

METER READING UPGRADES – YOUR RATES AT WORK

As part of our ongoing commitment to improving service efficiency and reducing operational costs, we're pleased to inform you of a recent improvement to our meter reading process. Thanks to these upgrades, we can now complete meter readings in just one day, compared to the previous process which took nearly three weeks. This means more accurate and timely billing for our customers, with readings now taking place on the first weekday of each month. This change also helps to ensure your bills are consistently aligned and delivered without delays.

How This Affects Your Bill

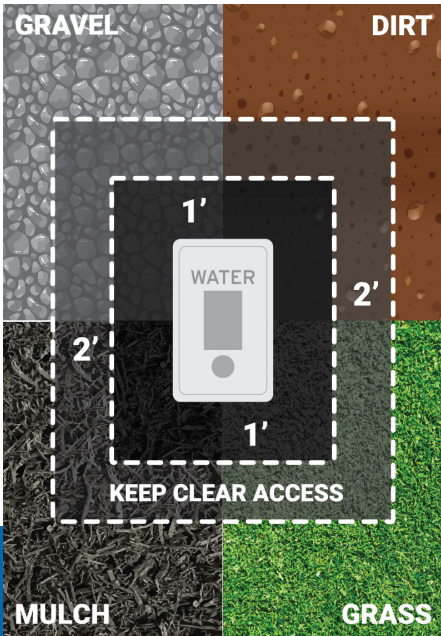
As a result of this change, your meter reading and billing date has been adjusted. You will see a one-time credit on your current bill, which reflects the difference in your billing period caused by the date change. This ensures that you are charged for the actual number of days in this shortened billing period.

What You Need to Know

- This is a one-time adjustment to your bill.
- Your billing cycle is now aligned with the first of each month.
- Future bills will reflect your normal Base Charge on the updated meter reading schedule.

We appreciate your support as we continue to improve our services. If you have any questions about this adjustment or your bill, please email our customer service team at customerservice@sjwd.org.





REMINDER: KEEP YOUR METER BOX ACCESSIBLE

To ensure your water meter can be safely accessed and maintained, please keep at least one foot of clear space around the meter box at all times.

Acceptable ground materials within this area include:



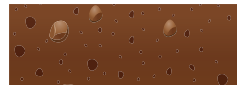
✓ Turf grass



✓ Gravel



✓ Bark or mulch



✓ Dirt

Please **DO NOT** plant or place the following within one foot of the meter box:



✗ Shrubs



✗ Flowers



✗ Decorative rocks



✗ Other landscape material

If you see a blue flag in your yard and receive a letter from us, that means your meter box needs to be cleared. Please take action as soon as possible. For full details on meter box clearance guidelines, visit: sjwd.org/meter-box-clearance-requirements.