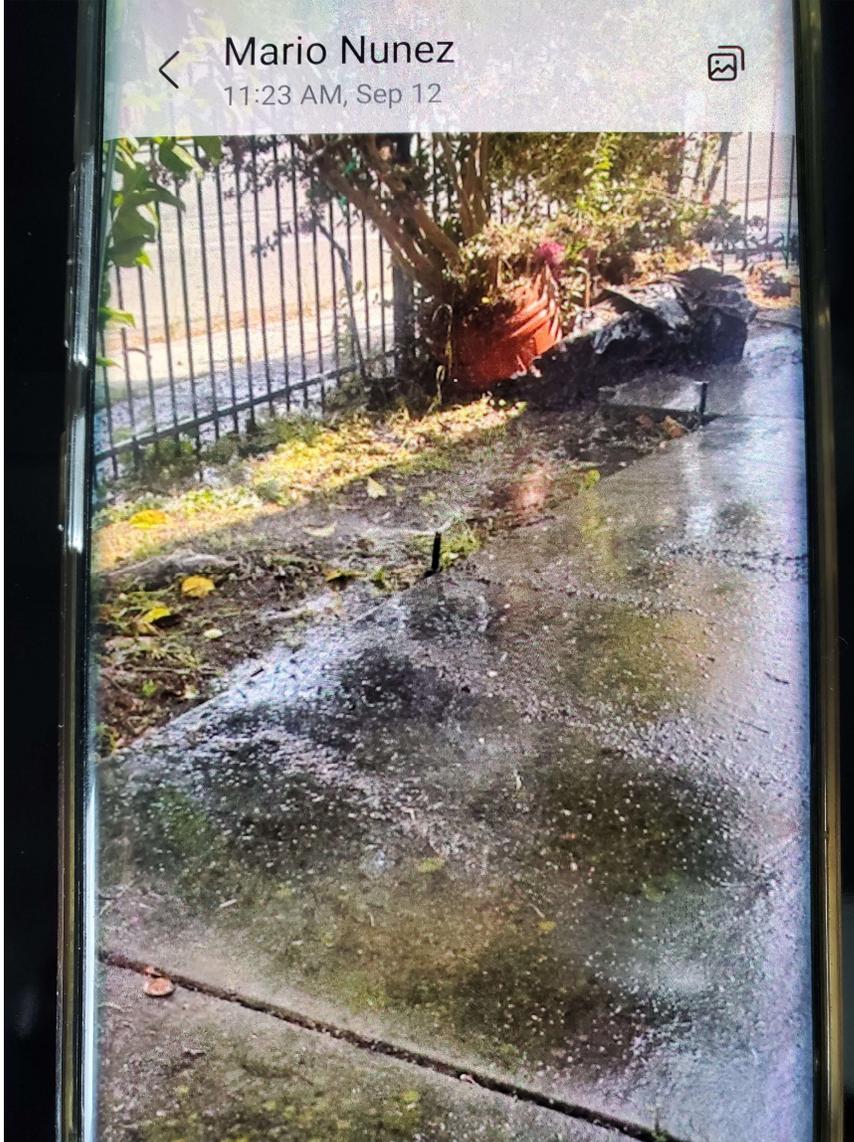


Exhibit D – Leak Repaired 9/15/2025

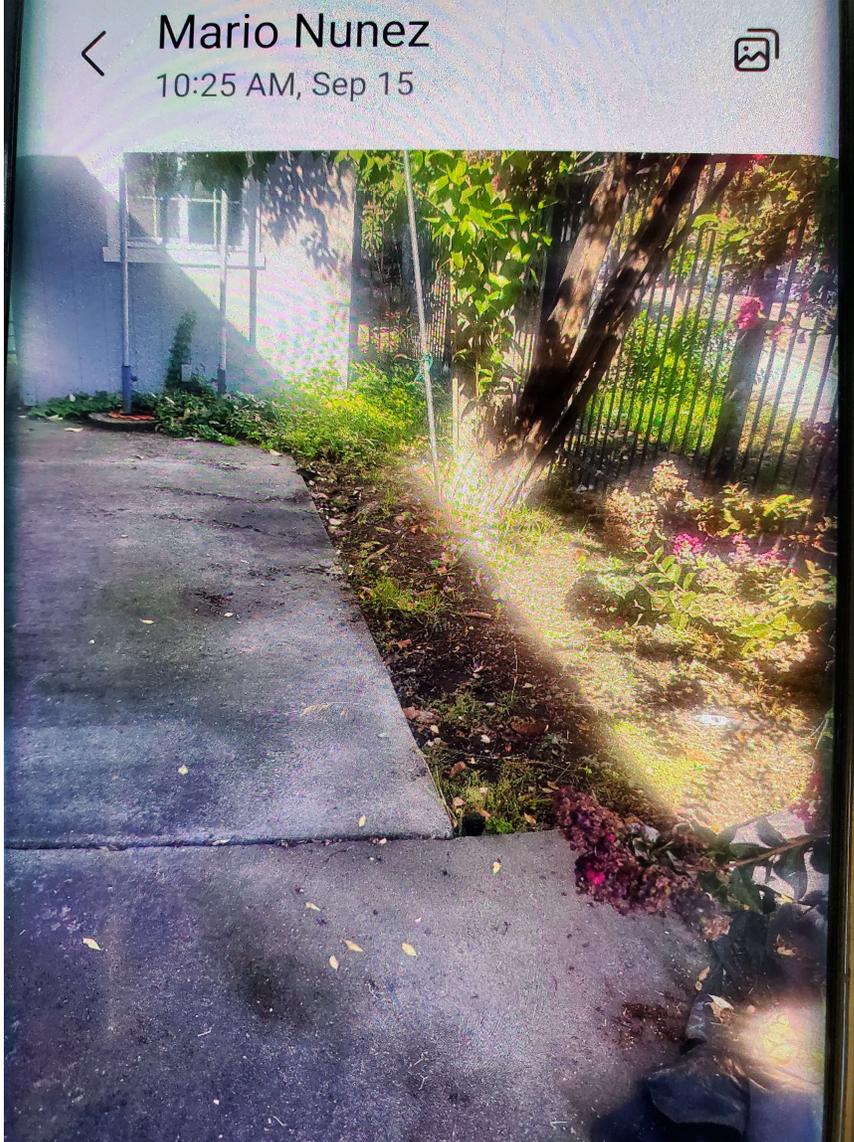
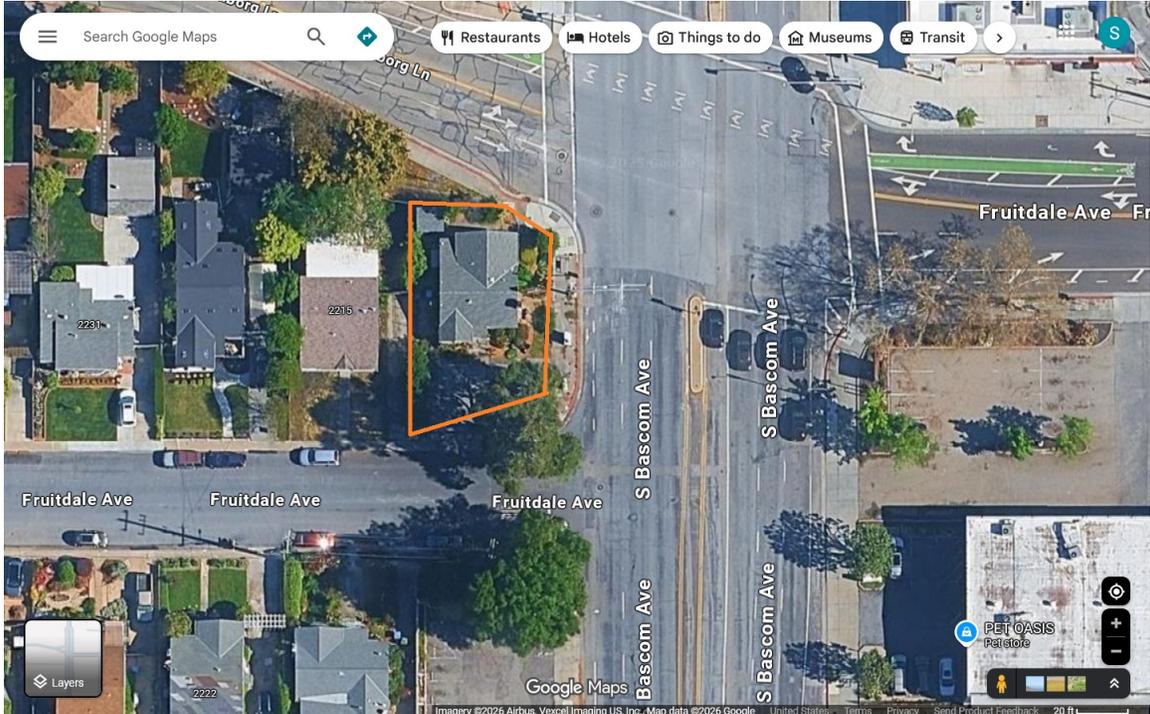


Exhibit E – Property Affected By Alleged 105,000 Gallon Water Leak



2201 Fruitdale Ave (2 views)

Exhibit F – Billing Record 10/20/2025 – 12/22/2025

SJW *DBP 1/10/26 Conf. # N9FYXNSQ*
SAN JOSE WATER *159.09 ONLY*

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Contact Us:
 8:00 AM - 5:00 PM, Monday-Friday
 (408) 279-7900

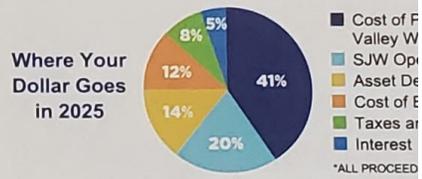
Account Number	Bill Date
3893435101-6	12/31/2025
Amount Due	Payment
1,058.15	01/21

BILLING INFORMATION			
Customer Name:	Suzanne Valente		
Service Address:	2201 Fruitdale Ave		
Billing Period:	10/20/2025 - 12/22/2025		
Rate Code / Service Size:	COM_B 3/4 Inch		
Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	2534	0	0
	2534	Mtr_Chg	0

CURRENT CHARGES
Service Charge
Quantity Charges
Safe Drinking Wtr Ln 2008-B
Customer Assist Prog Surcharge-B
PUC Surcharge 0.68%
Current Charges
Previous Balance
Payments Received 11/13/2025
Total Due

INFORMATION & ANNOUNCEMENTS

CONSUMPTION HISTORY				
	Units (CCF)	Gallons	Days	Gal/Day
Current	0	0	63	0
Last Year	6	4488	64	70



Please return this portion with your payment. ▾

SJW
SAN JOSE WATER

110 W. Taylor St.
 San Jose, CA 95110-2131
 (408) 279-7900

Bill Date:

Account Number:

Service Address:

Payment Due By:

Total Due:

Amount Enclosed: \$

Exhibit G – SJW Letter Regarding Meter Testing 12/22/2025



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

De

Suzanne Valente
318 Farallon Ave
Pacifica, CA 94044

Account No: 3893435101-6
Premise Address: 2201 Fruitdale Ave

Dear Suzanne Valente,

Per your request, we are removing your water meter and testing it for accuracy. You have the opportunity to witness the test.

If you are interested in being present, meter tests are conducted every Tuesday at 9:30AM. Please call the Meter Shop at (408) 279-7894 to make arrangements. If arrangements are not made within 10 business days, the meter will be tested and a copy of the results sent to you by mail.

Sincerely,

Customer Service Department
San Jose Water Company

Exhibit H – Valente Calls to SJW Re. Meter Testing 1/2/2026

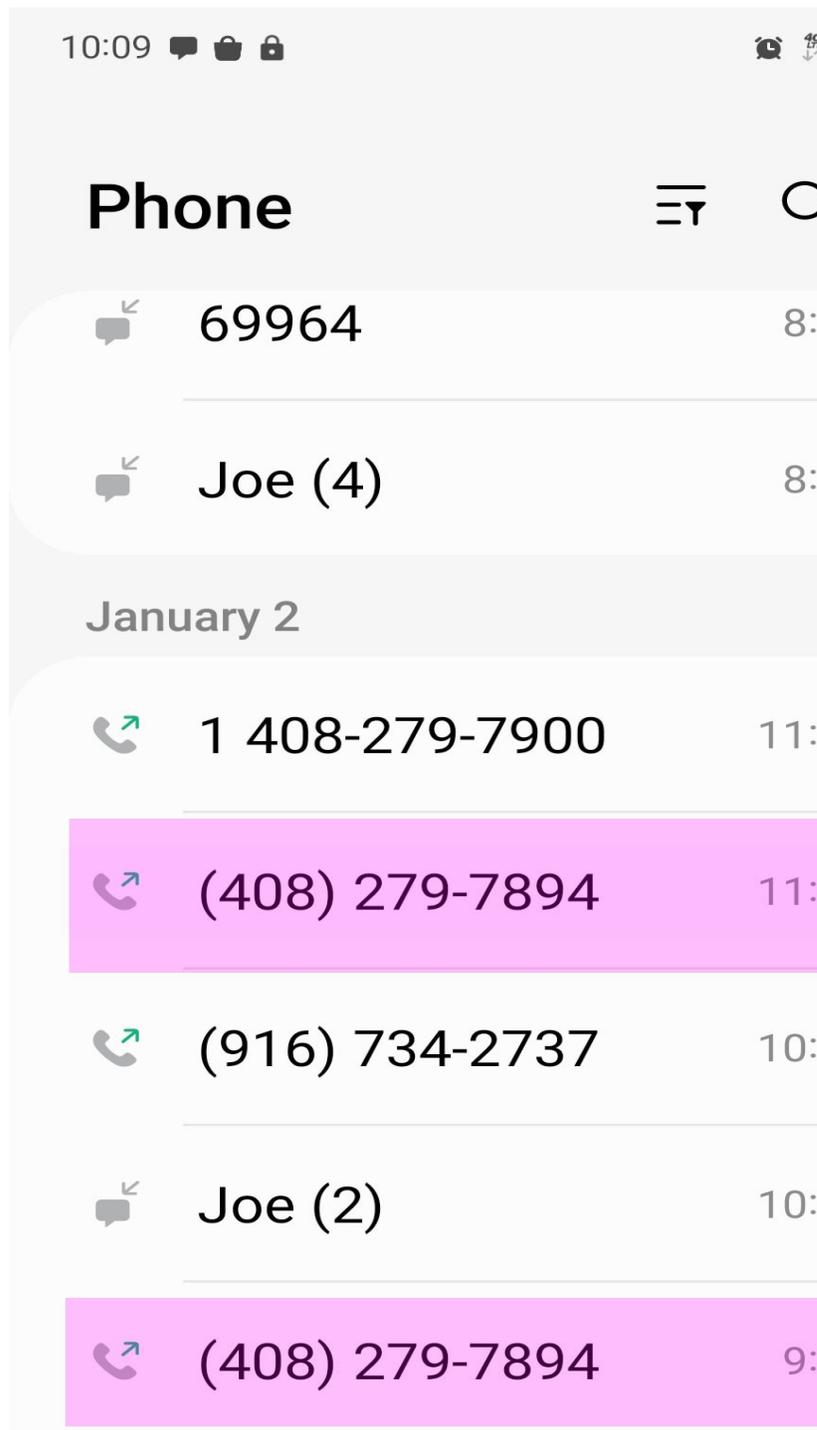


Exhibit I – SJW Past Due Notice 11/21/2025

 **SAN JOSE WATER** (408) 279-7900 • Customer.Service@Sjwater.Com
Sjwater.Com
110 West Taylor Street, San Jose Ca 95110-2131

PAST DUE NOTICE

Notice Date: 11/21/2025	Customer Name: Suzanne Valente
Service To Date: 10/20/2025	Service Address: 2201 Fruitdale A
Account Number: 3893435101-6	Past Due Amount: \$899.06

We are writing to let you know that your account is past due. If you have already sent paym
Otherwise, we understand that things happen and are here to help. We offer many ways to
We also offer flexible interest-free payment plans.

If you haven't yet made a payment, the amount of \$899.06 is due by 12/26/2025
interruption of service.

WAYS TO PAY

- Online at sjwater.com
- By phone at (408) 279-7900
- Mail your payment

To request a payment plan, please give us a call at (408) 279-7900, Monday-Friday between 8:00 am
or email us at customer.service@sjwater.com.

SERVICE RESTORATION

In the event your water service is turned off for non-payment, please read the instructions below to h
service restored as quickly as possible.

- Pay your bill in full online at sjwater.com (pay by credit/debit card or checking/savings account).
- Use our automated pay-by-phone system by calling (408) 279-7900.
- Contact one of our friendly **Customer Service Advocates** during business hours: Monday-Friday 8:00 a
- Once payment is received and verified, water service will be restored within 24 hours. Please note th
reconnection charge will appear on your next bill to restore service after it is turned off for non-payr

To avoid delays in restoring your water service, please check that all fixtures, faucets, and water-us
are turned off. We will not be able to restore service if there is any indication of water usage. If we
restore service, an appointment will be required.

3893

 **SAN JOSE WATER**

Please Return This Portio

Billing Date: 10/24/2025
Account Number: 3893435101-6
Service Address: 2201 Fruitdale Ave

Exhibit J – SJW Submission Incorrect Billing Records 11/14/2025

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

Novem

California Public Utilities Commission
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

Re: IC 705249

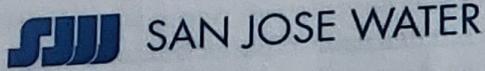
Dear Sir or Madam:

This letter is in response to the informal complaint filed by Suzanne Valente for at the property located at 2201 Fruitdale Ave, San Jose, CA. The account number is 1234567890-6. The customer is concerned about a recent high bill.

Billing History

Billing Dates	Bill Amount	Usage
08-21-2025 to 10-20-2025	\$1,249.06	149
06-25-2025 to 08-21-2025	\$1,249.06	12
04-25-2025 to 06-25-2025	\$231.32	10
02-25-2025 to 04-25-2025	\$216.96	0
12-26-2024 to 02-25-2025	\$141.93	0
10-23-2024 to 12-26-2024	\$144.12	6
08-19-2024 to 10-23-2024	\$165.20	8
06-24-2024 to 08-19-2024	\$181.96	10
04-24-2024 to 06-24-2024	179.15	16

Exhibit K – SJW Submission Corrected Billing Records 12/22/2025



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

December

California Public Utilities Commission
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

Re: IC 705249

Dear Sir or Madam:

This letter is in response to the informal complaint filed by Suzanne Valente for a bill at the property located at 2201 Fruitdale Ave, San Jose, CA. The account number is 123456789-6. The customer is concerned about a recent high bill.

Billing History

Billing Dates	Bill Amount	Usage
08-21-2025 to 10-20-2025	\$1,249.06	149
06-25-2025 to 08-21-2025	\$231.32	12
04-25-2025 to 06-25-2025	\$216.96	10
02-25-2025 to 04-25-2025	\$141.93	0
12-26-2024 to 02-25-2025	\$144.12	0
10-23-2024 to 12-26-2024	\$165.20	6
08-19-2024 to 10-23-2024	\$181.96	8
06-24-2024 to 08-19-2024	179.15	10
04-24-2024 to 06-24-2024	\$224.96	16

Exhibit L – VTA Letter

August 8, 2025

First Class & Certified US Mail

Stephen R. Golub and Suzanne M. Valente
318 Farallon Avenue
Pacifica, CA 94044

Re: VTA's Bascom Avenue Complete Streets I-880 to Hamilton Project
Federal Project No.: 6264 (095)
Site Address: 2201 Fruitdale Avenue, San Jose, CA 95128
Assessor's Parcel Number: 282-05-075
Notice of Decision to Inspect
Notice of Land Acquisition Procedures

Dear Property Owners:

The Santa Clara Valley Transportation Authority ("VTA"), in partnership with the City of San Jose, the City of Campbell and the County of Santa Clara, is looking at ways to improve approximately three miles of Bascom Avenue between the I-880 interchange and south to Hamilton Avenue. The goal is to enhance pedestrian and bicycle mobility and safety, improve bus and light rail transit accessibility and reliability, improve the streetscape, and ensure the roadway serves all modes of transportation.

A portion of the property referenced above is located within the general area being considered for this Project area, which may be required to construct the Project. No decision, however, has yet been made by VTA to acquire your property. Before a decision can be made, the property must first be valued.

VTA has retained Associated Right of Way Services, Inc. (AR/WS) to value the above-referenced property. **The property inspection is expected to occur the week of August 22nd or August 25th – August 29th.** The information that will be obtained from the valuation is necessary to help determine the amount of just compensation to which the property owner may be entitled in the event a portion of the property is acquired for the Project. The owner's representative, if any, may accompany the agent preparing the valuation estimate and the inspection. We encourage you to meet with the agent and discuss any information which may have a bearing on the determination of fair market value. Please feel free to contact agent Nicholas Negreiros of AR/WS at (925) 722-4247 or nnegreiros@arws.com to arrange for a property inspection. You may request that VTA have an appraisal of the required property.

Exhibit M – Sidewalk Meter Location



Exhibit O – CPUC Decision on Informal Complaint

STATE OF CALIFORNIA

GAVIN NEWSOM

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



December 26, 2025

Suzanne Valente
318 Farallon Ave
Pacifica, CA 94044

Subject: Commission File No: 705249 for Complaint with San Jose Water Company

Dear Suzanne:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed your complaint against **San Jose Water Company (SJW)**. As part of the review, CAB considered the information that San Jose Water Company provided to us about your account, applicable codes, orders, and tariffs.

In your complaint to the CPUC you stated that your water usage charges increased significantly from August 21, 2025, to October 20, 2025. You reported the charges were \$1,249.06 within that period, while charges averaged \$183.58 over this year. With the building being empty over a year, and with a toilet, you indicated that the sprinkler system may be suspect. After a couple of inspections I conducted, I stated that he discovered a small leak and performed the necessary repairs on September 1, 2025, as it was at the last reading on October 20, 2025. As reported, you confirmed with the meter reader that there were no leaks inside or outside, but SJW contended that you used 15,000 gallons of water. With no evidence of the excessive usage, and unsuccessful attempts to resolve the issue with SJW, you contacted CAB for assistance.

San Jose Water Company conducted an investigation following the filing of your complaint. On November 6, 2025, the verified meter read was zero-registration. SJW suggested that there was unauthorized usage at the hose bib and advised you to shut off the backflow device and drop the meter for the winter season. As stated in their report, SJW declined to adjust your bill, citing **Rule No. 16**, which states that responsibility for water service ends at the service connection). Furthermore, SJW indicated that you should have a water audit and meter pull to further the investigation.

Based on the review of this information, CAB has determined that **San Jose Water Company** is not in compliance with the rules or regulations of the CPUC.

If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions on how to provide new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representation.

Exhibit Q – SJW New Meter 891 South Bascom 2/5/2026



