

From: Pat Blevins <

To: "rulescommitteeagenda@sanjose.gov" <rulescommitteeagenda@sanjose.gov>

Sent: Monday, August 21, 2017 2:02 PM

Subject: Item G2

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its passed time for the City to become involved in this issue. Water is life. SJWC is a predatory, for-profit corporation which charges more money to its ratepayers for water than any other water company in the State! SJWC admits to overcharging its customers \$1.8 million dollars, but WRATES (Water Rights Activists for Transparency Equity and Sustainability) has determined the figure to be at least \$13 million. WRATES has been able to enlist the help of the CPUC to make the first step toward authorizing an audit of SJWC billing practices. Its passed time for the City of San Jose to become involved in oversight of the SJWC.

Patricia Blevins

San Jose, Ca.

From: Bill Brill < >
Sent: Monday, August 21, 2017 2:24 PM
To: Rules and Open Government Committee Agendas
Subject: Discussion regarding the San Jose Water increased rates

Hello,

I am writing to encourage the Rules Committee to allow for an investigation into SJWC rate increases and overcharges both to the City and to its residents.

Thank you,

Bill

From: DonnaBell < >
Sent: Monday, August 21, 2017 3:04 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC rate investigation proposed by CM Rocha

I support CM Donald Rocha's request to have the San Jose Water Company's rate increases be investigated. Having decreased my water use and seeing my water bill sky rocket, I would like this addressed. Thank you.

Donna Bell
San Jose 95118

From: Bhupesh Balakrishnan <
Sent: Monday, August 21, 2017 3:25 PM
To: Rules and Open Government Committee Agendas
Subject: CM Rocha's request to the Rules Committee

Hi,

I support the authorization of discussion regarding SJWC rate increases and overcharges as proposed by District 9 councilman, Donald Rocha

regards
bhupesh..

From: John Bergman < >
Sent: Monday, August 21, 2017 3:50 PM
To: Rules and Open Government Committee Agendas
Subject: I support scrutiny of SJWC by donal Rocha

I support Donald Rocha scrutinizing San Jose's water company from gouging its customers. San Jose Water has held a monopoly and provided horrible calcium and lime filled water at premium pricing.

John Bergman
San Jose CA 95118

From: Julio Valdez <
Sent: Monday, August 21, 2017 3:55 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC rate increases and overcharges

To whom it may concern,

I support and encourage CM Rocha to investigate water rate increases and overcharges. It's not a good feeling knowing that we as residents take this type of abuse. Enough already!

~Julio Valdez

From: Mark DePonzi < >
Sent: Monday, August 21, 2017 5:11 PM
To: Rules and Open Government Committee Agendas
Subject: I support Donald Rocha request

I (Mark DePonzi) am in support of a request from Donald Rocha, who has asked the Rules Committee to authorize discussion of SJWC rate increases and overcharges both to the City of San Jose and to its residents before the entire City Council.

I have major concerns for this request hoping that the charges by the SJWC were honest,

Thank You

Mark DePonzi

San Jose Ca

95118

From: Yvonne Cabral < >
Sent: Monday, August 21, 2017 6:07 PM
To: Rules and Open Government Committee Agendas
Subject: Water rates

What's up with the increasing rates for water help us please

From: Jacqui < >
Sent: Monday, August 21, 2017 6:10 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC Investigation by Don Rocha

Please approve District 9 councilman, Donald Rocha's request to open a discussion of SJWC rate increases and overcharges both to the City of San Jose and to its residents before the entire City Council.

My last water bill was over \$300 which is completely ridiculous.

Thank you

Jacqueline Day
San Jose Ca 95118

From: lurine larson < >
Sent: Monday, August 21, 2017 7:02 PM
To: Rules and Open Government Committee Agendas
Subject: Support

I support my city councilman Donald Rocha with regard to San Jose water company and their overcharging users for water. What gives them the right to overcharge us. I cut way back on my water usage during the droughts and my bill didn't go down as a result of less water usage. What a bunch of crooks they are 😊
Sent from my iPhone

From: Trella Davis < >
Sent: Monday, August 21, 2017 7:44 PM
To: Rules and Open Government Committee Agendas
Subject: SJ Water Company Incessant rate Increases and no over-site - ENOUGH!!!

I am a San Jose homeowner and I am in support of CM Rocha's request to the Rules Committee to have the City of San José take a more active role in representing the interests of the San José residents concerning San José Water Company incessant rate increases.

From: Mary Jo Townzen <
Sent: Tuesday, August 22, 2017 6:16 AM
To: Rules and Open Government Committee Agendas
Subject: SJWC Rate Increases Agenda Item G2

I am writing in support of CM Rocha's request of the Rules Committee to agendize the top of SJWC rate increases and overcharges for discussion by the full City Council at the August 27, 2017 council meeting prior to SJWC's public participation meeting next month.

I have been protesting SJWC's rate increases since 2011 to no avail. I am hopeful that once the City Council is aware of the situation, they will move to address it.

Thank you for your consideration.

Mary Jo Townzen

To: Rules Committee

From: William Sherman representing WRATES*

Subject: Recommendations from Councilman Rocha - Agenda Item in 8/24 Rules Committee Meeting

Date: August 21, 2017

WRATES* welcomes the opportunity to strongly encourage the full San Jose City Council to take up the subject proposed by Councilman Rocha in his Memorandum on San Jose Water Company dated 8/17/17. I believe we are the group of advocates that Councilman Rocha refers to in the Comments section of that Memorandum. With three members of the steering Committee from San Jose, one from Campbell, and three from Saratoga, and over four hundred concerned customers signed up as members to date, we are a loose consortium acting individually but consistently on behalf of all of San Jose Water Company's customers including the more than 80% residing in the City of San Jose. Further information is available on James Hunter's blog at <http://sjwc-rate-increase.blogspot.com/> and Rita Benton's website at <http://sjwfacts.weebly.com/>.

Last September, Rita put together a petition on Change.org entitled "Outrageous Water Bills?! Let CPUC know that SJWC's unfair billing practices need to STOP!". It was addressed to 56 potential government, water company executives, other decision-makers, journalists, etc. and obtained 8219 signatures to date. There was one response, a thank you.

We soon realized that lack of responses equated to a lack of valid corrective suggestions. This was due to the complexity and lack of public information available. On March 10, 2017, WRATES met with the Office of Ratepayer Advocates (ORA is a Division of the CPUC tasked with advocating for all of its utility customers) to determine what we, as customers, could do to address this situation (see attachment 2 for more details). Their first answer was that customer participation in public hearings is extremely helpful in getting earlier information, facts, and perspective to the Commissioners before the rate increase requester alone influences the decision.

San Jose Water Company (SJWC) is currently in proceedings with the CPUC regarding their Cost of Capital application. In this application, SJWC is requesting an increase in their Rate of Return. This increase, if approved, will allow SJWC to increase their future rates to achieve their new rate of return. This will directly affect and increase our rates on January 1, 2018 and in the upcoming 2019, 2020, 2021 General Rate Case application. The ORA and WRATES has requested that the CPUC approve a Public Participation Hearing to be held in San Jose. The Administrative Law Judge (Karl Bemserderfer) overseeing the Cost of Capital application, informed Rita Benton on July 29, 2017 via email that he will shortly be issuing a formal ruling setting the time and place for the San Jose Public Participation Hearing. ORA, WRATES, SJWC customers, and hopefully city council members in the affected cities will speak at the hearing requesting a decrease in SJWC's Rate of Return and not an increase.

San Jose City Council can help its affected constituents effectively by alerting them to the upcoming meeting as soon as details are available. According to ALJ Bemserderfer, SJWC must also publicize the meeting to its customers via bill inserts or other means. I spoke to Councilman Khamis last week and he promised to alert his District's 100,000 constituents. WRATES will provide a write-up to all of San Jose Water Company's customers encouraging them to attend, listen, question, and comment

In his memorandum, Councilman Rocha asked the City Manager to acquire certain information in a week that I have been trying to acquire accurately for up to 2 years. Perhaps I can share what I've found on the 7 specific pieces of information requested.

a. San Jose Residents who are customers of San Jose Water Company- I have not found an accurate answer to be available from public sources. The only way I've reached a probable range of 850,000 to 900,000 is through Annual Report information, historical census information, other San Jose based water companies' service data and areas served, assumptions, estimates, and calculations. There is no transparency on this issue.

b. The amount the City of San Jose pays for water service should be available from the City Manager. Please remember that SJWC is also a source of revenue to the City through the City of San Jose 5% utility user's tax. In response to a request for this information, Councilman Khamis's office stated on July 3, 2017 that "Total 2017-2018 estimate is \$14.85 million in revenue to the City". That includes all three water retailers providing water for the residents of San Jose. San Jose Water Company probably provides about 85% of that total.

c. The total increase in cost for water services from San Jose Water Company is an extremely difficult number to pin down for numerous reasons, too many to discuss here. WRATES has recently determined the difference in cost between a customer's bimonthly bill using 15ccf/monthly (11,220 gallons). In January 2013 (the beginning of the drought) a customer using 15ccf/month was charged \$125.42 on their bi-monthly bill. As of June 2017, a customer using 15ccf/month was charged \$227.42 on their bi-monthly bill. This is an 81% increase over a 4 ½ year period. This does not include the 3.66% SCVWD pass through increase that became effective July 1, 2017. Incidentally, this is an increase nearly six times as great as the local region increase in the cost of living (CPI).

d. The total amount paid in drought surcharges is \$37,368,000 over the 19 ½ months the surcharge was collected. These values can be obtained by adding the amounts in the 2015 and 2016 SJW Group annual reports and their Q1/17 SEC 10-Q filing. This is the total company collection, the only information publicly available.

e. A list of all rate changes from San Jose Water Company will be difficult to accurately determine because any information concerning advice letters is no longer available after disposition on either the SJWC or CPUC websites. WRATES has attempted to reconstruct the type information you requested at <http://sjwfacts.weebly.com/advice-letters.html>. However only underlined Advice Letters were accessible to be linked to the actual documents. This is about half of those going back to # 430 in 2011. And most of them don't contain the work papers used to calculate the rate change. These are all issues WRATES is requesting State Senator Beall to address by sponsoring a bill to correct the present deficiencies in the Advice Letter process.

f. and g. Requesting estimates of refunds due to Advice Letter 510 is premature. SJWC's Advice Letter 510 requested CPUC approval to refund almost \$1.8 million to all its customers. WRATES and many SJWC customers, the Office of Ratepayer Advocates (ORA), and the City of Cupertino filed protests against Advice Letter 510. Advice Letter 510 was ultimately rejected on August 11, 2017 given the fact that on June 22, 2017, the CPUC served SJWC with the formal complaint filed by Rita Benton et al over the readiness to serve charge rate changes and docketed as proceeding C.17-06-009 (Complaint).

A copy of the CPUC's rejection letter can be found at <http://sjwfacts.weebly.com/overcharges.html> by clicking on "rejected Advice Letter 510". It states on the rejection letter that the CPUC is in the process of conducting a thorough investigation and audit of SJWC's past and present billing practice to determine the proper dollar amount to be refunded.

The formal complaint process has begun and could take over a year to be resolved. The ORA has also requested an Order Instituting Investigation (OII) of SJWC's billing practices. WRATES has found over 30 historical instances where the service charge rate was increased before the effective date authorized by the CPUC. The very rough estimated refund amount WRATES believes is appropriate exceeds \$13 million. This does not include the city utility tax or the PUC tax collected on the incorrect amount charged.

Please contact me at [REDACTED] or [REDACTED] if you have questions.

*WRATES (Water Rate Advocates for Transparency, Equity, and Sustainability)

Subject : Concerned San Jose Water Company Customers – Here's how you can help.

Body : Now that the surcharges have ended, effective February 1, 2017 some of you will be getting relief from the extremely high bills incurred from surcharges alone. The rates for all SJWC customers will continue to increase, and given that California enters a drought every 5 to 7 years, the return of mandatory drought conservation in the future, including surcharges, remains a threat (remember, Almaden has not yet received our normal annual rainfall for the full 2016/2017 rainfall year).

WRATES (Water Rate Advocates for Transparency, Equity, and Sustainability) started by Rita Benton (along with the petition that over 7900 upset customers have signed to date) has and will continue to remain active to achieve the goals in the group's name. On Friday, March 10, 8 WRATES members representing Saratoga, Monte Sereno, Los Gatos, Campbell, and Cupertino, along with those of you in the Almaden community shared information with 3 representatives of ORA (the Office of Ratepayer Advocates) for over 4 ¼ hours. ORA is part of the CPUC and is dedicated to advocating for all of its utility customers. Kudos to Rita, Mary Robertson who arranged the meeting, and everyone else who had input at that meeting. We presented many of the detailed issues that have contributed to the sudden unsustainable and inequitable increases in your water bills. We also heard exactly what ORA can and cannot achieve and how WRATES and all of you can assist them in their efforts.

Several WRATES representatives will be meeting with State Senator Jim Beall on April 11 to a) : present our findings and request an investigation into all the issues we have uncovered concerning SJWC's billing practices and the enabling relationship the CPUC has with the utilities and b): to encourage legislation for CPUC reform and for correcting the bad bills, laws, and tools that helped cause the present situation.

We asked for and received specific ideas from the ORA on how individuals can influence rate increases. Unfortunately, most of the advice letters now affecting rates are based on past decisions by the PUC Commissioners and just involve implementation of those decisions. We should, however, continue our efforts on filing written protests on future advice letters to keep our concerns in the forefront of the CPUC. Plus your help will be most useful in future General Rate Cases (GRC). Specifically:

- 1) Customer participation in public hearings is extremely helpful in getting earlier information and perspective to the Commissioners before the rate increase requester alone influences the decision. WRATES will continue to advocate for clear and widespread early announcements of these hearings but you also need to attend. The 2018 GRC for the rate setting three year period of 2019, '20, and '21 is supposed to start development in the next few months. ORA indicated that they are cautiously optimistic concerning the 2 new Commissioners who were just appointed.
- 2) ORA is most helped when the ratepayer presents facts, rather than emotion, opinion, or hearsay.
- 3) You can help by writing letters to the CPUC Commissioners and the Department of Water and Audits with copies to ORA. If no specific address is given with the document you're commenting/protesting on, email addresses can be found at: ['www.sjwfacts.weebly.com/contactsemails.html'](http://www.sjwfacts.weebly.com/contactsemails.html) As much as the ORA is dedicated to advocating for the ratepayer, the voice of the ratepayer carries the greatest influence. There is power in numbers. Generally voices from hundreds of customers saying essentially the same thing are heard.

From: Mark Bergthold < >
Sent: Tuesday, August 22, 2017 3:17 PM
To: Rules and Open Government Committee Agendas
Subject: CPUC protest

Hello,

I am writing to ask you to get involved with the SJWC's billing practices. SJWC's continued rate increases are not sustainable, and the drought surcharge are ridiculous.

I am requesting that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.

Sincerely,

Mark Bergthold

From: Shannon Hanel < >
Sent: Tuesday, August 22, 2017 3:17 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda Item G2

Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. It's time for the City to become involved in this issue. Water is life. SJWC is a predatory, for-profit corporation which charges more money to its ratepayers for water than any other water company in the State! SJWC admits to overcharging its customers \$1.8 million dollars, but WRATES (Water Rights Activists for Transparency Equity and Sustainability) has determined the figure to be at least \$13 million. WRATES has been able to enlist the help of the CPUC to make the first step toward authorizing an audit of SJWC billing practices. The City of San Jose needs to become involved in oversight of the SJWC.

Shannon Hanel
San Jose, Ca.

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From: Steve Osterback <
Sent: Tuesday, August 22, 2017 3:20 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC is taking advantage of San Jose residents

Attn: Rules Committee

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its passed time for the City to become involved in this issue. Water is life. SJWC is a predatory, for-profit corporation which charges more money to its ratepayers for water than any other water company in the State! SJWC admits to overcharging its customers \$1.8 million dollars, but WRATES (Water Rights Activists for Transparency Equity and Sustainability) has determined the figure to be at least \$13 million. WRATES has been able to enlist the help of the CPUC to make the first step toward authorizing an audit of SJWC billing practices. Its passed time for the City of San Jose to become involved in oversight of the SJWC.

Sincerely,

Steve Osterback
San Jose resident

From: Jarrod Hicks < >
Sent: Tuesday, August 22, 2017 3:21 PM
To: Rules and Open Government Committee Agendas
Subject: Item G2

Members of the Rules Committee:

I am writing in support of Councilmember Don Rocha's request to have a full discussion before the entire San Jose City Council regarding the unnecessary rate increases and admitted overcharging by the San Jose Water Company (SJWC) both to the City of San Jose and its residents.

The City needs to become involved in this issue and clap back at the SJWC, which exists to serve its ratepayers, not make money at our expense with incredulous and unchecked rate setting power. The SJWC is a predatory, for-profit corporation which charges more money to its ratepayers for water than any other water company in the State, and it is the role of the CPUC and the city of San Jose to keep this monster in check.

SJWC admits to overcharging its customers \$1.8 million dollars, but Water Rights Activists for Transparency Equity and Sustainability (WRATES) has determined the figure to be at least \$13 million! There must be an investigation into this discrepancy. WRATES has been able to enlist the help of the CPUC to make the first step toward authorizing an audit of SJWC billing practices. The city must also do its part, so please add the topic of SJWC rate increases and overcharges to the agenda for the August 23 meeting.

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Jarrod Hicks
San Jose ratepayer

From: Liang-Khoon Koh < >
Sent: Tuesday, August 22, 2017 3:17 PM
To: Rules and Open Government Committee Agendas
Subject: agenda item G2

I am in support of Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting

Liang, A San Jose resident

From: James Zoland < >

Sent: Tuesday, August 22, 2017 3:30 PM

To: Rules and Open Government Committee Agendas

Cc: Rita Benton; James Zoland

Subject: G2 - Support of Council member Don Rocha's request to agendize the topic of SJWC rate increases and overcharges

Referencing = G2

email to: **San Jose Rules Committee Members**

Mayor Liccardo, Chair

Magdalena Carrasco, Vice Chair - District 5

Councilmember Dev Davis - District 6

Councilmember Jones - District 1

Councilmember Khamis - District 10

I want to say here and now I'm in full support of Council Member Don Rocha's request to add to the agenda the topic of SJWC rate increases and overcharges for discussion by said Rules Committee at the Wednesday, August 23rd meeting.

I as well as my neighbors are totally fed up with SJWC's exorbitant rates. This includes SJWC's billing practices and continued rate increases - these are not sustainable. The drought surcharges were discriminatory etc., and unwarranted. I also request that the SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure my / our concerns are heard.

We as well as our representatives will continue to closely monitor the subsequent actions of said Committee.

Until then,

Mr James Zoland

Edgebrook Ct - we have lived at this address for over 36 years and our voices
need to heard

San Jose, 95120

From: Bill < >
Sent: Tuesday, August 22, 2017 3:31 PM
To: Rules and Open Government Committee Agendas; District 6
Cc: The Office of Mayor Sam Liccardo
Subject: SJ Water Co Investigation

I support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the rate increases and admitted overcharging by the San Jose Water Company.

SJWC rates are predatory, charging higher rates than any other water company in the State.

Please support the discussion

Bill Kennedy
Morse Street
San Jose

From: Bobbie Morrison < >
Sent: Tuesday, August 22, 2017 3:32 PM
To: Rules and Open Government Committee Agendas
Cc: Bobbie Morrison
Subject: Please add SJWC rate increases and overcharges for Aug 23rd meeting

Hello,

I urge you to accept Councilmember Don Rocha's request to add to the agenda of the August 22nd meeting the topic of San Jose Water Company rate increases and overcharges.

This is an important issue for the residents of San Jose and I strongly request that the SJ City Council become more involved in the official protest to the CPUC regarding the SJWC billing issues.

Sincerely,

Bobbie Morrison
Shibley Ave
San Jose, CA 95125

From: Daniel L. Michalek <>

Sent: Tuesday, August 22, 2017 3:33 PM

To: Rules and Open Government Committee Agendas

Subject: Support for Councilmember Rocha's request to agendize SJWC rate increases and overcharges for August 23 meeting

Greetings, San Jose Rules Committee --

I write in support of Councilmember Rocha's request to agendize SJWC rate increases and overcharges for August 23, 2017 Rules Committee meeting. I support the councilmember's idea to research and present to Council a summary of the City of San Jose's payments to SJWC for water service for the last six years (2012-2016) including many action items and evaluation of the scales and scope of the situation.

In particular, SJWC's billing practices need to be addressed; SJWC's continued rate increases are not sustainable; the drought surcharges were discriminatory. I would like to see the San Jose City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.

Best,
Daniel Michalek
San Jose 95125

From: Cathie Watson-Short < >
Sent: Tuesday, August 22, 2017 3:35 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC rate increases and overcharges

Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

Dear Members of the Rules Committee,
Please agendize the topic of SJWC rate increases and overcharges for discussion by your Committee at the August 23 meeting. It is outrageous how fast the water rates have gone up over the past few years and how little is being done about it. It is important for you to take this seriously and investigate how SJ Water is taking advantage of our community and unfairly the water restrictions have been implemented. Insult to injury is that now since we complied so well with the water restrictions they want to raise our rates again for the planned restrictions where they already increased our rates every year for the past years. Meanwhile trees are dying left and right in our neighborhood.

Thank you for your attention to this.
Sincerely,
Cathie Watson-Short
Lynbrook Court
Saratoga, CA 95070

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From: Donna Paisley < >
Sent: Tuesday, August 22, 2017 3:36 PM
To: Rules and Open Government Committee Agendas
Cc: Donna Paisley
Subject: Adgenda item G2

SJWC has been a struggle for me over the last few years... please review any issues that are on board and please remember that both The CPUC and Santa Clara Valley Water District are part of this equation...along with SJWC.
Donna Paisley Three Oaks Ct Saratoga

From: John Kolski < >
Sent: Tuesday, August 22, 2017 3:41 PM
To: Rules and Open Government Committee Agendas
Cc: Jk gmail Jk gmail
Subject: Regarding the meeting on the 23rd agenda item G2

San Jose Water is stealing from the rate payers of Cupertino also in respect to rate increases and the over-billing and Cupertino is a city owned water utility not regulated by the CPUC.

John Kolski. a 75 year native of Cupertino

August 22, 2017

WRATES Update #19 - Call to Action

Hello WRATES,

This update/request is coming to do you with very short notice. It is important you take action today.

First -

Please take a few minutes today to write an email to the San Jose Rules Committee in support of Councilmember Don Rocha's request to agendaize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. Even if you are not a San Jose resident, please send an email. We are all in this together and if we can get SJ City Council involved it will help our cause tremendously and, it will be easier to get the other City Councils involved.

Send email and reference agenda item G2 to:

rulescommitteeagenda@sanjoseca.gov

Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

If they don't hear from us, they will conclude that there isn't enough interest in the topic of SJWC and our exorbitant rates and will not put it on the agenda so please write an email. Short

and sweet is fine, simply stating that SJWC's billing practices need to be addressed, SJWC's continued rate increases are not sustainable, the drought surcharges were discriminatory etc., and request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard. To view letters already written click on: http://sanjose.granicus.com/MetaViewer.php?meta_id=650969

Background

Council member Don Rocha of SJ District 9 has sent a memo to the San Jose Rules Committee directing the City Manager to research and present to Council a summary of the City of San Jose's payments to SJWC for water service for the last 6 years (2012-2016) including many action items and evaluation of the scales and scope of the situation. Memo can be viewed at <http://sjwfacts.weebly.com/city-council.html> by clicking on Memo from Councilmember Rocha or at http://sanjose.granicus.com/MetaViewer.php?meta_id=650921

Second -

Please consider attending the SCVWD meeting tonight, August 22, 2017 at 6:00pm, 5700 Almaden Expressway, San Jose and speak for 3 minutes about why the Delta Tunnels project (also known as the WaterFix or Twin Tunnels) is bad for us financially and environmentally. The SCVWD will vote on this in September and if approved, it will raise our water rates even more. We need to make sure they vote NO.

If you find that there is no way you can attend, you can send your "Vote No" email to: Board@valleywater.org

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Below are the talking points sent to me from Restore the Delta, Safe Pure Water, and Healthy Alternatives to Pesticides. They are also planning a protest in front of SCVWD at 5:00 pm before the 6:00 pm meeting. They are encouraging everyone to come at 5:00 and protest.

As a Santa Clara Valley Water ratepayer, we urge you to speak on these items at the opening public comment session:

- 1) You do not want to pay for a project that will cost \$1 billion before cost over runs and that will not provide the District with additional water supply. Staff estimates of increased water supply are not accurate. They need to consult the CA WaterFix website and look at climate change modeling done by environmental NGOs.
- 2) You do not support a project that will result in worsened water quality for the South Bay. Water quality in the South Bay is directly dependent on flushing action from fresh water from the Delta.
- 3) You do not support a project that will divert even more water from a healthy San Francisco Bay-Delta estuary to big, industrial agriculture known for record use of pesticides and chemicals that get into our food supply.

4) You do not support Santa Clara Valley Water District partnering with San Luis Delta Mendota Water Authority to weaken Bay-Delta water quality standards through litigation or public media campaigns.

5) You support use of ratepayer money toward conservation, storm water capture, ground water capture and clean up, recycling.

6) You do not support the use of Ad Valorem property taxes to pay for Delta tunnels planning, construction or operation, or for supporting anti-Delta programs in partnership with San Luis Delta-Mendota Water Authority

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Due to a scheduling conflict, I will not be able to attend tonight but if you can make the time, please attend.

From: Jerry Jobe < >
Sent: Tuesday, August 22, 2017 3:42 PM
To: Rules and Open Government Committee Agendas
Subject: Water Rates

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its passed time for the City to become involved in this issue. SJWC is a predatory, for-profit corporation which charges more money to its ratepayers for water then any other water company in the State! SJWC admits to overcharging its customers \$1.8 million dollars, but WRATES (Water Rights Activists for Transparency Equity and Sustainability) has determined the figure to be at least \$13 million. WRATES has been able to enlist the help of the CPUC to make the first step toward authorizing an audit of SJWC billing practices. Its passed time for the City of San Jose to become involved in oversight of the SJWC.

Respectively, Jerry Jobe

From: Lon Allan < >
Sent: Tuesday, August 22, 2017 3:43 PM
To: Rules and Open Government Committee Agendas
Subject: Item G2 on August 23 agenda

Dear Rules Committee

I'm writing in support of Council member Rocha's request to agendize the topic of SJWC rate increases and overcharges.

Thank you for your consideration of this matter.

LON ALLAN
Former Mayor
City of Monte Sereno

From: Evelyn Peairs < >
Sent: Tuesday, August 22, 2017 3:44 PM
To: Rules and Open Government Committee Agendas
Subject: San Jose Water charging exorbitant rates!

Dear Rules Committee:

SJWC's billing practices need to be addressed. SJWC's rate increases are not sustainable and drought charges discriminatory. I request that the SJ City Council become more engaged in CPUC protest and response, formal complaint process or any investigations allowing the council to represent the interests of San Jose and neighboring communities. I want the SJ City Council to ensure our concerns are heard.

Thank you for your consideration.

Evelyn Peairs

From: Ronaele Fijak < >
Sent: Tuesday, August 22, 2017 3:45 PM
To: Rules and Open Government Committee Agendas
Subject: Request to agendize the topic of SJWC rate increases and overcharges

To Whom It May Concern:

I support Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting.

**Sincerely,
Ronaele Fijak**

From: Srinivasa Chakravarthy < >
Sent: Tuesday, August 22, 2017 3:45 PM
To: Rules and Open Government Committee Agendas
Subject: Reference Agenda Item G2

To:

Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

Hi All,

As a concerned Silicon Valley resident, I am writing this email to the San Jose Rules Committee in support of Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting.

Regards,

Srinivasa Chakravarthy
Via Ranchero Drive
Saratoga, CA 95070

From: Uday N <
Sent: Tuesday, August 22, 2017 3:46 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda Item G2

Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

Please allow Agenda item G2, proposed by Councilmember Don Rocha's to agendaize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting.

As a CEO of a local business, this constant rate increase is very alarming.

Regards,

Uday Nagendran

From: June Finney-Long <>
Sent: Tuesday, August 22, 2017 3:46 PM
To: Rules and Open Government Committee Agendas
Subject: Item G2

I support CM Donald Rocha to investigate the rate increases and over charging by SJWC.

Thank you.

June Finney-Long

From: >

Sent: Tuesday, August 22, 2017 3:46 PM

To: Rules and Open Government Committee Agendas

Subject: San Jose Water Company Agenda Item G2

Honorable Councilmembers,

Please agendaize for discussion item G2, San Jose Water Company's rates and billing practices. Throughout the drought, SJWC has gouged rate-payers and continues to request additional rate increases at the CPUC.

SJWC has engaged in expensive and needless capital improvement projects, to be funded by the ratepayers.

Thank you,

Stan Bogosian

From: Rich < >

Sent: Tuesday, August 22, 2017 3:46 PM

To: Rules and Open Government Committee Agendas

Subject: For your attention

Please put the San Jose Water rates issue on the Rules Committee agenda for tomorrow's meeting.

Rich Boyce
Shenandoah Ave
San Jose, 95125

From: Rudy Crespo < >

Sent: Tuesday, August 22, 2017 3:53 PM

To: Rules and Open Government Committee Agendas

Subject: Water Rates

Rules Committee Members,

I hope you strongly consider the request from Councilmember Rocha related to the proposed audit of San Jose Water Company. I know from my own spreadsheets that the overcharging to San Jose residents is substantial. Please join the effort! Best regards,

Rudy Crespo

Sent from my iPad

From: Terri Singer < >
Sent: Tuesday, August 22, 2017 3:55 PM
To: Rules and Open Government Committee Agendas
Cc: Paul Singer; Rita Benton
Subject: SJWC Rate Increases

Mayor and Council Members,

I am writing to you regarding the unfair business practices of the monopoly San Jose Water Company. I specifically would like the committee to address the past and present (difficult to understand) billing practices, drought surcharges, and unsustainable high rates charged to its monopoly of customers. We need your attention and action on these matters.
Thank you for your time.
Terri Singer
Sent from my iPhone

From: Janice Hirata < >
Sent: Tuesday, August 22, 2017 3:56 PM
To: Rules and Open Government Committee Agendas
Cc: Davis, Dev; Fernandez, Philip
Subject: Agenda Item G2

Please include agenda item G2 at your Rules Committee on August 23rd. As a long time San Jose resident, am very concerned about the huge increases in our water rates.

I contacted my Councilmember Dev Davis in January 2017 about my concerns and have had an ongoing email dialogue with Phillip Fernandez, a member of her staff, about efforts to curtail further increases.

SJWC's earnings per share doubled from 2014-2016. Surely this can be described as excessive.

	Pre-Drought	DROUGHT YEARS					
Source: Morningstar	2011	2012	2013	2014	2015	2016	Trailing 12 Months
Annual revenue (\$M)	\$239	\$262	\$277	\$320	\$305	\$340	\$348
Earnings per share	\$1.11	\$1.18	\$1.12	\$2.54	\$1.85	\$2.57	\$2.59

Regards,
Janice Hirata

From: Patrick Kearns < >

Sent: Tuesday, August 22, 2017 4:01 PM

To: Rules and Open Government Committee Agendas

Subject: Please agenize Don Rocha's request to discuss the San Jose Water Co rate increases and overcharges.

As a San Jose City physician, I request that the Rules Committee discuss San Jose Water Co rate increases, overcharges and predatory business practices.

Pat Kearns, MD

W Central Ave

Los Gatos, CA 95030

From: Adam Wilson <

Sent: Tuesday, August 22, 2017 4:03 PM

To: Rules and Open Government Committee Agendas; District 6

Subject: SJWC rate investigation proposed by CM Rocha (Item G2)

Dear Council Members,

I am writing in support of CM Rocha's request to have a full discussion of the San Jose City Council regarding the constantly-increasing rates of the San Jose Water Company both to the City of San Jose and to its residents.

SJWC is a predatory, for-profit corporation which charges the highest rates in the state, and amongst the highest in the country. They're a private company that Wall Street just recognized as a "Dividend King" because they've increased their shareholder dividend 50 years in a row! While SJWC admits to overcharging its customers the PUC continues to provide weak, complicit "oversight" of little value.

Please step up and ensure that the "Capital of Silicon Valley" stops providing a safe haven for profiteering on the most precious of resources.

Regards,

Adam Wilson

District 6, San Jose

From: mark freschi < >

Sent: Tuesday, August 22, 2017 4:05 PM

To: Rules and Open Government Committee Agendas

Subject: PLEASE PUT SJWC RATE INCREASE ON THE AUGUST 23 AGENDA

I am in support of Councilmember Don Rocha's request to agendaize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting.

Mark Freschi,

SJ Resident

From: Judith Boes < >

Sent: Tuesday, August 22, 2017 4:06 PM

To: Rules and Open Government Committee Agendas

Subject: SJWC rate increases and overcharges

I am sending this email to encourage the San Jose Rules Committee to support Council member Don Rocha's request to agendaize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. I would hope that this will help them realize this needs to be done.

Thanks You,

Judith Boes

From: Michelle <

Sent: Tuesday, August 22, 2017 4:15 PM

To: Rules and Open Government Committee Agendas

Subject: 8/23 Meeting - SJWC increases

I am writing in support of Councilmember Don Rocha's request to put on the Agenda the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. Please move forward with this request as the citizens of the City deserve further answers to the SJWC's practices.

Thank you,
Michelle Swallow
Kirklyn Drive
San Jose, CA 95124

From: Gina Spada < >

Sent: Tuesday, August 22, 2017 4:25 PM

To: Rules and Open Government Committee Agendas

Subject: rate increases SJWC

Members of the Rules Committee

Mayor Liccardo, Chair

Magdalena Carrasco, Vice Chair - District 5

Councilmember Dev Davis - District 6

Councilmember Jones - District 1

Councilmember Khamis - District 10

As a homeowner and subsequently a taxpayer in San Jose, Santa Clara County, not to mention, a reluctant customer of SJWC,

I am in FULL support of Councilmember Don Rocha's request to agendaize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23, meeting.

Please feel free to contact me with any questions or concerns.

Thank you,

Gina Spada

From: Jagi Shahani <

Sent: Tuesday, August 22, 2017 4:31 PM

To: Rules and Open Government Committee Agendas

Subject: Agenda item G2 re SJWC

I am writing to support Council member Don Rocha's request to have a discussion about SJWC's predatory billing practices. It is really important for the City of San Jose to get actively engaged.

SJWC's billing practices need to be addressed. Their rate increases and drought surcharges are discriminatory, to say the least. WRATES has been protesting with the CPUC and the CPUC is open to investigate. The weight of the San Jose City Council, that represents the MAJOR consumer of water from SJWC, will make an enormous difference in making sure that the CPUC listens and acts.

Thanks,

Jagi Shahani

From: Rita Benton < >

Sent: Tuesday, August 22, 2017 4:36 PM

To: Rules and Open Government Committee Agendas

Subject: Agenda Item G2 - Support CM Rocha

Dear Mayor Liccardo, Vice-Mayor Carrasco, Councilmember Davis, Councilmember Jones and Councilmember Khamis of the Rules Committee.

My name is Rita Benton, I am a co-founder of WRATES, Water Rate Advocates for Transparency, Equity and Sustainability, and I am in support of Councilmember Rocha's request to agendize and discuss fully:

- the topic of SJWC's relentless rate increases and questionable billing practices
- the discriminatory drought surcharges that the ORA testified are neither just nor reasonable, and in violation of California Public Utilities Code Section 728.1. The proposed water allocations and surcharges for usage above the allocations are discriminatory in that they are unjustifiably applied to only residential and "landscape services" customers. Additionally, "water- dependent businesses" would be inexplicably exempted from the proposed Stage 3 restrictions on water waste. Finally, surcharges collected exclusively from residential and "landscape services" customers would be used to offset costs that would have been the responsibility of all customer classes. The ORA appealed the drought surcharge decision arguing it is unlawful, unreasonable, discriminatory and preferential....ORA notes that, in April, 2015, before the implementation of the Monthly Drought Allocation and Drought Surcharge program, SJWC customers reduced consumption by 25.3 percent from 2013 levels for the corresponding month
- participant in Formal Complaint C.17-06-009 regarding the Service Charge Overcharges and any future formal complaints
- engage in the CPUC protest and response process
- participant or conduct an investigation into SJWC that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.

Please see Bill Sherman's letter to the Rules Committee for some detailed information on the points Councilmember Rocha addresses in his memorandum to the Rules Committee dated August 17, 2017.

It is time for all council members of all cities affected by SJWC's exorbitant rate increases to get involved.

Thank you,
Rita Benton

From: Michael Metz < >

Sent: Tuesday, August 22, 2017 4:37 PM

To: Rules and Open Government Committee Agendas

Subject: SJWC

SJ Council people

We ask you to please help us, the victims of one of the few remaining private water companies in the United States. SJWC's greedy, monopolistic practices need to be brought under control. Their billing practices need to be addressed, their rapacious, profit-optimizing rate increases are not sustainable, the drought surcharges were discriminatory, and this in-American privatized water monopoly must be curbed. Please help us fight them in any way you can—show leadership and lead us in the municipalization of the south valley water supply in order to end the travesty.

Thank you for your assistance,
Michael Metz

From: Sharon Andres < >
Sent: Tuesday, August 22, 2017 4:39 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC rate increases and overcharges/Agenda Item G2

TO: Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

San Jose Water Company's billing practices need to be addressed. SJWC's continued rate increases are not sustainable, the drought surcharges were discriminatory, and then surcharges for not using enough water verge on the absurd. This is only the tip of the iceberg. The tier accounting system only compounds the problem and serves only to increase profits for SJWC-- which is in the top ten privately owned water companies in the NATION for paying the highest dividends to its shareholders. We have no choice, this is a monopoly being given a free hand to loot their forced subscribers.

I support Councilmember Rocha's request to have a full discussion before the entire SJ City Council regarding the never-ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its passed time for the City to become involved in this issue. Water is a natural resource and necessity for life, not to be used to line the pockets of a few. SJWC is a predatory, for-profit corporation which charges more money to its ratepayers for water than any other water company in the State! SJWC admits to overcharging its customers \$1.8 million dollars, but WRATES (Water Rights Activists for Transparency Equity and Sustainability) has determined the figure to be at least \$13 million. WRATES has been able to enlist the help of the CPUC to make the first step toward authorizing an audit of SJWC billing practices. Its passed time for the City of San Jose to become involved in oversight of the SJWC. Thank you for your consideration.

Sincerely, Sharon Andres

Sent from my iPad

[REDACTED]

From: Eva Runco [REDACTED] >
Sent: Tuesday, August 22, 2017 4:51 PM
To: Rules and Open Government Committee Agendas
Subject: Reference Agenda Item G2 San Jose Water Company's continued rate increases

Rules Committee:

San Jose Water Company's billing practices need to be addressed.

SJ Water Company's continued rate increases are not sustainable. The drought charges were discriminatory. We are requesting that the San Jose City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the Council to represent the interest of San Jose residents.

The reductions required of residents were not fairly done. Each household received the same allotment, regardless of family size or lot size and previous voluntary reductions. During the course of the drought we reduced our own water usage by 54% and still paid steep rates and penalties.

Businesses, apartments, golf courses, etc. did not have to reduce their water usage at all. The burden fell upon home owners. This is discrimination of the worst kind.

Every business and household must get their water from the San Jose Water Company, which is a monopoly. We have no other options available to us. The CPUC continues to grant every request from the SJ Water Company.

It is time for the Mayor and the City Council to stand up and represent each and every citizen of San Jose and every water company customer.

Please allow WRATES group to present their findings to you. This is an important issue that warrants a right to be on the Rules Committee Agenda.

Fred & Eva Runco
[REDACTED] Cerro Verde
San Jose, CA 95120

[REDACTED]

From: Tony Marsh <[REDACTED]>
Sent: Tuesday, August 22, 2017 4:52 PM
To: Rules and Open Government Committee Agendas
Subject: San Jose Water Co. Rates

Dear Rules Committee Members: I would request that you take whatever action is possible against San Jose Water Co. to get it to reduce its exorbitant rates. My cost of water has doubled since 2011. And it was much higher last year when the penalty rates were in effect. There is no reason for these rates being as high as they are. The cost of water has increased far more than the rate of inflation. In my neighborhood, fully 40% of the yards are dead weed patches because my neighbors can't afford the water. SJWC is making too much money off the backs of the residents of this County.

Tony Marsh
[REDACTED]

[REDACTED]

From: Ben Connors [REDACTED] >
Sent: Tuesday, August 22, 2017 5:01 PM
To: Rules and Open Government Committee Agendas
Subject: San Jose Water Company Agenda Item G2

Please include on the agenda the topic of San Jose Water Company rate increases proposed by Don Rocha. The SJWC overcharges are unfair and must be discussed in Council.

--

Best regards,
Ben Connors

[REDACTED]

[REDACTED]

From: Brenda Dohmen [REDACTED] >
Sent: Tuesday, August 22, 2017 5:06 PM
To: Rules and Open Government Committee Agendas
Cc: Tom Dohmen; District 10
Subject: Agenda item G2

Dear Rules Committee Members:
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

We are writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. We are members of WRATES, Water Rate Advocates for Transparency, Equity and Sustainability, we feel strongly that SJWC's billing practices need to be addressed. We have filed several protests to SJWC and written letters to the CPUC regarding SJWC's continued exorbitant water rate increases.

SJWC rate increases are not sustainable, the drought surcharges were discriminatory. SJWC's billing practices defy logic given that we were and are being asked to reduce water usage it would follow that SJWC revenues would fall. But, SJWC revenues and stock prices were at an all time high along with its ever increasing dividend payouts during the drought period and beyond.

Given current SJWC billing practices it makes no sense for San Jose to issue new water permits or for that matter require residents to replace dead or dying trees given that we do not have adequate water at a reasonable price to add additional residents or additional foliage of any kind let alone young trees. If you drive around the neighborhoods, nearly every lawn is dead and every yard has dying plants, shrubs or trees that need to be removed.

We are doing our part to conserve, why are we being punished with such high rate increases? If they are replacing infrastructure, that expense should have been planned for and accrued for over the life of infrastructure. It is not an unplanned expense.

We request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.

Sincerely,

Tom & Brenda Dohmen
Residents
San Jose, CA

[REDACTED]

From: Brenda Dohmen <[REDACTED]>
Sent: Tuesday, August 22, 2017 5:06 PM
To: Rules and Open Government Committee Agendas
Cc: Tom Dohmen; District 10
Subject: Agenda item G2

Dear Rules Committee Members:
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

We are writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. We are members of WRATES, Water Rate Advocates for Transparency, Equity and Sustainability, we feel strongly that SJWC's billing practices need to be addressed. We have filed several protests to SJWC and written letters to the CPUC regarding SJWC's continued exorbitant water rate increases.

SJWC rate increases are not sustainable, the drought surcharges were discriminatory. SJWC's billing practices defy logic given that we were and are being asked to reduce water usage it would follow that SJWC revenues would fall. But, SJWC revenues and stock prices were at an all time high along with its ever increasing dividend payouts during the drought period and beyond.

Given current SJWC billing practices it makes no sense for San Jose to issue new water permits or for that matter require residents to replace dead or dying trees given that we do not have adequate water at a reasonable price to add additional residents or additional foliage of any kind let alone young trees. If you drive around the neighborhoods, nearly every lawn is dead and every yard has dying plants, shrubs or trees that need to be removed.

We are doing our part to conserve, why are we being punished with such high rate increases? If they are replacing infrastructure, that expense should have been planned for and accrued for over the life of infrastructure. It is not an unplanned expense.

We request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.

Sincerely,

Tom & Brenda Dohmen
Residents
San Jose, CA

[REDACTED]

From: JH [REDACTED] >
Sent: Tuesday, August 22, 2017 5:07 PM
To: District 10; Rules and Open Government Committee Agendas
Subject: Rules Committee agenda item G2

Dear Mr. Khamis and members of the Rules Committee,

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its passed time for the City to become involved in this issue. Water is life. SJWC is a predatory, for-profit corporation which charges more money to its ratepayers for water then any other water company in the State! SJWC admits to overcharging its customers \$1.8 million dollars, but WRATES (Water Rights Activists for Transparency Equity and Sustainability) has determined the figure to be at least \$13 million. WRATES has been able to enlist the help of the CPUC to make the first step toward authorizing an audit of SJWC billing practices. Its passed time for the City of San Jose to become involved in oversight of the SJWC.

Joseph Hassoun
San Jose, CA

[REDACTED]

From: Michele van Zuiden [REDACTED] >
Sent: Tuesday, August 22, 2017 5:14 PM
To: Rules and Open Government Committee Agendas
Subject: agenda item G2

Please continue with SJ Water company agenda topic. I strongly believe that SJWC's billing practices need to be addressed by the San Jose City Council as San Jose is the largest block of SJWC customers. SJWC's continued rate increases are not sustainable and I believe the drought surcharges were discriminatory against people like us who reduced our water usage by 60% but still paid over \$1000/bill for water. I would request that SJ City Council become more engaged in the CPUC protest and response, the formal complaint process, as well as pursue investigations that would allow the council to represent the interests of San Jose residents and ensure all customer concerns are heard.

Thank you,

Michele van Zuiden
San Jose Water Company customer
Monte Sereno Resident

[REDACTED]

From: Reta [REDACTED] >
Sent: Tuesday, August 22, 2017 5:20 PM
To: Rules and Open Government Committee Agendas
Subject: SCVWC UNSUSTAINABLE WATER RATES

I am writing to you to request that you investigate San Jose water Companies high water rates that have become unsustainable in the past several years. Even though we have carried out a request to conserve water in the time of drought, our rates continue to increase at a rate higher than other water companies in the state. Something must be done to put a stop to this illegal gouging. I implore you to investigate!

Thank you for your attention.

Reta and Wayne Flavin

Reta Flavin sent
from my iPad

"Kindness is the language
the blind can see and
the deaf can hear." - Mark Twain

[REDACTED]

From: David Scott [REDACTED] >
Sent: Tuesday, August 22, 2017 5:36 PM
To: Rules and Open Government Committee Agendas
Cc: Rando; Cathy Scott; Troy Scott; Rita Benton
Subject: Agenda Item G2, Aug 23 Meeting

To:
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

We support Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee. SJWC rate increases are not sustainable and its billing practices are questionable, and its current billing practices are discriminatory. We would hope the San Jose City Council would get involved with the CPUC protest and investigation into SJWC billing practices, and represent the interests of San Jose residents and all rate payers in this matter. Rishi Kumar of the Saratoga City Council is already advocating that the Saratoga City Council do the same.

Thanks for your attention to this.

Best regards,
Dave Scott, Randy Scott, Troy Scott & Cathy Scott

[REDACTED]

From: Michelle Cardoza <[REDACTED]>
Sent: Tuesday, August 22, 2017 5:39 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda Item G2

To Whom it may concern,

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents.

Sincerely,

Michelle Cardoza

Michelle

[REDACTED]

From: <Michael Blomquist> <[REDACTED]>
Sent: Tuesday, August 22, 2017 5:40 PM
To: Rules and Open Government Committee Agendas
Subject: Don Rocha's Request re SJWC

Dear Council,

Please agendize SJWC rate increases for August 23rd meeting.

Sincerely,
Michael Blomquist

[REDACTED]

From: Tom Surrette [REDACTED]
Sent: Tuesday, August 22, 2017 5:56 PM
To: Rules and Open Government Committee Agendas
Cc: rita_benton@ymail.com
Subject: SJWC agenda item

I am writing to the San Jose Rules Committee in support of Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. I have personally discovered a SJWC billing error that would have cost my son over \$500. There must be a complete audit to identify and correct similar errors that have likely cost SJWC customers millions of dollars.

Thank you, Tom Surrette

[REDACTED]

Handford, Kate

From: Chuck Kuhn <[REDACTED]>
Sent: Tuesday, August 22, 2017 5:57 PM
To: Rules and Open Government Committee Agendas
Subject: Concerned Santa Clara Customer

We are united as local citizens to have your ear and interests in SJWC water rates. I support **Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges**

[REDACTED]

From: Margaret Jasper <[REDACTED]>
Sent: Tuesday, August 22, 2017 6:11 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda Item G2

Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

I support any and all efforts to protect consumer rights especially in regards to the monopolistic, gouging practices of the San Jose Water Co. SJWC's billing practices need to be addressed! SJWC's continued rate increases are not sustainable! I believe the drought surcharges were discriminatory and I strongly request that the San Jose City Council become more engaged and pay close attention in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure that our concerns are heard.

Momentum is building to address the ongoing, outrageous rate increases continually being made and requested by SJWC. Please join in lending your support to the protest against these practices.

Thank you for your time and I encourage you to focus on this critical issue!

Margaret Jasper
Santa Clara Valley Resident

[REDACTED]

From: sabuhi siddique [REDACTED] >
Sent: Tuesday, August 22, 2017 6:22 PM
To: Rules and Open Government Committee Agendas
Subject: Supporting Council Member Rocha- SJWC investigation

Dear Committee,
I am supporting an investigation request by Rocha to SJWC regarding rate increase.
The Committee should also consider their own investigation on this serious matter Thank you!

Regards
Sabuhi Siddique
[REDACTED]

[REDACTED]

From: David Morris <[REDACTED]>
Sent: Tuesday, August 22, 2017 6:27 PM
To: Rules and Open Government Committee Agendas
Cc: David Morris
Subject: Agenda Item G2: re: water rates

Hello Rules Committee,

I have been a San Jose homeowner for over 20 years and writing to express my concern for ongoing water rates. I understand there have been a number of correspondences to the committee regarding past billing practices and I support council member Rocha's request to put water rate increases and overcharges on the agenda (agenda item G2) for the coming meeting to be held on August 23rd.

Mayor Liccardo, vice chair Carrasco, and council members Davis/Jones/Khamis ... SJWC's rate increases are alarming, the billing practices to date have been suspect, and the drought surcharges were discriminatory. As a tax paying citizen I look forward to a meaningful dialog of these issues on the 23rd - so please agendize council member Rocha's request.

regards,

--

David Morris

[REDACTED] 4.6978

[REDACTED]

From: John McLaren <[REDACTED]>
Sent: Tuesday, August 22, 2017 6:35 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC and our exorbitant rates

Dear Members of the Rules Committee,

Regarding what I consider to be SJWC's exorbitant rates and hefty frequent increases, please put an item to discuss this on your agenda. SJWC's billing practices need to be addressed, SJWC's continued rate increases are not sustainable and the drought surcharges were discriminatory. I request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, and/or any investigations that would allow the council to represent the interests of San Jose residents and ensure that all our concerns are heard.

Best Regards,
John McLaren

[REDACTED]

From: Christine Brum [REDACTED] >
Sent: Tuesday, August 22, 2017 6:35 PM
To: Rules and Open Government Committee Agendas
Subject: RE: 8/23 Meeting - SJWC increases

I am writing in support of Councilmember Don Rocha's request to put on the Agenda the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. Please move forward with this request as the citizens of the City deserve further answers to the SJWC's practices.

Thanks,
Christine

Christine Brum
Senior Account Manager, Microsoft

[REDACTED]

 Microsoft

[REDACTED]

From: Aileen Gulesserian [REDACTED]
Sent: Tuesday, August 22, 2017 6:47 PM
To: Rules and Open Government Committee Agendas
Subject: San Jose Rules Committee Agenda Item G2 -August 23 Meeting

Members of the Rules Committee
Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

I am writing in **support of Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by San Jose Rules Committee Agenda Item G2 at the August 23 Meeting.**

I understand Council member Don Rocha of SJ District 9 has sent a memo to the San Jose Rules Committee directing the City Manager to research and present to Council a summary of the City of San Jose's payments to SJWC for water service for the last 6 years (2012-2016) including many action items and evaluation of the scales and scope of the situation.

Sincerely,
Aileen and Sam Gulesserian
[REDACTED] Vallecitos Way
Los Gatos, CA 95032

[REDACTED]

From: Cynthia Haubl [REDACTED] >
Sent: Tuesday, August 22, 2017 6:49 PM
To: Rules and Open Government Committee Agendas
Subject: item G2

Attn: San Jose Rules Committee

Re: In support of Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting

It is my belief that SJWC's billing practices need to be addressed, SJWC's continued rate increases are not sustainable, the drought surcharges were discriminatory. I request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.

Sincerely,
Cindy Haubl

[REDACTED]

From: Peastalker <[REDACTED]>
Sent: Tuesday, August 22, 2017 6:52 PM
To: Rules and Open Government Committee Agendas
Subject: No more Rate increases

I support District 9 Council member Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23rd meeting.

Thank You ~ Jacqueline Theriault

Sent from my iPad

[REDACTED]

From: Robert Langerman [REDACTED] >
Sent: Tuesday, August 22, 2017 7:07 PM
To: Rules and Open Government Committee Agendas
Cc: Liccardo, Sam; District 6
Subject: Rules committee agenda item G2 (SJWater Rates)

SJWC's water rates and billing practices need to be addressed. I formally request that the SJ City Council become more involved in CPUC process and protesting the outrageous non-competitive rates and rate increases.

My extreme example of their unfair practices was during the middle of winter, we used 7 units of water over a two month period and received a bill of \$144.48. That is almost no water used and a bill of \$144.48. If we received water from the city's water division, it would have been less than \$50.

Please help us.

Robert Langerman

[REDACTED]

From: kay fontana <[REDACTED]>
Sent: Tuesday, August 22, 2017 7:17 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda Item G2

Dear Committee members,

I have written emails to Mayor Liccardo and Pierluigi Oliverio regarding this issue. SJWC's billing practices need to be addressed and sooner rather than later. They are out of hand. The continued rate hikes are not sustainable, the drought surcharges were out of hand and discriminatory! We need the SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard. Other mayors and council members of Santa Clara County are stepping forward to support their residents and you should be doing the same.

We all want San Jose to be pleasant place to live and residents to enjoy their lives here. You need to join us in reigning in SJWC.

Thank you,
Kay Fontana

[REDACTED]

From: Claudio S. Contreras [REDACTED] >
Sent: Tuesday, August 22, 2017 7:25 PM
To: Rules and Open Government Committee Agendas
Subject: Water rate increases

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its long past the time for the City to become involved in this issue

[REDACTED]

From: [REDACTED]
Sent: Tuesday, August 22, 2017 7:28 PM
To: Rules and Open Government Committee Agendas
Subject: I Support Council member Rocha's request to agendize SJWC rate increase and overcharges to residential customers.

Dear Rules Committee,

Please listen to your constituents. The water rates are destroying our urban landscapes and robbing the middle class of the simple joys of a landscaped yard. Did your family home have a yard? With grass? Did you enjoy it?

The rates are the only tool the water company is using to curb water usage. The water company profited handsomely by increasing the rates. The brunt of the burden falls on residential property with landscaping.

Will only the wealthy be able to afford grass? Trees? Flowers? Is the future of the entire Bay Area high density housing? And dead trees? It seems that decision is rapidly being made for us. Please consider the consequences of your decisions. I hope for a better, greener future.

Melanie Markowski

Sent from my iPhone

[REDACTED]

From: HD MCD [REDACTED]
Sent: Tuesday, August 22, 2017 7:47 PM
To: Rules and Open Government Committee Agendas
Subject: Item G2 on 23 August City Council Agenda

My wife and I support the request of council member Donald Rocha's request to investigate rate increases imposed by the San Jose Water Company on their customers. We have always conserved water in our south Almaden Valley home, and the large increases in our bills over the past three years have no justification. Thank you for your time.

Hugh and Debbie McDevitt
San Jose 95120

[REDACTED]

From: Jeffrey Wurtz [REDACTED]
Sent: Tuesday, August 22, 2017 8:05 PM
To: Rules and Open Government Committee Agendas
Subject: Please agendaize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee

SJWC's billing practices need to be addressed. I pay SJWC three times the amount for water than residents of Paradise, CA.

SJWC's continued rate increases are not sustainable.

Please engage with the CA PUC during their investigation into overcharging by the SJWC.

Jeff

[REDACTED] "

[REDACTED]

From: Ken Campbell <[REDACTED]>
Sent: Tuesday, August 22, 2017 8:26 PM
To: Rules and Open Government Committee Agendas
Subject: San Jose Water Rip OFF

Dear Committee Members,

Even though I'm not a resident of San Jose I'm stuck with SJWC and their abusive rates, fees and who know what charges. How much of OUR money is going to their other companies in Texas and Florida. Why are they 85% more than Great Oaks Water? Why are they thinking they are entitled to a GUARANTEED yearly increase of 3.5%.

We all try to conserve but we are being unfairly charged more for less, much like our electricity which is another rip off.

It is not in the interest of the residents of San Jose, or San Jose to have their money, and mine, taken no cancel that, STOLEN with absolutely no say in it. Their Chairman is way over paid, their employees get FREE WATER from what I understand, they are immune from their extreme charges.

I urge you to use your authority and work with other cities and convince the PUC to get SJWC to roll back their unreasonable rates to be more inline with other local water companies and those others in the state.

Sincerely

Ken Campbell

[REDACTED]

From: Sandy Yokota <[REDACTED]>
Sent: Tuesday, August 22, 2017 8:33 PM
To: Rules and Open Government Committee Agendas
Subject: S J Water Company Rates

" I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its long past the time for the City to become involved in this issue."

Sandy Yokota

[REDACTED]

From: Patti Holcomb <[REDACTED]>
Sent: Tuesday, August 22, 2017 8:39 PM
To: Rules and Open Government Committee Agendas
Subject: G2 agenda item

To whom it may concern,

I am writing in support of Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. I have lived in San Jose for over 25 years and it is ridiculous how we are being treated and over billed by the SJWC. The increases that they have put on us are not sustainable. They are not tied to factors like lot size, number of people in a home, nor are they in line with other water districts in California. Someone needs to have the consumers best interest in mind and address these unfair practices. Their greed is forcing homeowners out of the area because we just can't keep up with the increasing price of water while decreasing our consumption. Everyone knows they have overcharged us in the past and their less than honest billing practices should not be tolerated.

Patti Holcomb
SJWD Consumer

[REDACTED]

From: Karen Loftus [REDACTED] >
Sent: Tuesday, August 22, 2017 8:43 PM
To: Rules and Open Government Committee Agendas
Subject: Water rates are out of control and there is momentous objection in our community
please pay attention and address this issue

Sent from my iPhone

[REDACTED]

From: Vilas Munshi [REDACTED]
Sent: Tuesday, August 22, 2017 9:22 PM
To: Rules and Open Government Committee Agendas
Subject: Reference agenda G2

Dear rules committee,

I have conserved water over last three years and what do I get in return? Water rate hike? It is not fair. I am still conserving water by using saved water during shower. And, I will continue to do so. Please reconsider and leave water rates same, or in all fairness reduce it. Thanks.

Vilas Munshi,
[REDACTED] Claywood Way, San Jose, CA 95120

Sent from my iPhone

[REDACTED]

From: Laviena Koolstra [REDACTED]
Sent: Tuesday, August 22, 2017 9:43 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda Item G2

I am writing in support of Council Member Rocha's request to have a full discussion before the entire San Jose City Council regarding the rate increases and overcharging by the San Jose Water Company.

I am a one-person household in San Jose who has done everything I can to conserve water - water saving appliances, not flushing the toilet, short showers, collecting laundry water to use on landscaping. I converted my front lawn to drought tolerant plants on drip irrigation. My backyard is very small with a small patch of lawn. I have had SJWC out to my house several times for water audits. All that and I just received my August water bill for **Four Hundred and Thirty Dollars** - that after the last bill being over Three Hundred Dollars. It is not possible for me to be using enough water to warrant those numbers!!! Something must be done, PLEASE!!

Sincerely,
Laviena Koolstra

[REDACTED]

From: Erma Johnson <[REDACTED]>
Sent: Tuesday, August 22, 2017 10:06 PM
To: Rules and Open Government Committee Agendas
Subject: Item G2

Hello City Council,

We received our latest water bill a week or so ago and I was just livid with anger. Our bill was \$453.00 for a two month period. It's just my husband and I and we were out of town for 12 days during the month of July. My husband doesn't shower at home anymore because I am constantly asking him to turn the water off. He goes to the gym to shower. I too shower at the gym 3-4 days out of the week. We've barely water our lawn and I didn't plant any flowers this year so that we use less water in an attempt to lower our water bill. But none of this is working because the water company is constantly raising the water rates. No company in this valley give their employees these kind of raises. What are we supposed to do? Please tell me what are we supposed to do?

Sincerely,
Erma Johnson

[REDACTED]

From: Judy Henriques <[REDACTED]>
Sent: Tuesday, August 22, 2017 10:13 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC billing practices

To Whom It May Concern:

I'm writing today because I feel it is imperative that SJWC's billing practices be addressed. SJWC's continued rate increases are not sustainable, and the drought surcharges are discriminatory. I'd like to request the SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents to ensure our concerns are heard.

Best,
Judy Henriques

[REDACTED]

From: Kurusamy Muniappan [REDACTED] >
Sent: Tuesday, August 22, 2017 10:33 PM
To: Rules and Open Government Committee Agendas
Subject: reference agenda item G2

Hi Members:

We were concerned that our water bill rose last month (234.003) from previous bill of \$182.75. This is in spite of being away from home for a month.

I would like to include discussions on the rate increase in your next meeting.

It is very hard for Seniors living on fixed income to see such steep increase.

Thanks,

Kuruasmy

[REDACTED]

From: Kurusamy Muniappan [REDACTED] >
Sent: Tuesday, August 22, 2017 10:33 PM
To: Rules and Open Government Committee Agendas
Subject: reference agenda item G2

Hi:

My name is Kurusamy Muniappan living at [REDACTED] Skyfarm Drive, San Jose, CA 95120.

I am writing to you regarding the recent water bill we received. We were on vacation for a month and we use water in an economical way.

We were surprised to see the bill for 234.03 and it is a steep increase from the previous bill.

I puts a huge burden for retired people like us who live on fixed income.

We would appreciate if you could include Item G2 in your next meeting.

We hear of low inflation rate from got.reports. But our utility rates way above the inflation rate.

[REDACTED]

From: krkummerer [REDACTED]
Sent: Tuesday, August 22, 2017 10:30 PM
To: Rules and Open Government Committee Agendas
Subject: Requested Agenda Item for August 23 Rules Committee

The average summer water bill for San Jose Water Company (SJWC) users has increased by 70% over the past 3 years. I urge you to put the topic of SJWC rate increases and overcharges on the agenda for discussion by the Rules Committee at your August 23rd meeting. Individual protests to the CPUC over SJWC practices have accomplished very little. We need some of the muscle that could be supplied by the San Jose City Council to have our complaints seriously examined.

K. R. Kummerer

[REDACTED]

From: Rachana Jain [REDACTED] >
Sent: Tuesday, August 22, 2017 10:32 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC investigation

Hello,

I support CM Donald Rocha's request to have the San Jose Water Company's rate increases be investigated. We have decreased our water usage, but still see a huge increase in our water bill. I would like this addressed.

Thank you,
Rachana Jain

[REDACTED]

From: Kerry Pope [REDACTED] >
Sent: Tuesday, August 22, 2017 10:45 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC RATE INCREASES

Dear Mayor Liccardo and rules committee,

Please note my support of Council member Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. Our community must have support from our officials to reverse SJWC's rampant price increases in its monopoly position. Thank you.

Kerry Pope
[REDACTED] Montclair Road
Los Gatos CA 95032

[REDACTED]

From: Yihzong <[REDACTED]>
Sent: Tuesday, August 22, 2017 11:07 PM
To: Rules and Open Government Committee Agendas
Subject: Water rate issue

I support CM Rocha to look into San Jose Water Company's rate increase and overcharging issue.
It is only proper to rigorously supervise a profit-driven monopoly utility company from possible price-gauging and unfair rate structure.

Yihzong Tzou
[REDACTED] Oriole Road, Saratoga, CA 95070

[REDACTED]

From: Cindy LaDeRoute [REDACTED] >
Sent: Tuesday, August 22, 2017 11:09 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda item G2

Dear SJ City Council,
SJWC's billing practices need to be addressed, SJWC's continued rate increases are not sustainable, the drought surcharges were discriminatory and not legitimate. My family neighbors and friends in this district request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.
Thank you for your time and thoughtful consideration and support.
Sincerely,
Cindy LaDeRoute

Sent from my iPhone

[REDACTED]

From: Cindy LaDeRoute <[REDACTED]>
Sent: Tuesday, August 22, 2017 11:13 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda item G2

Dear SJ City Council,
SJWC's billing practices need to be addressed, SJWC's continued rate increases are not sustainable, the drought surcharges were discriminatory and not legitimate. My family neighbors and friends in this district request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.
Thank you for your time and thoughtful consideration and support.
Sincerely,
Danielle LaDeRoute

Sent from my iPhone

[REDACTED]

From: Cindy LaDeRoute <[REDACTED]>
Sent: Tuesday, August 22, 2017 11:14 PM
To: Rules and Open Government Committee Agendas
Subject: Agenda G2

Dear SJ City Council,
SJWC's billing practices need to be addressed, SJWC's continued rate increases are not sustainable, the drought surcharges were discriminatory and not legitimate. My family neighbors and friends in this district request that SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any investigations that would allow the council to represent the interests of San Jose residents and ensure our concerns are heard.
Thank you for your time and thoughtful consideration and support.
Sincerely,
Shelby LaDeRoute

Sent from my iPhone

[REDACTED]

From: Michael Matvey [REDACTED] >
Sent: Wednesday, August 23, 2017 8:28 AM
To: Rules and Open Government Committee Agendas
Subject: SJ Water Company Incessant rate Increases and no over-site - ENOUGH!!!

I am a San Jose homeowner and I am writing in support of CM Rocha's request of the Rules Committee to agendize the top of SJWC rate increases and overcharges for discussion by the full City Council at the August 27, 2017 council meeting prior to SJWC's public participation meeting next month. I have been protesting SJWC's rate increases since 2011 to no avail. I am hopeful that once the City Council is aware of the situation, they will move to address it.

Thank you for your consideration.

Michael Matvey

[REDACTED]

From: Russ [REDACTED] >
Sent: Wednesday, August 23, 2017 8:49 AM
To: Rules and Open Government Committee Agendas
Subject: Water rate increases past and present

Please DO consider discussing the increased water rates at the meeting. We were amazed at how much these rates have climbed since we started killing off our landscape shrubs and lawns in response to the request to do so, only to find out that we were going to be charged more for that effort! And now that the rains have returned they are still charging excessive rates for our water. We happen to live on a corner and are retired, so completely redoing our landscaping is not an option for us, even with some monetary incentives, as we are retired and have lived in this house for 45 years. We planted all our landscaping and lawns ourselves, and have had to replace some shrubs as a result of the drought cutbacks, which of course we supported. But now the local water company is paying huge salaries and still drawing money from its customers to pay for these outrageous plans.

And now they are going to consider financing water supply enhancements to further reduce our delta water supply and kill off more of the native animals that depend on this water supply. If the recipients of this water project wish to expand this outrageous project, let them (the water companies and their customers south of us) pay for it, and then DROP our water rates back, perhaps using corporate profits and the sale of the water shipped elsewhere to help our local residents.

Enough is enough!

Russ Lucas

[REDACTED]

From: Kellie [REDACTED] >
Sent: Wednesday, August 23, 2017 9:15 AM
To: Rules and Open Government Committee Agendas
Subject: Water rates

It is becoming so hard to keep paying this out of control water bill!

I don't know who this email is reaching but please for the sake of this city's residents please if anything start controlling this outrageous increases and try to get our water rates back to a sustainable rate! With the high costs of everything we should have a break on our water since it was sustains us so that we can wash our dishes, takes showers, water the grass and do laundry to be productive citizens to keep jobs and our holes clean, it's ridiculous how these water companies are taking advantage of knowing that WE NEED WATER! So they think we'll pay the exuberant prices for it! If there was an alternative and a cheaper company believe me I would ditch San Jose Water Company!

-Kellie

[REDACTED]

From: Milt Wehrman [REDACTED]
Sent: Wednesday, August 23, 2017 9:30 AM
To: Rules and Open Government Committee Agendas
Subject: Support for Agenda Item G2

Dear Members of the Rules Committee including the following: Mayor Liccardo, Chair, Magdalena Carrasco, Vice Chair - District 5, Councilmember Dev Davis - District 6, Councilmember Jones - District 1, Councilmember Khamis - District 10

I am requesting that the San Jose Rules Committee support Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting or another date as soon as possible. Even though I am not a San Jose resident, this is an extremely important issue for the following 6 cities who are (should be) all in this together: San Jose, Saratoga, Campbell, Los Gatos, Monte Sereno, and Cupertino. The citizens of these cities who are customers of San Jose Water Company's monopoly have all suffered immensely from exploitation by SJWC, and this is fully expected to continue and even get worse. I have personally witnessed the concern of members of the City Councils Saratoga and Cupertino and been involved with them. I am also involved with the very constructive and informative WRATES advocacy group.

Thank you.

Sincerely, Milton Wehrman, Saratoga

[REDACTED]

From: Walkley, Irene F [REDACTED]
Sent: Wednesday, August 23, 2017 9:33 AM
To: Rules and Open Government Committee Agendas
Subject: put agenda item G2 on August 23rd meeting tonight

Dear Sir/Madam:

The purpose of my email is to support Councilmember Don Rocha's request to put the topic of SJWC rate increases and overcharges on the August 23rd agenda (agenda item G2) for discussion by the Rules Committee.

- My husband and I do not want to pay for a project that will cost \$1 billion before cost over runs and that will not provide the District with additional water supply. I do not believe that Staff estimates of increased water supply are accurate. They need to consult the CA WaterFix website and look at climate change modeling done by environmental NGOs.
- We also do not support a project that will result in worsened water quality for the South Bay. Water quality in the South Bay is directly dependent on flushing action from fresh water from the Delta.
- We do not support a project that will divert even more water from a healthy San Francisco Bay-Delta estuary to big, industrial agriculture known for record use of pesticides and chemicals that get into our food supply.
- We do not support Santa Clara Valley Water District partnering with San Luis Delta Mendota Water Authority to weaken Bay-Delta water quality standards through litigation or public media campaigns.
- We do not support the use of Ad Valorem property taxes to pay for Delta tunnels planning, construction or operation, or for supporting anti-Delta programs in partnership with San Luis Delta-Mendota Water Authority

The only thing we do support the use of ratepayer money is toward conservation, storm water capture, ground water capture and clean up, recycling.

Best Regards,

Irene

Irene Walkley

[REDACTED]

[REDACTED]

From: Audrey Goldstein [REDACTED] >
Sent: Wednesday, August 23, 2017 9:35 AM
To: Rules and Open Government Committee Agendas

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its long past the time for the City to become involved in this issue. I am a senior citizen on fixed income and the water bills are staggering. How did they ever get approval for the increases?

Audrey Goldstein

[REDACTED]

From: Ann Boemi [REDACTED]
Sent: Wednesday, August 23, 2017 10:57 AM
To: Rules and Open Government Committee Agendas
Subject: Agenda Item G2

Please review and address the San Jose Water Companies billing practices as soon as possible. The rate increases for us are not sustainable.

The increases in the last 5 years for our address in Almaden Valley has been as follows:

Rate 77%
Base charges 50%
Other add on charges 500%

We have enacted many water saving devices/practices including replacing our lawn with drought tolerant plants and our bills are still much higher than in the past and than other local water companies in San Jose and neighboring areas.

We are requesting that the SJ City Council become more engaged in the CPUC protest and response, formal complaint process, or any other investigations into the SJWC.

Thanks in advance for your help in addressing this issue.

Ron and Ann Boemi
[REDACTED] Nikulina Ct San Jose, CA 95120

COMMENTS

San Jose Water Company provides water services to the majority of our City's residents. Over the past several months, a group of our residents and others have actively investigated and advocated on the behalf of San Jose Water Company rate payers who have been detrimentally affected by increased water costs during the drought.

The City of San Jose is one of the largest customers of San Jose Water Company and has experienced the same drought surcharges and billing practices which our residents have filed response letters and protests on. Given that I do not know much about this issue, I would like to learn more about the recent rate changes with San Jose Water Company and the explanation of why these rate changes are occurring. Considering the City's current fiscal position and outlook, it would be useful to know the total impact these rate increases and the drought has had on the City's water bills.

[REDACTED]

From: Glenna Mayo <[REDACTED]>
Sent: Wednesday, August 23, 2017 11:05 AM
To: Rules and Open Government Committee Agendas

Hi,

I am a long time San Jose (Willow Glen) resident, who is concerned about the proposed SJWC rate increases and history of overcharges. We pay some of the highest water rates in the State. First the raise rates for the drought; next they raise rates because people conserved water; now they want to raise rates again for infrastructure improvement.

I support a reliable water system, but I am concerned whether the City of SJ is getting an fair deal here. I think it's time to look closely at whether the rate increases are appropriate, and to review the history of overcharges.

Please agendize Councilmember Don Rocha's request to discuss the topic of SJWC rate increases and over charges at your Rules committee August 23 meeting.

Thank you,

Glenna Mayo

[REDACTED]

From: Ron Sorisho <[REDACTED]>
Sent: Wednesday, August 23, 2017 11:09 AM
To: Rules and Open Government Committee Agendas
Subject: SJWC rate increases and overcharges (Agenda Item G2)

Mayor Liccardo, Chair
Magdalena Carrasco, Vice Chair - District 5
Councilmember Dev Davis - District 6
Councilmember Jones - District 1
Councilmember Khamis - District 10

Dear Members of the Rules Committee,

I've been a San Jose resident for over 30 years and have seen this wonderful city become one of the most desirable places to live in the world. Over the past several years, I've noticed extremely unfair and discriminatory billing practices by SJWC. As residents, we don't have another choice where we can procure our water. The SJWC has a monopoly on our water supply and through this leverage, they are hurting the consumer by implementing unfair and unsustainable rate increases which we cannot continue to pay. They overcharged the residents during the drought and they continue to increase their rates claiming that residents saved too much water and they need to true-up their costs. How about they cut costs in order to balance their budget instead of passing it to consumer?

I am in full support of CM Rocha's request to have a discuss before the entire SJ City Council regarding the never ending rate increases. These monopolistic behaviors need to be stopped immediately and the current leadership team at SJWC needs to be held accountable to the fullest degree by the law.

Sincerely,
Ron Sorisho
San Jose, CA

[REDACTED]

From: Pam Sarabia <[REDACTED]>
Sent: Wednesday, August 23, 2017 11:25 AM
To: Rules and Open Government Committee Agendas
Subject: Agenda item G2

To Members of the Rules Committee:

I am in support of agenda item G2 Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting today. I am a resident of the City of San Jose.

Pam Sarabia
[REDACTED] Bryan Ave
San Jose, Ca 95118

Sent from my iPhone

[REDACTED]

From: Amit Singh [REDACTED] >
Sent: Wednesday, August 23, 2017 1:46 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC rate increases and overcharges (Agenda Item G2)

Dear Members of the Rules Committee,

I am a long time resident of San Jose, first in D2, and now in CM Khamis' D10 area in Almaden Valley. My family and I have done our bit in conserving water usage the past few years, and even though our consumption went down by 30% in these years over our previous baseline, our charges by the SJWC went up significantly. This is very unfair, and disincentivizes water conservation by SJ residents.

That is why I fully support Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting today. This issue of water rate increases in a monopoly definitely needs to be discussed and resolved to the benefit of SJ residents.

Thank you,

Amit Singh

Almaden Valley, 95120

[REDACTED]

From: Boris Ratmanský <[REDACTED]>
Sent: Wednesday, August 23, 2017 2:27 PM
To: Rules and Open Government Committee Agendas
Subject: item G2

I fully support CM Donald Rocha's request to have the San Jose Water Company's rate increases be investigated. Having decreased my water use and seeing my water bill sky rocket, I would like this addressed. Thank you.

Boris Ratmanský

San Jose, 95120

[REDACTED]

From: Terry maes <[REDACTED]>
Sent: Wednesday, August 23, 2017 2:34 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC Rate increases (Agenda item G)

To All Rules Committee Members,

It is about time that the San Jose City Council scrutinized more closely the constant increase in water rates perpetrated by SJWC. During the drought we conserved water and the Company still raised rates. Now that restrictions have eased, more rate rises have occurred. WHY? I'm tired of seeing my bill increase each month.

Water is a precious commodity and necessary to our very survival. It should not be a source of personal financial aggrandizement by the "owners" of the SHWC. Please investigate the workings of SJWC. If the rates are justified, have them prove it. If not, have them reduce and refund any overcharges.

Thank you for your willingness to serve the best interests of the people of San Jose and Santa Clara County.

Sincerely,

Therese T. Maes

[REDACTED]

From: Michael J Williams [REDACTED] >
Sent: Wednesday, August 23, 2017 4:04 PM
To: Rules and Open Government Committee Agendas
Cc: Starbird, Weston; Rita Benton
Subject: Item G2

Please support council member Rocha's request to add SJWC's unconscionable rate increases, price gouging, and profiteering to the City Council's agenda. I personally would support a bond measure to fund eminent domain proceedings to take over the San Jose segments of SJWC's water services. Our neighboring communities that have municipal water utilities have much better rates than we do, and even San Francisco (the epitome of dysfunctional municipal government) manages to run a reasonable water service.

Please help us by putting the money back into San Jose rather than in the pockets of the shareholders of SJWC.

Thank you,

Mike Williams

[REDACTED]

From: Richardsons [REDACTED] >
Sent: Wednesday, August 23, 2017 4:58 PM
To: Rules and Open Government Committee Agendas
Cc: Lainey and Bruce Richardson
Subject: agenda item G2

We are in support of Councilmember Don Rocha's request to agendize the topic of SJWC rate increases and overcharges for discussion by the Rules Committee at the August 23 meeting. Please follow thru with this issue?

Lainey and Bruce Richardson

[REDACTED]

From: Brajesh Upadhyay <[REDACTED]>
Sent: Wednesday, August 23, 2017 11:44 PM
To: Rules and Open Government Committee Agendas
Subject: SJWC rate increases

Hello,
I hope the our representatives on the city council discuss arbitrary and unjustifiable rate increases by San Jose Water Company, and come up with some relief for their constituents.

Regards,
Brajesh Upadhyay

[REDACTED]

From: Trella Davis [REDACTED]
Sent: Thursday, August 24, 2017 7:59 AM
To: Rules and Open Government Committee Agendas
Subject: Unchecked water rate increases and no clear transparency for use of additional funds

I am writing in support of CM Rocha's request to have a full discussion before the entire SJ City Council regarding the never ending rate increases and admitted overcharging by the San Jose Water Company both to the City of San Jose and to its residents. Its long past the time for the City to become involved in this issue.

--

Hiro Sakamoto

[REDACTED]

From: Linda Higgins <[REDACTED]>
Sent: Thursday, August 24, 2017 8:03 AM
To: Rules and Open Government Committee Agendas
Subject: Please do not increase water rates

My bill is out of control and we have water now. There was no roll back on drought charges, we let our yard go and yet my bill is higher then ever after 30 years in this house. Enough! Time for SJWW to pinch and get creative with their budget and stop gouging their customers!

Thx

Linda and Mark Higgins

Sent from my iPhone

WRATES

Water Rate Advocates for Transparency, Equity and Sustainability

September 2, 2017

City of San Jose, District 9
Councilmember Donald Rocha
200 E. Santa Clara Street
San Jose, California 95133

Subject: The Negative Impact of SJWC on Ratepayers - A Position Paper

Dear Councilmember Rocha,

Thank you for bringing the issues of SJWC to the attention of the Rules Committee for review. As you know, the Rules Committee agendaized the actions related to SJWC and are on the September 12, 2017 agenda.

Pat Blevin and myself met with Jaki Joanino on August 25 to discuss additional issues surrounding SJWC. She was engaged and helpful and we appreciate her guidance.

Attached is a background of SJWC and how the decisions of SJWC and the CPUC have been negatively impacting the ratepayers and the community for years. There are many issues in addition to the Service Charge Overcharges (Item 4 of the Position Paper) that are of great concern. I hope the position paper gives you a better understanding of the issues.

Thank you for your leadership. We look forward to seeing you at the September 12 City Council Meeting.



Rita Benton et al
WRATES
Water Rate Advocates for Transparency, Equity and Sustainability

WRATES

Water Rate Advocates for Transparency, Equity and Sustainability

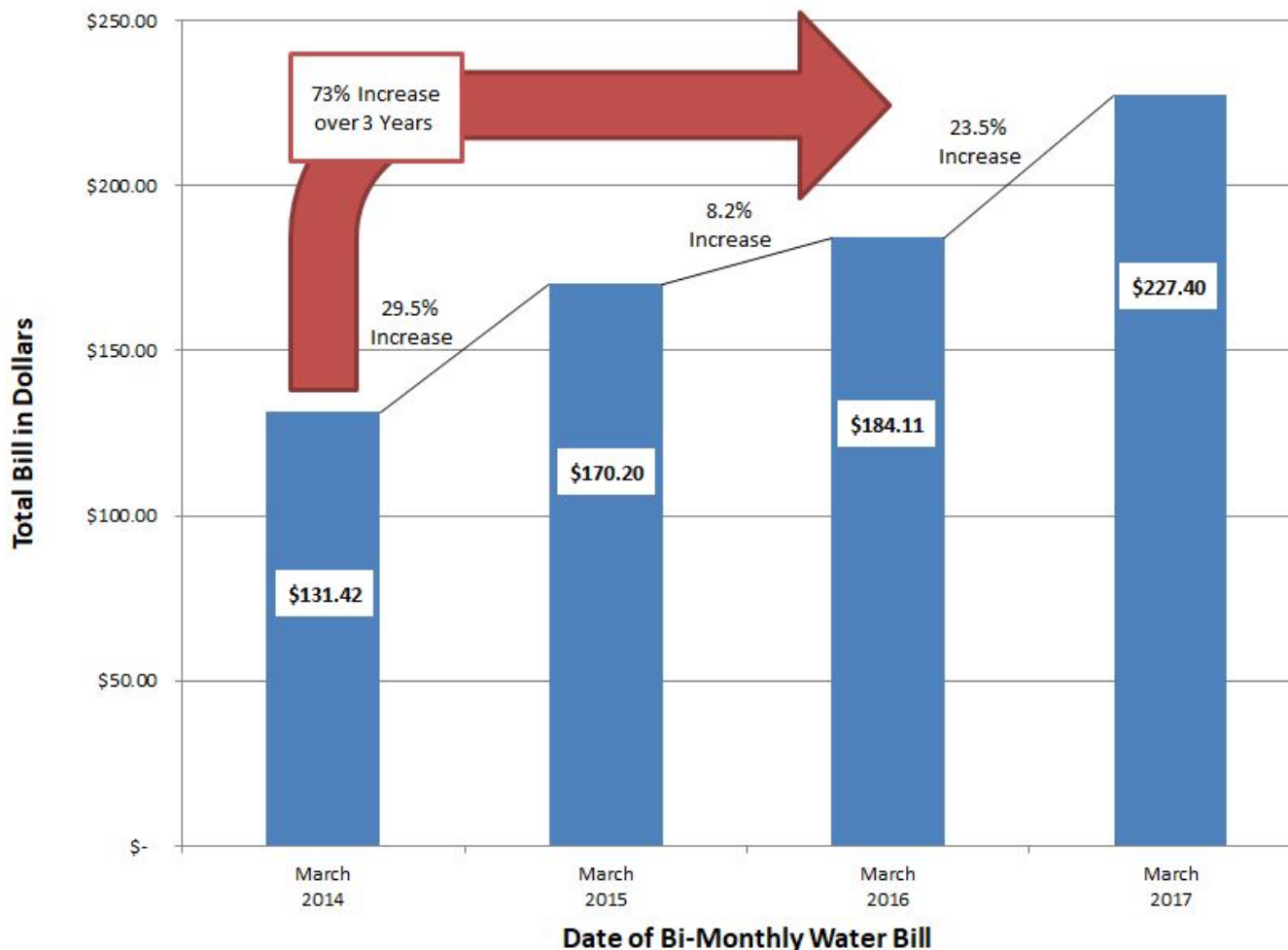
The Negative Impact of SJWC on Ratepayers A Position Paper

1. Rate Increases

SJWC has increased its rates 73% since 2014 for the typical customer with a 3/4" meter using 15ccfs per month (30ccf bi-monthly). To compound this further, the quantity Tier allotments have been reduced by 77% pushing ratepayers into higher tiers with higher rates. SJWC has some of the lowest tier allotments within SCVWD service area.

Water is a basic human right. In 2012, Governor Brown signed AB685, historic legislation establishing a state policy that every Californian has a human right to safe, clean, **affordable** and accessible drinking water. SJWC's 73% rate increase in just 3 years is not affordable.

**Increase in SJWC Bill for a Typical (30 CCF) Customer
March 2014 to March 2017**

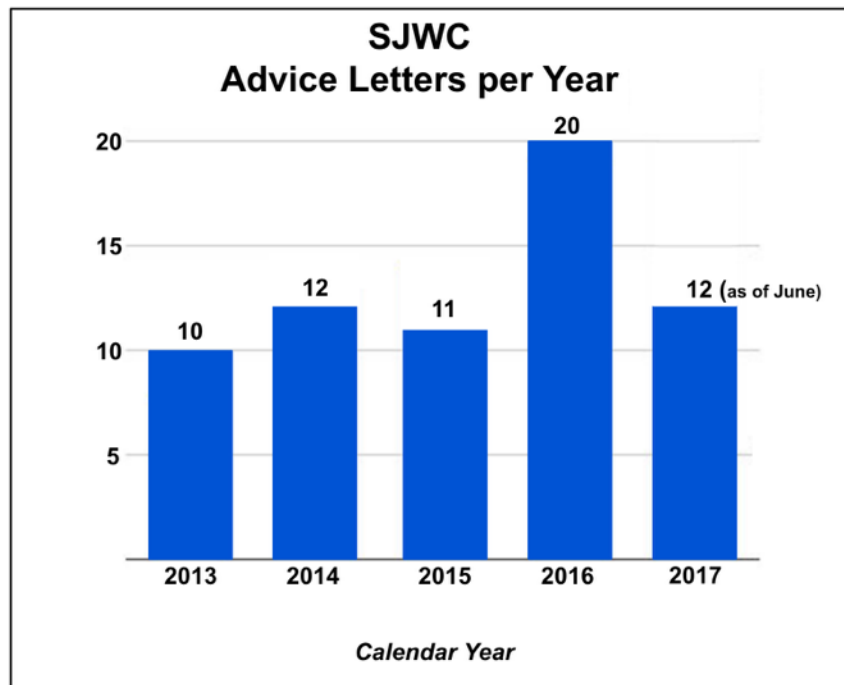


2. Additional Rate Increases are Achieved through Advice Letters

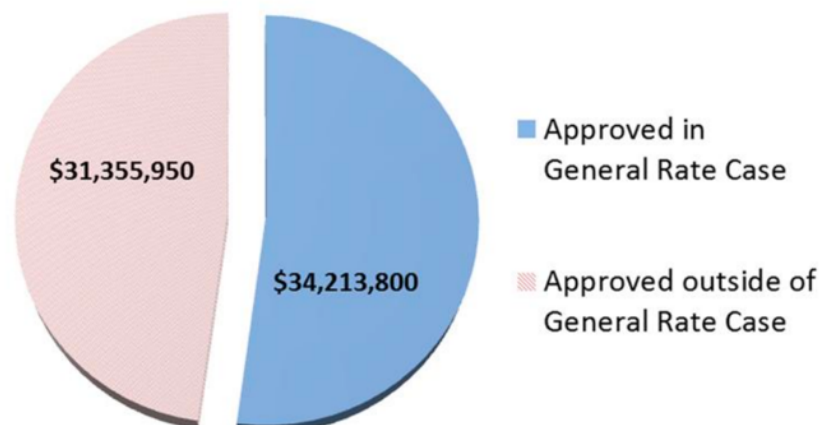
SJWC states that their General Rate Case (GRC) rate increases go through a rigorous 12 month approval process every three years with the CPUC. What they don't state is that they continually request additional rate increases throughout the year via the Advice Letter process. The CPUC approves these additional rate increases within 30 days, not 12 months. This accounts for nearly 50% of SJWC's rate increases.

Additionally, the CPUC only allows 20 days for the ratepayer to research, formulate and submit a protest letter. SJWC has filed multiple Advice Letters within a 20 day period overwhelming the ratepayer and the CPUC resources.

For example, the average rate increases approved by the CPUC through the GRC (including the SCVWD pass through increase) for years 2014, 2015, and 2016 is 11.24%. The actual rate increases achieved through additional Advice Letters averages over 20% per year.



**Comparing Source of Increased Revenue Requirements (2011-2013)
for CWS Districts filing 2013 Escalation Increases**

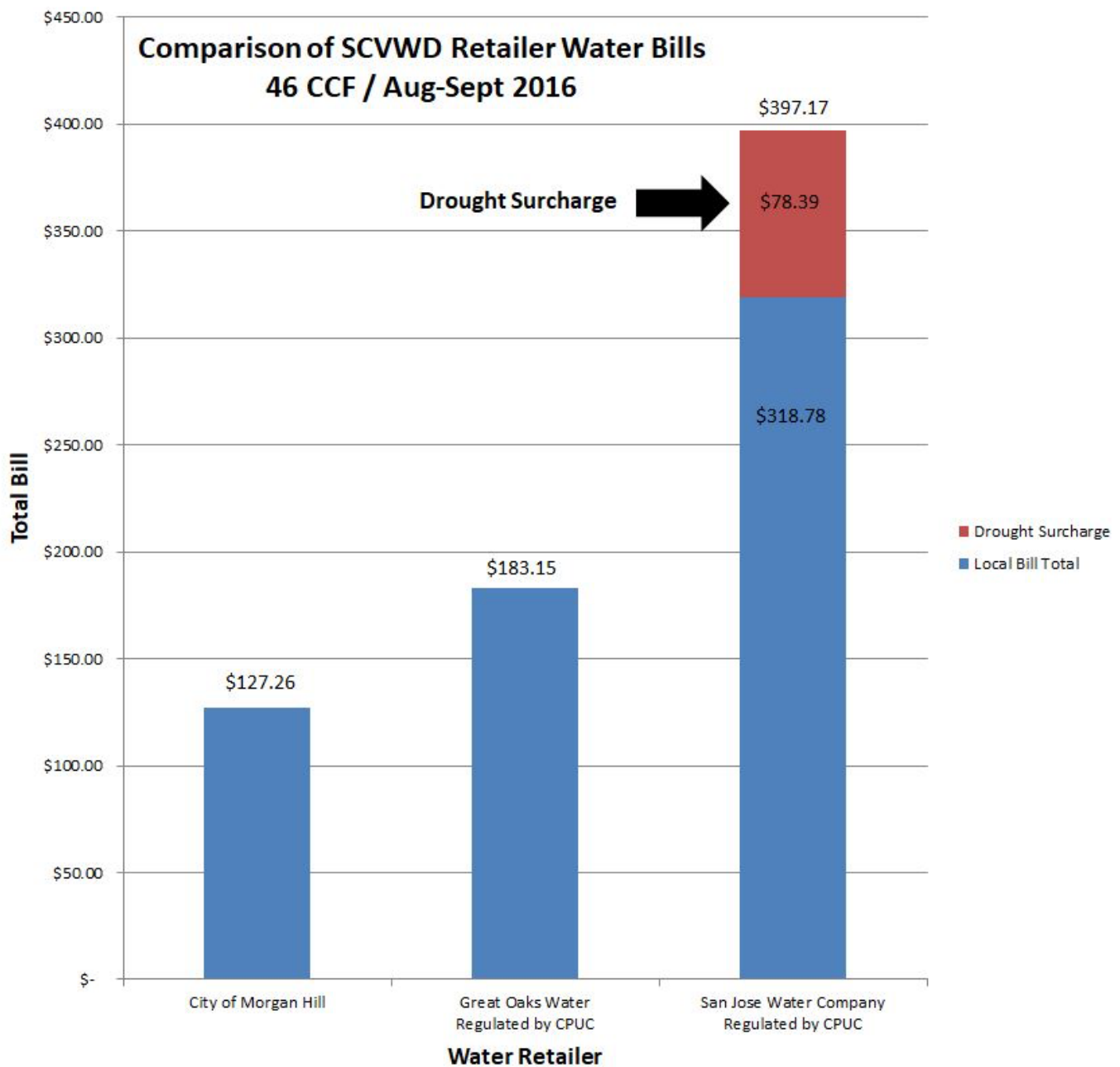


3. SJWC customers pay the highest price of the 13 SCVWD's retailers.

The raw cost of water is the same, but charges to customers are very different.

- -SJWC rates are **74%** higher than Great Oaks Water, an Investor Owned Utility regulated by the CPUC that services residents in San Jose.
- SJWC rates are **150%** higher than City of Morgan Hill, a Municipality.

(These percentage do not include Drought Surcharge amount.)




4. Service Charge Overcharges

SJWC has been overcharging all of its customers on the service charge rate for decades. Rita Benton et al, on behalf of all SJWC Customers, is currently in formal proceedings with the CPUC and SJWC regarding the amount of the overcharges and possible penalties that SJWC owes its customers. Office of Ratepayer Advocates (ORA) requested that the Commission institute an Order Instituting Investigation. WRATES believes the overcharges are in excess of \$13 million. WRATES has counted over 20 instances where SJWC has overcharged the ratepayer when the service charge was increased. WRATES also contends that SJWC double billed its customers during the transition billing cycle when they switched from billing in advance to billing in arrears.

In an email dated February 21, 2017 addressed to Rita Benton, Reminder Kahlon and Richard Rauschmeier from John Tang, Tang states, "SJWC's past practice was to bill the service charge in **advance**." and "SJWC *recently modified* its practice in order to treat the service charge, like the quantity charge, as billed in **arrears**."

In a letter dated March 1, 2017 addressed to Tayeb Mogri from John Tang, Tang states, "SJWC determined that Rule No. 9 allows flexibility for SJWC to treat its readiness to serve charge as billed either in advance or in arrears..."

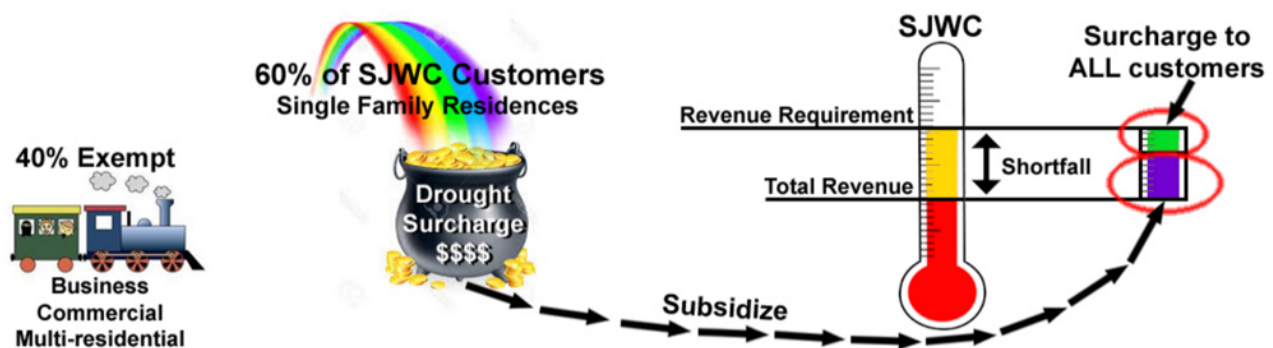
In a letter dated March 16, 2017 addressed to Tayeb Mogri, Reminder Kahlon and Rita Benton from John Tang, Tang states, "No change has occurred on January 1, 2017 in SJWC's established practice of billing both quantity charges and the readiness to serve charge in arrears."

		San Jose Water Company 110 W. Taylor St. San Jose, CA 95110-2131 (408) 279-7900 Office Hours: 8:00AM-5:30PM Mon.-Fri. www.sjwater.com	Customer Name: <input type="text"/> Account Number: <input type="text"/> Bill Date: 01/09/2017 Amount Due: \$119.55 Payment Due By: 01/30/2017
BILLING INFORMATION		CURRENT CHARGES	
Service Address: <input type="text"/>		Service Charge No Proration → \$50.03	
Billing Period: 10/28/2016 - 01/04/2017		Quantity Charges	
Rate Code / Service Size: RES_T_B 3/4 Inch		3.61765 X \$4.0581 14.68	
Meter Reading		2.02941 X \$4.0581 8.23	
Previous	Current	Total CCF (748 Gal/CCF)	0.35294 X \$4.221 1.48
2240	2252	12	3.61764 X \$4.509 16.31
<div>64 days should be billed at the previous monthly service charge rate of \$23.98 and 4 days should be billed at the new, higher monthly rate of \$25.02.</div>		2.02941 X \$4.509 9.15	
		0.35294 X \$4.69 1.65	
		Safe Drinking Wtr Ln 2006-B 0.06	
		Safe Drinking Wtr Ln 2008-B 0.03	
		Rate Assist Prog Surcharge-B 2.89	
		SCVWD Purchased Water - 2016 3.02	
		SCVWD Ground Water - 2016 2.01	
		2013 Interim Rate True-up Surcharge 3.45	
		WCMA-2014 0.57	
		WCMA-2015 1.72	
2016 Balancing Account Surcharge 1.12			
2016 Memo Acct Credit 0.72CR			
2016 Interim Rate True-up Surcharge 2.18			
PUC Surcharge 1.44% 1.69			
Current Charges 119.55			
Previous Balance 204.39			
Payments Received 11/17/2016 204.39CR			
Total Due \$119.55			
INFORMATION & ANNOUNCEMENTS			
Your water use allocation this period is 28.516124 ccf. You used 12.000000 ccf. Thank you for your conservation efforts.			
Comprehensive drought information available at www.sjwater.com.			
See enclosed bill insert for more information on the cost of water, water supply, and fluoridation.			
Effective January 1, 2017, SJWC has implemented a general step rate increase as allowed by the California Public Utility Commission. The monthly bill for the average customer using 15 ccf per month will increase approximately \$.70, or 3.8%. Your current bill is prorated using the old and new rates.			
Effective January 1st the PUC Surcharge has increased to 1.44% as approved in CPUC Resolution M-4830.			

5. Discriminatory Drought Surcharges

The total amount paid in drought surcharges over the 19 1/2 month period was \$37,368,000. This money was only collected from 60% of SJWC customers (single family residences). This money was recognized as revenue to offset under-collected revenue. All customers, even those that already paid for the shortfall through the drought surcharges, were then billed a WCMA (Water Conservation Memorandum Account) surcharge to collect the remaining under-collected revenue.

ORA gave testimony that the drought surcharge is neither just nor reasonable, and in violation of California Public Utilities Code Section 728.1 and it is unlawful, unreasonable, discriminatory and preferential....ORA notes that, in April, 2015, before the implementation of the Monthly Drought Allocation and Drought Surcharge program, SJWC customers reduced consumption by 25.3 percent from 2013 levels for the corresponding month. SJWC customers were already meeting Gov. Brown's water conservation percentages.



- Monies collected from the Drought Surcharge program were placed in a balancing (holding) account.
- Due to conservation, SJWC did not sell projected amounts of water and therefore did not meet their annual revenue targets.
- CPUC allowed SJWC to be compensated for the under-collected revenue.
- Drought surcharge monies were recognized as revenue to offset under-collected revenue.
- CPUC allowed SJWC to add a temporary line item (WCMA) to customer bills to collect remaining under-collected revenue for each of the drought years.

Bottom Line:

SJWC was allowed to transfer millions and millions of dollars from 60% of customers paying drought surcharges to subsidize rate increases for ALL customers, including classes of customers not subject to mandatory conservation.

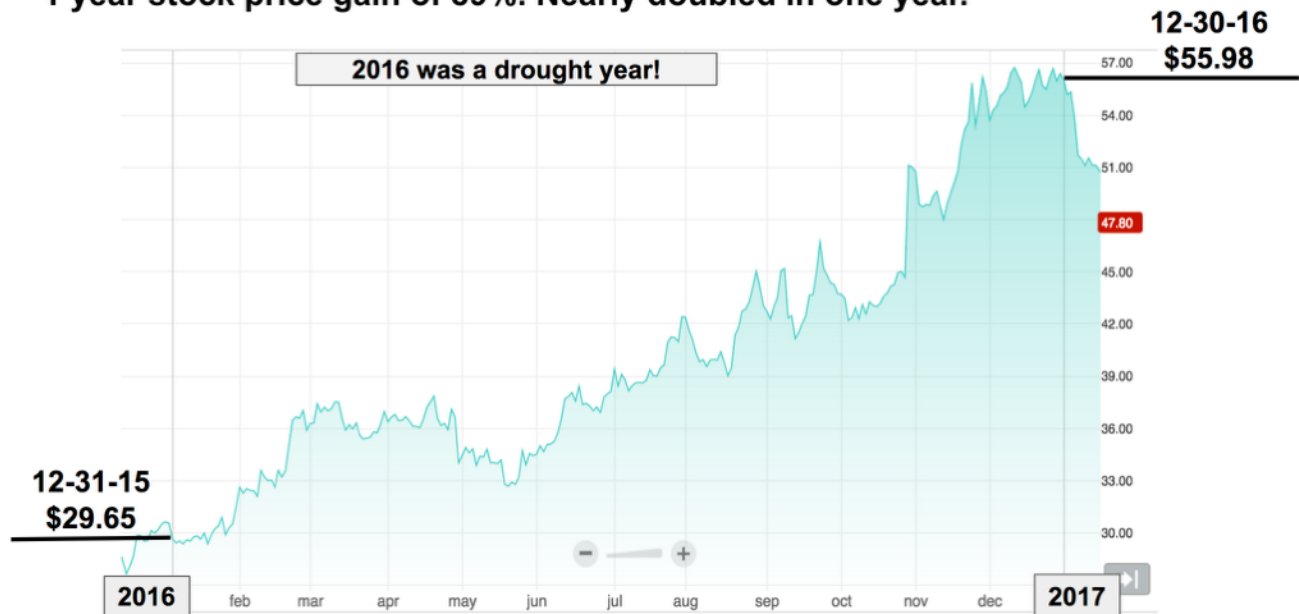
60% of customers paid **BOTH** drought surcharges and additional surcharges that the drought surcharges did not cover in the revenue shortfall.

6. SJW Group (Parent Company of SJWC) has made huge profits

SJW Group saw a stock price gain of 89% in 2016, a drought year; the stock price nearly doubled in one year. The tech industry doesn't see gains like this. Apple and Alphabet, the two largest and most valuable companies in the world saw comparable stock price gains of 35% and 15% in 2016. SJWC accounts for about 90% of SJW Group's revenue.

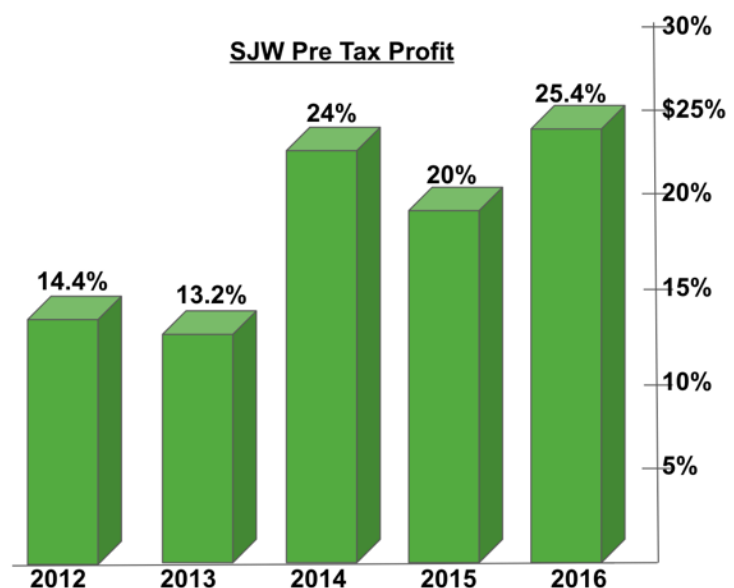
Investors reward such money-making stability:

1 year stock price gain of 89%. Nearly doubled in one year.



Investor Owned Water Utilities Cannot Lose

- Rate of Return guaranteed.
- If water consumption goes down, SJWC is allowed to “be made whole” through extra charges or rate increases.
- SJWC has made huge profits, even for drought years!

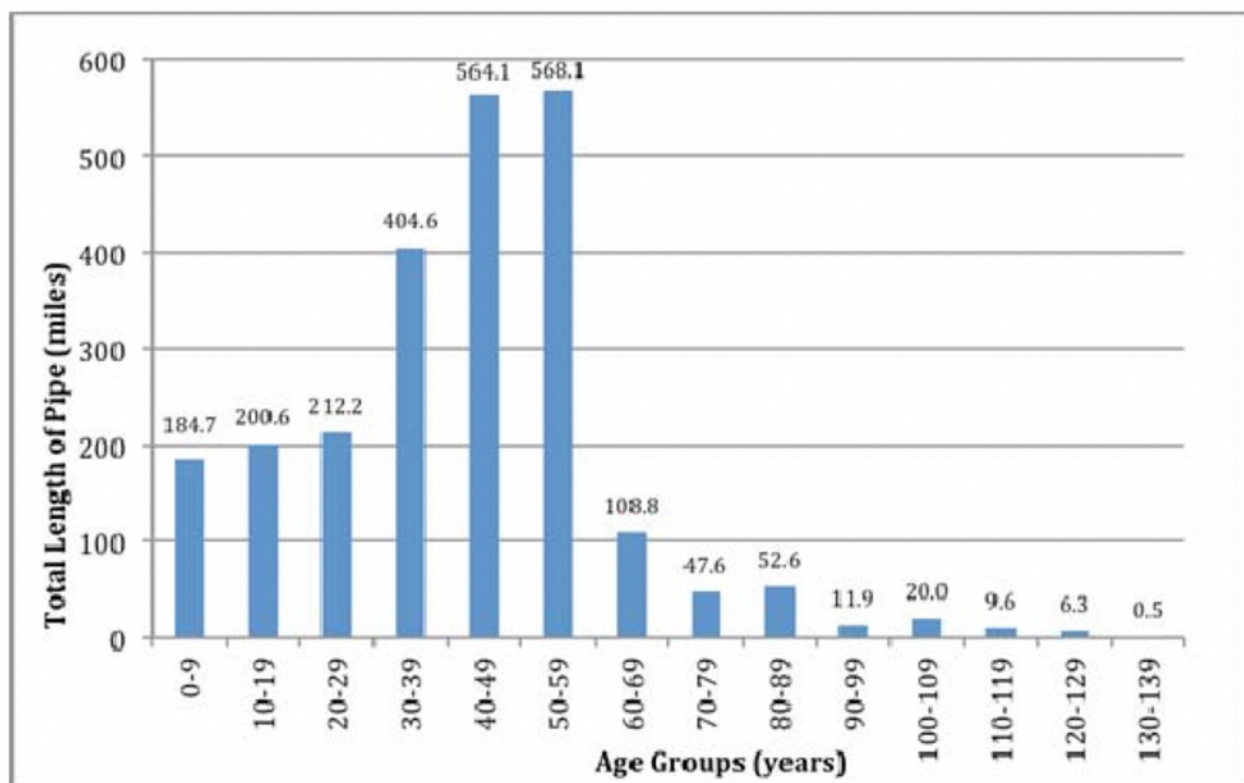


7. Age of SJWC's pipes

SJWC states that the rates are increased because the age of its pipes are 150 years old. Exactly ZERO miles of pipe are 150 years. In fact, 94% (or 2243.1 miles) are less than 70 years old, 5% (or 112.1 miles) are 70-99 years old, and 1% (or 36.4 miles) are 100-139 years old. Pipe replacement has been a part of SJWC expenses for decades and our rates did not increase at this unsustainable rate.

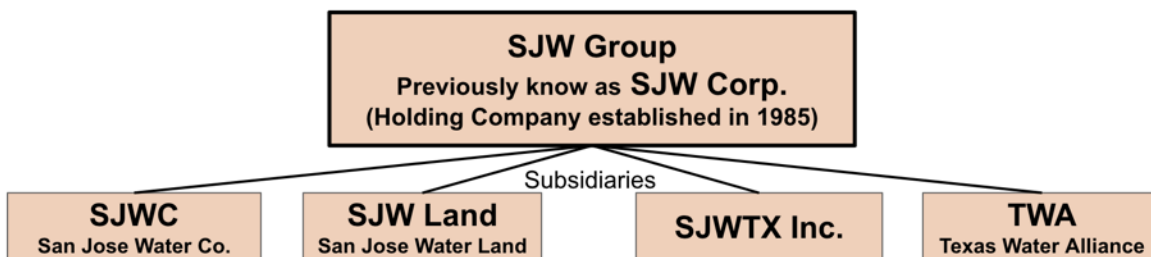
ORA documents indicate the average life of pipelines is 90 years.

FIGURE 8-C – SJWC's existing pipelines by age



8. SJW Group and its subsidiaries

SJW Group is the holding company for SJWC, SJW Land, SJW TX Inc. and TWA. Only SJWC is regulated by the CPUC.



- SJWC is regulated by the CPUC but SJW Group and SJW Land are not.
- SJW Group directors and officers are shared between the utility and its affiliates.
- These Tariffed and Non-Tariffed companies muddy the waters for transparency.
- In the past, SJWC reported revenue and expenses to the CPUC as a single entity. Today it is unclear how information is reported to the CPUC.

SJWC transfers property to SJW Land before selling to a third party, by doing this, monies do not get recorded as SJWC revenue. If SJWC makes a land sale, monies are to be utilized for infrastructure. The same rules do not apply to a land transfer.

Example:

APN# 529-31-041 - SJWC first transfers property to SJW Land. Then within 5 months SJW Land sells to Sienna Oaks.

- 2005 Recorded Land Value when transferred to SJW Land - \$45,228

- 2006 Recorded Land Value when sold to Sienna Oaks - **\$4,200,000**

Sienna Oaks subdivided property to APN# 529-31-009, 100, 101, 102

↓ Document #	Description	Recording Date	Grantor	Grantee
18331961	DEED	04/20/2005 08:00 AM	SAN JOSE WATER CO	SJW LAND CO
18603182	DEED	09/30/2005 08:00 AM	SJW LAND CO	SIENNA OAKS LLC

San Jose District 9 - Comments from Online Petition

Linda P	San Jose	95124	2017-08-12	I am being billed unfairly by the SJWC along with thousands of other people living here. This is an unfair organization working to pad their own pockets!!!!
Hans Si	San Ramon	95118	2017-08-12	We cannot live without water and we cannot live with the extrememly high cost of water that SJWC is charging.
MICHAEL	San Jose	95124	2017-07-29	My current water bill is outrageous.I am a retired senior and Veteran on disability who cannot understand the HUGE increase nor can I afford it. SJW did an audit and can find NO LEAKS. There is no basis for the for my extremely high bill.
James C	San Jose	95124	2017-07-27	Our water bill has become outrageous while installing low flow toilets and cutting back on watering of the lawn.
Paul So	San Jose	95124	2017-07-21	My water bill is bullshit
Cyndy Y	San Jose	95124	2017-07-20	It is fraud that San Jose Water can overcharge like this and give exhorbitant bonuses to its executives! Please help us end this injustice!
James D	San Jose	95118	2017-06-19	Pure extortion.
David A	San Jose	95118	2017-04-21	SJWC just keeps increasing its rates far far in excess of inflation and without any accountability.
abbas h	san jose	95124	2017-03-16	We, the hard working middle class, demand that the CPUC wake up and start looking at the interest of We, the people (the same ones that pay your huge salaries) and stop patronizing the Water Company.This rate increase is absurd simply because we used less water does not in any way justify raising the rates even though they had a higher rate approved as a "Drought Surcharge".
Laurie F	San Jose	95118	2017-03-16	Outrageous drought over and increasing rates. Unbelievable!! Those in charge should be all fired.
Ginger C	San Jose	95118	2017-03-12	Sorry I missed the date.We get charged if we go over our allotment now we are getting charge because they are not making enough money because we are not using more water something's wrong with this picture.
Paris Di	San Jose	95118	2017-03-12	It's really bad. the SJ water company made profits every year, but did not give back to the consumers or used it for infrastructure improvements. It's just "n i c e" that their CEO goes home with \$1.5 Million last year in compensation. They are all corrupt!
Maureen	San Jose	95118	2017-03-11	First, the rate increases are not based on the correct facts. Second, we were asked to reduce water usage, we did. And now they want rate increases because they do not have enough funds to cover expenses. They did not estimate properly based on the drought. The customer should not, again, be victims of poor planning.
Roxann	San Jose	95124	2017-03-10	My water bill is too high.
Alan Vir	San Jose	95118	2017-03-10	Let me see a far rain this year and not much to be coming in the near future, But for some reason all ponds have been emptied. Or is it tome for new vehicles for the top dogs at the water company?
Deanna	San Jose	95124	2017-03-08	I can't afford my water bill!
Paris Di	San Jose	95118	2017-03-07	These continued rate increases are NOT sustainable by the community!
Paris Di	San Jose	95118	2017-03-07	Go to http://sjwfacts.weebly.com/file-complaint.html and file an official complaint with the CPUC. Takes only 10-15 minutes. Be aware, the deadline to file protest is March 10, 2017!!!!
Alvina F	San Jose	95124	2017-03-05	I'm signing this petition because new rate increases are criminal to us in Santa Clara county because of the reason rains and over abundance of water the county has.
Linda M	San Jose	95124	2017-03-03	We let our lawns die. Now with all the rains we have weeds....would love to have new lawn but....I will not pay more to do just so water managers can get a raise! The city of San Jose claims there is a housing shortage so they keep approving more multi story multi family buildings...more peoplepolice department size insufficient....cannot effectively respond to all emergencies....Yes let's bring more people in and then we will continue to have drouts. Who manages Anderson dam? Needs seismic retrofitting. Money managers are doing a poor job....sure let's pay more.....NOT

Wendy I	San Jose	95118	2017-03-03	This is outrageous!
Apinya	San Jose	95118	2017-03-03	The water bill rate increase is unfair.
Alan Vir	San Jose	95118	2017-03-02	I can not afford these rates
Nian Zh	San Jose	95124	2017-03-01	It doesn't matter if it is drought or not, we always need to conserve water . Water company can't increase water price due to less water consumption.
Linda H	San Jose	95124	2017-03-01	These rate increases are totally outrageous and must be immediately over turned.
Susan H	San Jose	95124	2017-02-28	We have conserved and conserved and YOU keep raising the rates; we are sick of it. Your a monopoly and the only way to protest is rebel. STOP raising the rates to pay for your company benefits and retirement! Also, your employees should have to pay their fair share.
Jun Liu	San Jose	95124	2017-02-28	Strongly disagree with water bill increase.
Jianqiao	圣荷西	95124	2017-02-28	I'm signing because I protest the AL 501 of SJWC.
SIWEI P	圣荷西	95124	2017-02-28	I'm signing because I protest the AL 501 of SJWC.
Tito Ciu	San Jose	95124	2017-02-28	The current rates are not reasonable. Even if we go our way to limit usage, SJW still charges us *way* more than in the past. It's not fair at all.
Robert C	San Jose	95124	2017-02-28	We conserved water during the drought, we've done what was asked. Why now, do we get a large increase?
Ardis W	San Jose	95124	2017-02-28	We are senior citizens living on a low fixed income. We have carefully saved water to only have the rates exceed what we once paid prior to the cut back. That is usurious.
Kim Bes	San Jose	95118	2017-02-28	This is unreasonable
Yuanyua	San Jose	95118	2017-02-28	Not agree
Vickie C	San Jose	95124-6555	2017-02-25	I'M SIGNING BECAUSE THIS IS HIGHWAY ROBBERY!!!
Neil DiG	San Jose	95124	2017-02-25	Sjwc is making rates up more, and I'm tired of their monopolistic stranglehold on water.
Valentin	San Jose	95124	2017-02-25	I'm furious too! They are over charging us unfairly for use while the rest goes into their creative funds! JSWC should reimburse all of their customers for the extra surcharges over the last four years or maybe more! "A man with a briefcase can steal more money than any man with a gun" -Don Henley
scott Bu	San Jose	95124	2017-02-25	Enough is Enough! A 71% increase since 2013 is more than enough, actually it is too much!
Andrew	San Jose	95118	2017-02-25	Unreasonable water bills due to surcharges
Tami Ba	San Jose	95118	2017-02-24	The rates are unfair! I live alone and have not had sprinklers on in months yet I am still being charged for tier 3 rates when my water usage is at least half what it was 2 years ago. And my bill is at least 25% more after reducing my usage SJW needs to figure out how to manage their finances and quite gouging the consumers!
Susan S	San Jose	95124	2017-02-23	We are being taken advantage of. This is an outrage.
Don Cho	San Jose	95124	2017-02-22	Lack of transparency with SJWC financials; overcharging; lack of options to customers as other Bay Area cities are providing their customers.
Susan M	San Jose	95124	2017-02-22	I'm signing because I'm fed up with the ridiculous rate hikes that make for only greater profits for SJW. How can a company that makes such profits claim that their current rates don't cover their fixed costs? It doesn't take a rocket scientist to look at their earnings to realize this is a flat out lie.
Arun Ku	San Jose	95124	2017-02-22	I am signing because these rate increases seem quite exorbitant and unreasonable. Have other water utilities raised prices at the same pace? I looked at my bill closing in January going back to 2009, and there has been a very significant increase.Service charges on Jan Bill: \$30.14 (in 2009), \$35.71 (2012), \$42.09 (2015), \$50.03 (2017)The rates for usage have also gone up very significantly.(around 100%)Jan 2009: Lowest 3 tiers were charged/ccf \$2.2412, \$2.16860, \$2.20820Jan 2012: Lowest 3 tiers were charged/ccf: \$2.5157, \$2.5157, \$2.6329Jan 2015: Lowest 3 tiers were charged/ccf: \$3.1113, \$3.20706, \$3.457Jan 2017: Lowest 3 tiers were charged/ccf: \$4.0581, \$4.0581, \$4.221
Brian C	San Jose	95124	2017-02-22	I am outraged by this ridiculous attempt to price gouge us citizens

Jill McE	San Jose	95124	2017-02-22	This is ridiculous. We're being penalized for doing the right thing.
Jessica	San Jose	95118	2017-02-22	The prices
Bill Whi	San Jose	95124	2017-02-21	It's costing me more now, even though I am under my allotment. BS!
Mujo Ha	San Jose	95124	2017-02-21	Water is already too expense
Josh Ni	San Jose	95124	2017-02-21	The water bill rate hikes are ridiculous.
Judith E	San Jose	95124	2017-02-21	I am very unhappy with the way SJWC has been robbing their customers with outrageous water allocation charges and other optional charges from as far as 4 to 5 years ago. Highway robbery!!!
Roger M	San Jose	95124	2017-02-21	My rates have skyrocketed!
julio val	san jose	95118	2017-02-21	This is far overdue. The rates are outrageous and someone is heavily financially benefiting from this. Consumer are squeezed.
harold f	San Jose	95118	2017-02-21	I agree. My complaint to CPUC already submitted
Monica	San Jose	95118	2017-02-21	I have conserved extensively. My bill has remained neutral, an increase would be unreasonable. This is similar to the electricity debacle under Gov. Davis.
Sharon	San Jose	95124	2017-02-20	S.Leann Emery
Phyllis's	San Jose	95124	2017-02-20	I'm reallyupset about the SJWater asking for another rate increase. Will the PUC ever deny an increase request. That would be wonderful. Not likely, but wonderful should it ever happen.
Tammy	San Jose	95124	2017-02-20	outrageous prices for water no more \$ necessary for management
Ryan Ma	San Jose	95124	2017-02-20	I believe that they should be accountable for what they are doing
peter at	San Jose	95124	2017-02-20	I believe the rate increase is uncalled for. Also, San Jose Water never re-enabled the bank of water we saved on our bills from the last drought!
Joanne	San Jose	95124	2017-02-20	My bill is to high. We should not be punished with a rate increase when we have had to conserve by state law and then have our bill go higher because we saved water. The water company needs to balance their income to expenses like everyone else and not have an open checkbook to charge at will.
Russ G	San Jose	95124	2017-02-20	I believe San Jose Water is over charging for the service they provide.
Jared T	San Jose	95124	2017-02-20	The rate hike proposals are preposterous
sherine	San Jose	95124	2017-02-20	They ask us to use less water because we are in a drought. So we tried. When we used more than they allocated to our house, we were penalized. Now, they want to increase our rates because we used less water than they forecasted. Explain to me why this is fair or just?
Christin	San Jose	95124	2017-02-20	I ageee with the petition.
Don Sev	San Jose	95124	2017-02-20	I am exercised with the frequent rate increases, assessments and surcharges being instituted by the SJWC with confusing expanations. I have counted 9 price increases within the past 15 months.
Sheryl U	San Jose	95124	2017-02-19	Our water bill skyrocketed this past year and we have been doing our best to cut back our usage. It is horrible.
Krikor B	San Jose	95124	2017-02-19	It seems the monopoly gives you a big chance to rise the prices unconditionally. This is not fare at all. You suppose to sued about that. CALifornia is out of drout IT IS JUST FLPOODED AND WE STILL PAY HAT DRASTIC PRICE. FOR HOW LONG
Shelby T	San Jose	95124	2017-02-19	Water prices are ridiculous! No increase!!
Larry Tr	San Jose	95124	2017-02-19	I'm tired of my water bill being so high I'm outraged by all the increases .
Cynthia	San Jose	95124	2017-02-19	I'm retired on a largely fixed income and I don't get the pay raises SJWC does. What happens when I can no longer pay the bill even as I conserve water? Do die? I can't live without water!
Robert S	San Jose	95124	2017-02-19	Feed up with the SJWC inability to run the utility as a break-even business. Moreover, during the drought, consumer's were penalized for too much usage and now SJWC is requesting a rate increase because they can't properly forecast business demand. It must be nice to have consumers to subsidise a projected revenue short-fall and don't have another supplier choice. Outrageous!

David S	San Jose	95118	2017-02-17	San Jose Water company is price gouging customers and is asking for second rate increase since 1/1/2017Two increases in 3 months
Sourabh	San Jose	95118	2017-01-29	Unfair practices by SJW.
Srujana	San Jose	95124	2017-01-23	My water bill is way up even after drying out lawn
Virginia	San Jose	95118	2017-01-19	I'm a single mom with 4 kids, and I can't afford to pay twice as much for half as much. Also, the levy on use for prior years seems an unconstitutional tax without representation.
Donald	San Jose	95118	2017-01-16	So I use less water and my rates skyrocket? The rates went up, if I recall, due to drought conditions, and we're to be temporary (per SJWC mail we all received). Lies, blatant, boldface lies. They are lining their pockets at our expense, selling a commodity they did not create. This is sickening.
Vicki Al	San Jose	95124	2017-01-13	I've put in native plant landscaping to substantially reduce my water usage and have bought a low water usage washer and have put in low-flow shower fixtures and my water bill has still gone up!!
Soares	San Jose	95124	2016-12-20	Cidalia Soares
priscilla	San Jose	95124	2016-12-20	The water bills are crazy in San Jose
joe soar	San Jose	95124	2016-12-20	the water shortage is going down and prices keep going up, a rip off if you ask me
Jason C	San Jose	95124	2016-12-20	Mother in law
Pam Kil	San Jose	95124	2016-12-19	I do not water my lawn and my water bill has more than doubled
Marilyn	San Jose	95118	2016-12-19	Unusally HIGH water bills the last 3 billing cycles (6 months).....
lauren p	San Jose	95124	2016-12-18	I can no longer afford to pay my water bill. Despite my cut backs it is outrageous.
Stephar	San Jose	95118	2016-12-01	My water bill has doubled!! Not using more water than usual.
Laura Is	San Jose	95124	2016-11-29	Outrageous price of water. Bills have sharply increased with drastically reduced water usage. Not right.
Carole M	San Jose	95124	2016-11-28	We've been water conscious, have reduced consumption. Yet we are now paying far more than before. It's water, for heaven's sake! It's ridiculous to pay so much for this obviously mandatory staple.
tory mo	San Jose	95124	2016-11-27	HUGE water bill that are not explained!
Bonnie	San Jose	95124	2016-11-27	Water prices have gotten ridiculous! There's something wrong with this picture. Not happy about it, not one bit!
Margarit	San Jose	95124	2016-11-27	I am signing because my mounthly bill is very high.
Thomas	San Jose	95124	2016-11-27	i'm retired on a fixed income.
Kenny K	San Jose	95118	2016-11-26	This is absurd, we cut water use and our bill goes up? Thieves.
Laura K	San Jose	95124	2016-11-25	My bill has gone up and we are using less water
Michele	San Jose	95124	2016-11-25	Our water rates are out of line!
Constan	San Jose	95124	2016-11-25	I'm just disgusted with how my bill keeps climbing, even when I've been well below what has been allotted to me. The more I conserve the higher the bill - it's absurd!
Tom My	San Jose	95118	2016-11-25	My water bill is out of control. I use less and it keeps going up. I do not have leaks in the system.
Thomas	San Jose	95118	2016-11-25	We are being gouged
Roy Hay	San Jose	95124	2016-11-24	I'm using 38% less water and paying three times what I used to at using more water.
Cindy B	San Jose	95124	2016-11-19	I understand we are in a drought and I 100% support the water conservation and do my part. But the increases the SJWC are issuing are completely unfair and a hardship to us families already struggling to get by. I do not understand how they get away with it. The CEOs of the SJWC are lining there pockets.
Nancy M	San Jose	95124	2016-11-19	Our last few water bills have been outrageous! Something needs to change - we are being unfairly punished...
Charles	San Jose	95124	2016-11-18	THE PUC AND THE SJWC, ARE STEALING FROM THE CUSTOMERS.GOV'T BROWN AND THE PUC OFFICIALS AND SJWC ARE THIEVES

Val Oliv	San Jose	95124	2016-11-18	I'm signing because SJW are crooks!
Kevin G	San Jose	95124	2016-11-17	Too high water bills in SJ
Bruce T	San Jose	95124	2016-11-17	Taxation without representation.
BRAD M	SAN JOSE	95124	2016-11-15	Less use should be less cost. and its not fair to offset an infrastructure 150 years old that should have been accrued for all along.
Greg El	San Jose	95124	2016-11-15	Excessive bill increases.
david b	San Jose	95124	2016-11-15	we are getting outrageous water bills that are not fair just to profit SJWC
Gary Sh	San Jose	95118	2016-11-15	Rates for water have gotten out of hand. SJW does nothing to improve their infrastructure while enjoying huge profits and pay raises.
Barbara	San Jose	95118	2016-11-15	I'm signing because I believe San Jose Water Co. is not trustworthy. The rate formula is confusing and the rates are too high!
Gayatri	San jose	95118	2016-11-15	The auditors came out twice and could not explain the usage or the bill.
Susan L	San Jose	95124	2016-11-14	Water company says they need to raise rates as usage went down Yet they are making record profits so that explanation doesn't work
Jessica	San Jose	95124	2016-11-14	My water bill is outrageous
Elaine D	San Jose	95124	2016-11-14	our water bill was doubled during last summer. I now keep track of water meter and got the bill down ; but they were gauging us for awhile.
Samit M	San Jose	95124	2016-11-14	I RECEIVED A WATER BILL WHICH I BELIEVE ISN'T TRUE SINCE WE ARE REUSING AND RECYCLING THE WATER ON DAILY BASES.
Julie Ba	San Jose	95124	2016-11-14	water bill outrageous and can never meet their new guidelines.
Phillip E	San Jose	95124	2016-11-14	Water bill is killing me
Kristine	San Jose	95124	2016-11-14	San Jose Water Company keeps charging me more and more, even though I am conserving!! I am only using 65% of my allotted amount and my bills are higher!!
stacey r	san jose	95124	2016-11-14	My bill almost quadrupled without notice from one month to the next. That's outrageous !
Leslie A	San Jose	95124	2016-11-14	My past two water bills have been almost triple of what they were last year. I was told we had a leak too when I called to ask about it.
Lisa Ho	San Jose	95118	2016-11-14	These bills are beyond what one would expect for a normal increase in pricing.
Eric Car	San Jose	95118	2016-11-14	Bill is getting way to high.
Kevin B	San Jose	95124	2016-11-13	Agree with all points, it is hard to accept sjwc keeps up the surcharges while most all others have dropped, even in so cal.
Dennis	San Jose	95124	2016-11-13	I agree with the petition. Prices are out of control, and the water company can't just keep hiking rates due to poor managing and planning. Customers are doing what they can about conservation. Stop punishing us financially!
Jeff Bel	San Jose	95118	2016-11-13	My bills went from an average of \$150 to over \$500!!!
Rick Co	San Jose	95124	2016-11-12	We've let our lawns go; 'our rose hedge; 'most of our fruit trees; and still, WE PAY MORE THAN EVER IN THE LAST 30 YEARS!
Roger N	San Jose	95124	2016-11-11	I am fed up with the price gouging for our water a basic necessity. Also, I am outraged at the sneaky manner in which it was raised.
Mindi S	San Jose	95124	2016-11-10	My water bill has increased
Ann Gill	San Jose	95118	2016-11-07	Unfair high water prices
stephan	San Jose	95124	2016-11-05	Our water bills are unreasonable and very difficult to understand. The water company needs to be completely transparent and allow us to see previous year comparisons.
ruth cal	San Jose	95118	2016-11-05	My water bill has doubled. My household of 1 person is paying \$356 p/month. The PUC is not acting in the SJ Water Rate payers interests. SJ Water is making billions off of us during this drought and the rates will not go down when the rainfall levels return to normal. Please rescind this onerous rate increase. \$356.00 p/ month for one person household is criminal.
Dhiman	San Jose	95118	2016-11-04	My water bill has gone up by over 100%.

Nancy S	San Jose	95124	2016-11-03	We, the people matter
Jia Lao	San Jose	95124	2016-11-03	I fully agree! This company is exploiting the customers!
Roxann	San Jose	95124-6504	2016-11-02	Rates are too high and no competition
susan B	San Jose	95118	2016-10-31	My water bills are ridiculously high. I need some answer.
Rachel I	San Jose	95124	2016-10-30	SJWC rate increases and their refusal to return phone calls or provide detailed billing information when promised.
Joe Alla	San Jose	95118	2016-10-30	It is unfair to overcharge for something state law requires one to have
Michael	San Jose	95118	2016-10-30	Crazy water bills!!! We moved from Mountain View where we used the same amount of water and paid a reasonable price instead.
Xuan Cu	San Jose	95124	2016-10-29	We currently use less water and pay more.
Robert I	San Jose	95118	2016-10-29	Cut water consumption over 50% from 2013. Installed water saving toilets and appliances to conserve. Water bill has never been so high!!
Staci Sa	San Jose	95118	2016-10-27	rate hike is unethical
Arthur B	San Jose	95118	2016-10-26	These are unfair practices.
Dan Mc	San Jose	95124	2016-10-25	This is unreasonable
Claudin	San Jose	95124	2016-10-25	I'm signing because my rates keep going up unnecessarily.
Noelle M	San Jose	95118	2016-10-25	Our water bills have gone WAY up, like tripled, from last year BUT we have used less water. This is criminal! Bringing it to the news media attention ASAP
Connie	San Jose	95118	2016-10-25	Increase is outrageous!!
Lynn M	San Jose	95118	2016-10-25	I am retired and my bill was very high. I do not mind paying my share, but if this what they are doing? Not fair!
Jennifer	San Jose	95118	2016-10-25	i'm signing due to extremely high water bills while our family is using less water
Stepher	San Jose	95124	2016-10-24	My most recent water bill was insane and 30% of the total was as a result of recent usage changes.
Richard	San Jose	95124	2016-10-24	The operation of San Jose Water Company is dishonest.
Hillary Y	San Jose	95124	2016-10-24	The SJWC rates continuously are increasing at a rate that is ridiculous. It's not right!
James D	San Jose	95118	2016-10-24	I use very little water. last month 5CCF. My allocation is 29 CCF. My water usage charge was \$20. My bill was \$81 dollars. Service charge and surcharges have reached a ridiculous level. There were 13 different charges listed in addition to the quantity charge. Ridiculous.
Shelby I	San Jose	95124	2016-10-21	The current cost of our water bills are completely unfair
Mary K	San Jose	95118	2016-10-17	I am tired of unfair water bills.
Krista M	San Jose	95124	2016-10-15	Charges are outrageous
Karen J	San Jose	95124	2016-10-14	Throughout this drought we have been told to decrease our water consumption which my family has done, but then you raise our rates to make up for lost revenue. We did EXACTLY what you asked us to do and now we are being penalized for it. And SJW can get away with it because they are a monopoly. SJW and CPUC are a joke.
Carol M	San Jose	95124	2016-10-14	You are raping us!
Ken Piz	San Jose	95124	2016-10-13	We need legislation for municipal control of monopoly private utilities.
Paulette	San jose	95124	2016-10-12	We have been conserving water in our home for 2 years!! We get compared to our direct neighbors who are mostly retirees and single elderly. We are a family of 5!
Hope C	San Jose	95124	2016-10-12	We converted both front and back yard to drought tolerant landscaping with a drip system. Since then our bills are over \$600 a month. We had things assessed for leaks and none were found. This is outrageous

Sherry I	San Jose	95124	2016-10-12	I have conserved water in every way I can; no lawn front or back, all drought resistant plants, artificial grass area for my dog, buckets in shower and sinks, taking "Navy" showers (get wet, water off, lather up, water on). I've lost two trees, am hand watering others to try to keep them alive and healthy. As a retired person on a fixed income (with no COL increase from SS) it's a struggle to pay outrageous the constant water bill increases. It is unfair, inequitable and must be rectified. Water is a basic need, NOT a luxury!
Terry Ba	San Jose	95124	2016-10-12	I agree that the San Jose Water Company, aka the Golden Spigot, is both overcharging its customer and absolutely without shame for allowing their employees water for free with no restrictions
Bruce M	San Jose	95124	2016-10-12	Last bill was over \$400 !
Stephar	San Jose	95124	2016-10-12	My water bill is outrageous
Paula P	San Jose	95124	2016-10-12	Bill to high
Glenn C	San Jose	95118	2016-10-12	I agree with the other posters here regarding the conservation of water and the bill continues to increase. SJW will always be looking to increase their profits and keep the stock holders, upper management and CEO happy with the unfair 'taxing' of the south bay home owners. My speculation is that CPUC also has some kind of monetary interest, but you will never hear about it. (Why would they continue to approve the absurd rate increases?)
Tom Ho	San Jose	95118	2016-10-11	Despite dropping my usage by 30%, I have seen my bill double. Not reasonable.
Dena Sa	San Jose	95124	2016-10-09	water increases are random and are that of a monopoly affecting people's ability to pay. Bills are unreasonable and they cannot defend their billing reasons.
roberta	San Jose	95124	2016-10-08	outrageous water priced from SJ water co
John Sc	San Jose	95124	2016-10-07	My water bill went up \$40.00 and I am not watering the back lawn and the front lawn 2 times a week
Kathlee	San Jose	95124	2016-10-07	Water prices are too high!
James T	San Jose	95124	2016-10-07	I have a pool! And I use it a lot. And lots of plants and trees that will die if you don't water. Any help is appreciated .
Pedro le	San Jose	95124	2016-10-07	of the % increased
Kathlee	San Jose	95124	2016-10-07	Our bill was outrageous!!
Deborah	San Jose	95118	2016-10-07	My water bills are the highest they have ever been in years. We have dropped our water usage by 75% and feel we are now paying 75% more than we did prior to reducing our water usage.
Brendan	San Jose	95118	2016-10-06	I'm signing because I think the increase in price for water in San Jose, is outrageous. I went from paying under \$100 a month to exploding close to \$300 a month. I can barely afford all the other monthly bills.
Melissa	San Jose	95118	2016-10-05	I had a \$581 water bill & i had no idea how that was ok...
Gerard y	San Jose	95124	2016-10-04	This is outrageous and wrong!!
Borys S	San Jose	95124	2016-10-04	I am very concerned about this issue
Cheryl I	San Jose	95124	2016-10-04	Our family has been following the guidelines on how to save water and abiding by the water restriction rules for a couple of years. We received our water bill a couple weeks ago and it doubled in price from last year! It's frustrating when you're trying to save water, but get over charged for it.
Carly St	San Jose	95118	2016-10-04	This is criminal
Nancy H	San Jose	95118	2016-10-04	Instead of dinging the users how about SJ Water board members taking a 10% cut!?
Tammy	San Jose	95124-1919	2016-10-03	As a single mother trying to get by on the poverty line in California, this ridiculous hike just adds more stress!!!!
carol ho	san jose	95124	2016-10-03	Not fair practices. Over pricing. Rip off
Yvonne	San Jose	95124	2016-10-03	Unfair water restrictions.Surrounding water districts have structured their restrictions in a much more fairly.
Sally Bo	San Jose,	95124	2016-10-03	Raising rates is not reasonable

Rhonda	San Jose	95118	2016-10-03	Our bills have soared and we don't even water a lawn.
Melissa	San Jose	95118	2016-10-03	I'm signing bc my water bill has more than doubled the past two cycles with no clear reason. Lots of surcharges, no clear explanations.
Allison	San Jose	95118	2016-10-03	My water bill tripled in 2 months with no increase in water usage. Ridiculous.
Nick Qu	San Jose	95118	2016-10-03	We have received and paid for ridiculously high water bills because we had a leak. It seems wrong.
Aaron L	San Jose	95124	2016-10-02	The SAN Jose water company is getting away with highway robbery. The prices they are charging are unethical. It needs to stop.
Rebeca	San Jose	95124	2016-10-02	I am complete agreement with these allegations
Mary Jo	SA n Jose	95124	2016-10-02	The rates are outrageous and I have cut back on my usage. Let's fix this mess!
Dale Ju	San Jose	95118	2016-10-02	SJ Water has in the past stated that they raise their rates simply "because we can" without any logical explanation. If there was/is a law against a monopoly exerting theft, this is where it should be used. This is a blatant abuse of their position in the market.
Alora Li	San Jose	95118	2016-10-02	Our water bill doubled and we used less water.
Elizabeth	San Jose	95118	2016-10-02	We are being gouged by the water company!
Freddie	San Jose	95118	2016-10-02	My water bill is outrageous. I have never had a water bill like the past few months. I have been given water zones which is over counted there the SJWC can charge a single person outrageous charges. I have the same yard for years and my bill was approx. 50-60 dollars every other month.
Bonnie	San Jose	95118	2016-10-02	On my last water bill my water costs were \$47 and my taxes and other charges were over \$100. But I was well under my usage levels. Why is this happening?
Denise I	San Jose	95124	2016-10-01	The outrageous amount I'm being asked to pay makes no sense! Stop raising our rates to raise your salaries!
Kathy H	San Jose	95124	2016-10-01	Water rates too high. We cut our usage significantly. UnfAir
Peter C	San Jose	95124	2016-10-01	SJ Water never brought back the bank of water credits from the last drought, which means all my conserving beforehand meant nothing for my usage.
Margo C	San Jose	95124	2016-10-01	We currently use approx 1/2 of allotted water and yet, we pay over \$60 per month. Robbers.
Marina g	San Jose	95118	2016-10-01	Water bills are outrageous despite conservation efforts
Allen Ha	San Jose	95118	2016-10-01	Bill is getting out of control, looking at the long list of numbers reminds me of the National Debt. PUC needs to step in and do their job. Yard, Plants, Pool & Budget Suffering too!
kevin ire	San Jose	95118	2016-10-01	my lawn is the new green [brown] no pool but the bill has gone thru the roof. i have checked for leaks. none wtf.
Patricia	San Jose	95118	2016-10-01	Further, the Environmental Working Group has found hexavalent chromium in the drinking water of the San Jose Water Company from 2013- 2015 through 61 samples. This is the "Erin Brokovich chemical" which caused cancer in Kettleman City, Ca. and for which PGE was sued. Here is the link to the study and the SJ Water Company findings:http://www.ewg.org/interactive-maps/2016-chromium6-system.php?pws_id=CA4310011
Rudy C	San Jose	95118	2016-10-01	The water allocation and outrageous rates are only meant to enrich the coffers of a "for profit" Texan company
Rachna	San Jose	95118	2016-10-01	Add Mayor of San Jose and governor Brown to the list where this letter goes. We should not be electing them if they cannot act on such outright robbery.
Chris E	San Jose	95118	2016-10-01	My water bill is WAY out of proportion to our use. My landscape is DEAD and with the current rates I can't afford to water it.
Elaine L	San Jose	95118	2016-10-01	My water bill has increased while my usage has gone down. It's a round robin they want you to conserve and then they raise their rates, the consumer loses either way. They have so many additional charges should be beyond legal.
Eileen S	San Jose	95118	2016-10-01	My water bill is indecipherable and outrageous.
Haripras	San Jose	95124	2016-09-30	Bills are outrageous.

Noemi E	San Jose	95124	2016-09-30	I think my bill is unfair and overwhelming in my case.
Ginny B	San Jose	95124	2016-09-30	Infuriated over the gouging on my bill. The rate increases are unfair and all the retroactive charges are the cost of doing business for a for profit company. They need to suck it up and reduce their expenses, just as we are having to conserve and sacrifice as consumers. Furious!!
Linda R	San Jose	95118	2016-09-30	My neighbor lives alone yet uses at least twice the amount of water my family of 3 uses. We have cut our water usage yet my bill keeps getting higher.
Mike M	San Jose	95118	2016-09-30	Water bill to high and the city needs to take over san jose water company and control are city water prices...
Ekrem L	San Jose	95124	2016-09-29	I am signing because prices for water are way over I think you know we have to have it I wish we have other way
Virginia	San Jose	95124	2016-09-29	My bill doubled and this rate increase is beyond absurd. We all know it will not be temporary!
Matt We	San Jose	95118	2016-09-29	Our water bill is outrageous
Eckhard	San Jose	95118	2016-09-29	Our water usage is reduced, yet our billing is many times normal. This is criminal.
David B	San Jose	95124	2016-09-28	The SJW company is out of control. there are dozens of surcharges for water we already paid for and current fees are outrageous. It's far past time to reign in the CPUC and SJW.
Akhiles	San Jose	95124	2016-09-27	I am very very upset by sudden and drastic jump in my water bills. My monthly budgets are totally upside down.
Monica	San Jose	95124	2016-09-26	We are being robbed with these ridiculous rate hikes!
Allen Le	San Jose	95124	2016-09-26	rates are so high we can afford to pay the water bills
Tiffany I	San Jose	95124	2016-09-26	We were charged over 110% of what we typically pay. The reasoning was a "leak in one of our toilets" which I don't believe for a second that it would leak more than 50 units! Why am I paying \$500+ if there are only two of us in a home where even irrigation is covered under the HOA?
David S	San Jose	95118	2016-09-25	SJWC is over charging it's customers

To: San Jose City Council

From: Property Owner, Mary Ann Wheeler Reynolds

Date: Sept. 5, 2017 Tuesday

Re: Request to address: Excessively High Water Bill
Concerning My Property

cc: Finance Dept.

I am requesting the San Jose City Council to address the issue of my receiving excessively high water bills. I requested in writing and in-person the water to be cut off until I receive explanations for the rising water costs for each billing cycle. Even after the water was cut off, the costs continue to rise. This is unacceptable. I have already met with Mr. Lemon of the Finance Dept, and I am not receiving any resolution on the matter. Please place this issue on the Council's agenda for Sept. 12 or 19th.



City of San José
200 East Santa Clara Street
San José, CA 95113

Notice Date: 7/5/2017

MARYLYNN J REYNOLDS

SAN JOSE CA 95135-2014

RE: Notice of Termination of Water Service
Customer/Account: [REDACTED]
Delinquent Amount: \$1,303.54
Service Address: [REDACTED]

Dear Marylynn Reynolds:

The City of San José's ("City") records indicate your San José Municipal Water System account is past due. The water service at the premise address referenced above is scheduled for disconnection on the first business day that is more than 15 days from the date of this notice unless payment of the Balance Past Due is received. If the service is disconnected, a \$55.00 reconnection fee will be added to your account and will be required to be paid in addition to all other balances before your water service may be restored. Your prompt payment will avoid any disruption in your water service.

The City of San José offers the following payment methods:

City of San Jose
Batch #: 6676
Received 9/5/2017
Tran #: 17
Batch Date: 9/5/2017
Cashier: Teresita Arriola
CIS Infinity Utility Payment
Receipt #: 00239857
Acct #: [REDACTED]
Name: MARYLYNN REYNOLDS
SAN JOSE CA 95135-2014
Payment Total: \$200.00
Transaction Total: \$200.00
Cash #: \$200.00

Thank you for your payment.
Have a nice day!

velope

ough Friday,

of your water
a water service

ithout payment of past due

listing for social service agencies.

oup

Please return this portion with your payment



City of San José
200 East Santa Clara Street
San José, CA 95113

239857

Customer/Account No	Delinquent Amount Due	Amount Enclosed
[REDACTED]	\$1,303.54	\$200.00

Cash

Make payments to:

MARYLYNN J REYNOLDS
[REDACTED]
SAN JOSE CA 95135-2014

City of San José
PO Box 398242
San Francisco, CA 94139-8242

215786016187261690001303549061920178



City of San José
200 East Santa Clara Street
San José, CA 95113

Notice Date: 7/5/2017

MARYLYNN J REYNOLDS
[REDACTED]
SAN JOSE CA 95135-2014

RE: Notice of Termination of Water Service
Customer/Account: [REDACTED]
Delinquent Amount: \$1,303.54
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The City of San José offers the following payment methods:

- On-line Payment: Please visit E-bill Express at <https://ww2.e-billexpress.com/ebpp/csjutilities/> and follow the instructions.
- Payment by Phone: Please call (866) 551-5253.
- Mail in Option: Please mail payment using the enclosed payment voucher and enclosed envelope and write your account number on the check or money order.
- Pay in Person: Please bring a copy of this notice and payment to San Jose City Hall, 200 East Santa Clara Street, 1st Floor, San Jose, CA 95113.

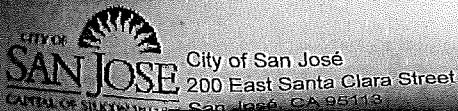
contact the City of San José's Customer Contact Center at (408) 535-3500, Monday through Friday, 9am to 5:00pm, excluding holidays, for additional information or assistance including:

procedures by which you may request amortization of the unpaid charges if disconnection of your water service will be life threatening to the customer and you are financially unable to pay for the water service within the normal payment period, and/or;
request by a tenant who is not the current customer to establish service in that name without payment of past due amount or late charges.

If you need financial assistance or advice, please refer to your local telephone directory listing for social service agencies.

City of San José
Utility Billing Service Group

Please return this portion with your payment



City of San José
200 East Santa Clara Street
San José, CA 95113

239857

WRATES

Water Rate Advocates for Transparency, Equity and Sustainability

September 7, 2017

City of San Jose, District 9
Councilmember Donald Rocha
200 E. Santa Clara Street
San Jose, California 95133

Subject: Follow up to the WRATES Position Paper, "The Negative Impact of SJWC on Ratepayers"

Dear Councilmember Rocha,

We have had the opportunity to meet with many of the San Jose Councilmembers and Staff over the last week and a half and we would like to extend our appreciation for accommodating us on such short notice and taking the time to listen to the SJWC issues plaguing the ratepayers. Council member Rocha's memo dated August 17, 2017 has started the conversation to bring about change to SJWC. We are hopeful that the WRATES Position Paper has provided you with additional and compelling information to help you render a decision regarding future involvement concerning issues surrounding SJWC. WRATES would like to request the following of the San Jose Council.

The community would like to see San Jose Council take an active role to:

1. Engage in letter writing campaigns with the CPUC regarding Advice Letter protests and influence the resolution of General Rate Case and Cost of Capital applications filed by SJWC. WRATES has found that the CPUC responds much more quickly to requests, protests, responses etc. from city agencies.
2. Encourage the CPUC to do a proper investigation into SJWC's billing practices.
3. Participate in and/or initiate a Formal Complaint when wrongdoings by SJWC are detected. Offer legal guidance to the ratepayers in the current formal complaint C.17-06-009 regarding the Service Charge Overcharges.
4. Challenge Rulemaking policies such as, but not limited to, the implementation of the Drought Surcharges (Schedule 14.1).
5. Engage with WRATES to become knowledgeable about the SJWC water bill and all the quantity charges, service charges, surcharge mechanisms such as the WRAP, WCMA, 2013 and 2016 Interim Rate True-up and how they are implemented.
6. Open dialogue and band together with Council members from adjacent cities also negatively affected by SJWC. i.e.: Campbell, Cupertino, Los Gatos, Monte Sereno and Saratoga.
7. Persuade the media to do an investigative report on SJW Group and its subsidiaries.

8. Open dialogue with Senator Beall's office regarding legislation for CPUC reform.
9. Research and investigate SJW Group and its subsidiaries through the SEC, County Records and any other means available to the city to expose the questionable land transfers, leasing fee agreements, sales and acquisitions between SJW Group and its subsidiaries.

As requested by Scott Green from Mayor Liccardo's office, I am also including the calendar dates for the two upcoming hearings regarding Cost of Capital and the Formal Complaint.

SJWC's Cost of Capital Application (A.17-04-001)

- Adjust CofC and to Reflect that CofC in its rates from 1/1/2018 - 12/31/2020

Evidentiary Hearing	September 13-15, 2017	Scheduled
Public Participation Hearing	week of September 18, 2017	Postponed
Opening briefs filed	September 28, 2017	Scheduled
Reply briefs filed	October 9, 2017	Scheduled

Service Charge Overcharge Formal Complaint (C.17-06-009) filed by Rita Benton et al on April 17, 2017 and again on May 28, 2017

Prehearing	September 12, 2017, 11:00am	Scheduled
All other Hearings	TBD	TBD

Thank you for your time. We look forward to seeing you at the September 12 City Council Meeting.



Rita Benton et al
WRATES
Water Rate Advocates for Transparency, Equity and Sustainability

From: Brian Schmidt [REDACTED]
Sent: Friday, September 01, 2017 8:35 PM
To: District9 <district9@sanjoseca.gov>; Kiyomi Yamamoto <[REDACTED]>;
Hamilton, Peter <peter.hamilton@sanjoseca.gov>
Subject: Re: Environmental Sustainability Plan Comment Letter submitted for Monday's meeting

Dear Councilmember Rocha and staff,

We are writing to pass along Greenbelt Alliance's thanks to Councilmember Rocha for your active participation and questions at the Environmental Sustainability Plan study session on August 21, clearly indicating a preference for including open space protection in the ESP. We have had follow-up communications with City staff - it's not yet clear whether the needed improvement to address natural and agricultural lands will be included, but they are considering it. We very much appreciate any follow-up from the Councilmember to the Mayor's office and city staff.

We wanted to give a heads up about another study session coming up on October 6, regarding the City's planned switch from analyzing Levels of Service to analyzing Vehicle Miles Traveled in CEQA analysis. We are very supportive of the switch and hope the Councilmember feels the same way, but we will also look for opportunities for improvements in the City's plans. We will be in touch about this - we think it could help significantly in showing that Coyote Valley is an inappropriate place for development, and it would be wonderful if the Councilmember would point that out.

Thank you again, and we will be in touch as the ESP proceeds.

Best,
Brian Schmidt

On Thu, Aug 17, 2017 at 11:19 PM, Brian Schmidt [REDACTED] wrote:
Dear Councilmember Rocha:

Attached is a letter submitted by Greenbelt Alliance, Committee for Green Foothills, Santa Clara Valley Audubon Society, California Native Plant Society Santa Clara Valley Chapter, Sierra Club Loma Prieta Chapter, Transform, and San Jose Downtown Residents Association regarding the Environmental Sustainability Plan on Monday's agenda.

Our sense is that it's not clear whether the draft ESP will actually consider open space, let alone Coyote Valley, so we believe this letter makes the case that it should.

We are happy to answer any questions. Kiyomi Yamamoto, cc'd above, will be attending the study session and speaking on behalf of Greenbelt Alliance.

Thank you for considering our joint letter.

Sincerely,
Brian Schmidt

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Brian Schmidt
Program Director

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Brian Schmidt
Program Director

From: Trella Davis [mailto: [REDACTED]]
Sent: Tuesday, September 05, 2017 8:19 PM
To: District9 <district9@sanjoseca.gov>; The Office of Mayor Sam Liccardo
<TheOfficeofMayorSamLiccardo@sanjoseca.gov>
Cc: Hiro Sakamoto [REDACTED] >
Subject: Negative Impact of SJWC on Ratepayers & Agenda item 7.2 City council mtg 9/12

Sirs,

Re: Negative Impact of SJWC on Ratepayers and Agenda item 7.2 City council mtg 9/12

I am dissatisfaction and concerned with SJWC and ask you as my council member and mayor to get involved and vote YES on taking actions related to SJWC (Agenda Item 7.2). Outrageous Water Increases with No Oversight is wrong.

--

Trella Davis, MBA

From: Virgil Moore [mailto: [REDACTED]]
Sent: Tuesday, September 05, 2017 5:47 PM
To: District9 <district9@sanjoseca.gov>; The Office of Mayor Sam Liccardo
<TheOfficeofMayorSamLiccardo@sanjoseca.gov>
Subject: Negative Impact of SJWC on Ratepayers and Agenda item 7.2 City council mtg 9/12

Dear Mayor Liccardo and Council Member Rocha,

I strongly encourage the City of San Jose to advocate for its ratepayer residents in oversight of the SJWC with the Ca. Public Utilities Commission. Water rates are now ridiculously high.

Best,
Virgil Moore
[REDACTED] Willowmont Av. 95118

From: Audrey Goldstein [[REDACTED]]
Sent: Friday, September 08, 2017 8:52 AM
To: District9 <district9@sanjoseca.gov>
Subject: water

As a resident of district 9, I appreciate your review of our water charges which are ballooning rapidly. It seems no matter how much I conserve their rates have become unaffordable. I am on a fixed income and find it difficult even with the discount allowable.
Sincerely, Audrey Goldstein

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Our sense is that it's not clear whether the draft ESP will actually consider open space, let alone Coyote Valley, so we believe this letter makes the case that it should.

We are happy to answer any questions. Kiyomi Yamamoto, cc'd above, will be attending the study session and speaking on behalf of Greenbelt Alliance.

Thank you for considering our joint letter.

Sincerely,
Brian Schmidt

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Brian Schmidt
Program Director

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Brian Schmidt
Program Director

From: RD Rebel [mailto: [REDACTED]]

Sent: Friday, September 08, 2017 9:28 AM

To: District9 <district9@sanjoseca.gov>

Subject: Negative Impact of SJWC on Ratepayer/Agenda item 7.2.

Councilmen Rocha,

I write you today regarding the Negative Impact of SJWC on Ratepayers and Agenda item 7.2 on the Council's Sept. 12th calendar.

I want to relay my dissatisfaction and concerns with SJWC Rates, Billing, Customer Service, Profits, and Business Practices and ask you to get involved and vote YES on taking actions related to SJWC (Agenda Item 7.2).

Please find below some of the issues related to SJWC I believe need your and the Council's attention and action;

- 73% Rate Increase over 3 years
- Nearly 50% of SJWC's rate increases are achieved through a 30 day Advice Letter approval process
- SJWC customers pay the highest price of the 13 SCVWD's retailers
- Service Charge Overcharges and Formal Complaint
- Discriminatory Drought Surcharges
- SJW Group has made huge profits. Stock gain of 89% in 2016, a drought year
- Age of SJWC's pipes - Zero pipes are 150 years. 94% are less than 70 years old
- SJW Group and its subsidiaries muddy the waters for transparency
- Property transfers from SJWC to SJW Land before being sold to third party

Thank you for your attention to this matter and I look forward to your support on September 12th.

Best Regards,
R.D. Black

From: Trella Davis [mailto: [REDACTED]]
Sent: Tuesday, September 05, 2017 8:19 PM
To: District9 <district9@sanjoseca.gov>; The Office of Mayor Sam Liccardo
<TheOfficeofMayorSamLiccardo@sanjoseca.gov>
Cc: Hiro Sakamoto [REDACTED]
Subject: Negative Impact of SJWC on Ratepayers & Agenda item 7.2 City council mtg 9/12

Sirs,

Re: Negative Impact of SJWC on Ratepayers and Agenda item 7.2 City council mtg 9/12

I am dissatisfaction and concerned with SJWC and ask you as my council member and mayor to get involved and vote YES on taking actions related to SJWC (Agenda Item 7.2). Outrageous Water Increases with No Oversight is wrong.

--

Trella Davis, MBA

From: GINA CALI [mailto: [REDACTED]]

Sent: Thursday, September 07, 2017 12:52 PM

To: District9 <district9@sanjoseca.gov>

Subject: Negative Impact of SJWC on Ratepayers and Agenda item 7.2 City council mtg 9/12

To Whom it May Concern:

I am dissatisfied and concerned with SJWC and ask you as my council member and mayor to get involved and vote YES on taking action related to SJWC (Agenda Item 7.2). Outrageous Water Increases with No Oversight is wrong.

Please have SJWC do the following: Stop the rate increases, reduce rates and provide details to citizens on how all the additional increases over the last few years has been used.

Better yet provide refunds.

Thank you for your time!
Gina Cali

From: Virgil Moore [mailto:[REDACTED]]
Sent: Tuesday, September 05, 2017 5:47 PM
To: District9 <district9@sanjoseca.gov>; The Office of Mayor Sam Liccardo
<TheOfficeofMayorSamLiccardo@sanjoseca.gov>
Subject: Negative Impact of SJWC on Ratepayers and Agenda item 7.2 City council mtg 9/12

Dear Mayor Liccardo and Council Member Rocha,

I strongly encourage the City of San Jose to advocate for its ratepayer residents in oversight of the SJWC with the Ca. Public Utilities Commission. Water rates are now ridiculously high.

Best,
Virgil Moore
[REDACTED] Willowmont Av. 95118

From: Audrey Goldstein [mailto:[REDACTED]]
Sent: Friday, September 08, 2017 8:52 AM
To: District9 <district9@sanjoseca.gov>
Subject: water

As a resident of district 9, I appreciate your review of our water charges which are ballooning rapidly. It seems no matter how much I conserve their rates have become unaffordable. I am on a fixed income and find it difficult even with the discount allowable.
Sincerely, Audrey Goldstein

To: San Jose City Council

From: Mary Lynn Wheeler-Reynolds

Date: Sept. 8, 2017 (Friday)

Subject: Unjustified / Unsubstantiated

Water Bill Costs: 82.00 \rightarrow ~~300.00~~ ^{\$}300.00 \rightarrow 784.00
 \rightarrow 1,000.00+

I am requesting that the Council place an issue pertaining to an individual constituent be placed on the Council's agenda. I was told yesterday that I am allowed public comment regarding the general issue of high water bills. However, I want my specific water bill issue to be addressed by the Council. San Jose Municipal Water Company could not identify any specific leaks even though there was enough water utilized to fill a swimming pool. I do not have a pool. The water bill(s) are fraudulent.

From: Eva Runco <

To: "district1@sanjoseca.gov" <district1@sanjoseca.gov>; "district2@sanjoseca.gov" <district2@sanjoseca.gov>; "district3@sanjoseca.gov" <district3@sanjoseca.gov>; District4 <district4@sanjoseca.gov>; "district5@sanjoseca.gov" <district5@sanjoseca.gov>; "district6@sanjoseca.gov" <district6@sanjoseca.gov>; "district7@sanjoseca.gov" <district7@sanjoseca.gov>; "district8@sanjoseca.gov" <district8@sanjoseca.gov>; "district9@sanjoseca.gov" <district9@sanjoseca.gov>; Johnny Khamis <district10@sanjoseca.gov>; "mayoremail@sanjoseca.gov" <mayoremail@sanjoseca.gov>

Sent: Friday, September 8, 2017 2:33 PM

Subject: Subject: City Council Meeting, September 12, 2017, Agenda Item 7.2 – Overcharges by San Jose Water Company

The city of San Jose was only required to reduce its water usage by 20 percent, per the California State Water Board. The Santa Clara Water District, the Mayor, and the San Jose City Councilmen increased this amount to 30 percent. **THAT WAS ESSENTIALLY A 50 PERCENT INCREASE OVER WHAT THE STATE MANDATED.** Instead of allowing each customer to cut 30 percent, based on their own consumption, the San Jose Water company averaged residential use from all its customers for the year 2013 and cut 30 percent from that. As a result, San Jose Water Company gave every single-family residence the same monthly allotment of water. This affected about 1 million customers. They did not factor in that many customers were already voluntarily cutting back on their usage. No consideration was given to the number in the household or lot size. More than 1,000 people appealed to the CPUC, saying their water bills had shot up hundreds of dollars a month even though they had cut their water usage.

A state consumer agency, the Office of Ratepayer Advocates, also appealed, calling the rules, **"discriminatory, unfair, and unreasonable" because they applied only to single-family homes and not to businesses, apartments or condominiums.** Essentially the conservation (cutbacks) fell upon the backs of the single-family homeowners. Unfortunately the Office of Ratepayers Advocates reports to the CPUC and their complaints fell upon deaf ears. And no relief came.

We have personally reduced our water usage by about 43% since 2013, yet our bills have been steadily increasing and are higher than we have ever paid. In addition we have CC&R's on our property that require us to maintain foliage on a large portion (hill) of our property to avoid erosion. We wrote to the water company to request an additional allotment for this purpose, but we did not even get the courtesy of a reply. We continued to water and maintain this hill area and paid a steep price to do it.

Now the Mayor and the City Councilmen who approved this increased water reduction to 30 percent, instead of the 20 percent that was mandated, have realized that the City of San Jose has also been paying immense, unfair, and regular increases on their own water usage. And, who ultimately pays for this? The taxpayers. The Mayor and Councilmen also pretty much let the San Jose Water Company make all the rules, with no oversight. We all understood that we were in a drought and most of us made significant cuts to our water usage. Letters and complaints to the CPUC, San Jose Water Company, and the Santa Clara Valley Water District once again, did not warrant the courtesy of a response.

The CPUC is a big culprit in what the San Jose Water Company has gotten away with, by regularly rubber stamping any increase they request. As a result when many homeowners have been stretched to the limit to pay their water bills, and have let their yards die and turn to weeds, the water company has experienced record profits. Not only has the water company profited, but in so doing they fostered the downtrodden, slummy look of our city. Drive down any street and see yard after yard, comprised of dirt, dried grass, and weeds. People cannot continue to pay the high rates and even hope to re-landscape their yards and maintain them.

It is hard to believe that record profits can be made when there is a drought and water consumption is drastically cut! First we are told to conserve and then we get increased rates for doing so! **There were**

rate increases of 73% from 2014 to 2017. Not only does a stop need to be made to the continuous, unjustified increases, but these rates need to be rescinded. Refunds should be due to all the San Jose Water Company customers. And, those who were discriminated against by the way the allotments were given, also need to be reimbursed.

Insult to injury, the employees of the water company do not have to pay for water. They are free to use all they want.

The WRATES group has worked diligently on behalf of all the San Jose Water Company customers to bring the flagrant practices of the San Jose Water Company to the public. The statistics they have prepared expose the San Jose Water Company's practices. Each and every member of the City Council needs to read the material that they have researched and verified. This group cannot handle this issue alone, they need the support of the City of San Jose in representing its residents.

Mayor and Councilmen, here is your chance to take action and truly represent your constituents

Eva Runco

From: FREDERICK RUNCO < >

To: "mayoremail@sanjoseca.gov" <mayoremail@sanjoseca.gov>; "District10@sanjoseca.gov" <District10@sanjoseca.gov>

Sent: Friday, September 8, 2017 1:00 PM

Subject: Negative Impact of SJWC on ratepayers (Agenda Item 7.2).

I am writing this letter to express my concerns/dissatisfaction regarding the negative impact of San Jose Water Company's charges on its ratepayers to be discussed during the city council meeting on September 12th (Agenda Item 7.2).

SJWC'S predatory rate increases (primarily done through Advise Letters to the CPUC) has resulted in a non-sustainable burden on its ratepayers not to mention the extraordinary profits realized by the San Jose Water Group. Due to the fact that no competitive alternative source of water is available to San Jose residents, the company's mode of operation is classically that of a monopoly out of control. As you well know, in a competitive environment, competitive forces in the market place would prohibit such pricing. Regulatory bodies (such as the CPUC) are specifically established to prevent predatory practices and price gouging, but my conclusion is that the CPUC is nothing more than a rubber stamp on price increases requested by SJWC. I have personally written countless letters to the CPUC and their Consumer Advocate Division as well as the Santa Clara Valley Water District to no avail. In fact, the Consumer Advocate Division, which organizationally reports to the CPUC, makes no sense whatsoever since there is no separation of power and decision making.

The San Jose Water Company is by far the largest subsidiary of four subsidiaries of the San Jose Water Group and financially accounts for the majority of the Group's revenue and profits. I only mention this, since the San Jose Water Group Financial Statements do not include "Segment Reporting", but rest assured that these Statements are driven by the results of the San Jose Water Company itself. San Jose Water Company is also the major element of the Santa Clara Water District in terms of service connections and revenue. San Jose Water Company, in other words, is the two ton bully gorilla in both cases!

As a retired financial executive with 40 years of experience, I can assure you that the Holy Grail of both public and private companies is to increase shareholder value through dividend payouts and stock appreciation. As you will see later on in this letter, San Jose Water Group gets an A+. Sadly, their success was made on the backs of the consuming public as well as the City of San Jose through price gouging and predatory pricing! Compounding this issue, was the City Council decision to reduce water usage by 30% even though the state mandate for San Jose was only 20%. This action provided an avenue for the SJWC to charge exorbitant rates per CCF on anything greater than the allotment to individual households based on a 30% reduction from "Average" household usage in 2013. Additionally, SJWC along with the SCWD, decided that apartments and businesses were not part of the reduction, which reduced the pool of revenue for SJWC, resulting in higher rates to individual households than would otherwise been the case. Insult to injury, the allocation used was an average for 2013 and did not consider the size of the property nor adequately account for the number of people in a household.

San Jose Water Group				
Financial Statement				
(\$000's)				
	2,016	%	2,012	%
Net Revenue	339,706	100%	261,547	100%
Operating/Other Expenses	253,325	75%	223,687	86%
Pre Tax Income	86,381	25%	37,860	14%
		-		-
Taxes	33,542	10%	15,542	6%
Net Income	52,839	16%	22,318	9%
EPS (Fully Diluted)	\$ 2.57		\$ 1.18	
BENCHMARKS (PRE-TAX RATES)	2,016			
GE	7.3%			
PG&E	8.3%			
East Bay Mud	3.0%			
American Water Works Company	14.2%			

Keeping in mind, as mentioned above, San Jose Water Company is the major driver in the above results. I've only chosen the base year of 2013 (on which the water allocations were based) compared to 2016 for space reasons. Additionally I have not included the first two quarter of 2017 since I stopped tracking the company in 2016. However, I do know that several Advise letters for rate increases in the first six months of their fiscal year 2017 have been approved by the CPUC. I do have all years between 2012 and 2016 which can be provided upon request.

Please note that the pre-tax income and net income increased by 128% and 137% respectively over this four year period or an average 32% and 34% respectively per annum. I would consider this as extraordinary performance that is atypical. As a benchmark, I've included some pre-tax rates including GE (one of the best run companies in America) as well as a three additional utility companies. None of these companies even come close to SJWC profitability.

On a personal basis, here are the statics of our household. Please note that even though our water consumption in 2016 was 57% lower than the base year of 2013 (or a 43% reduction), my average 2016 monthly bill of \$352.25 was significantly higher than 2013 even though we attained a 43% reduction. As the chart below illustrates, the issue is due to a 213% increase in the cost per CCF. If the cost per CCF remained constant at 2013 levels, our monthly bill would approximate \$165.56 compared to the average monthly bill of \$352.25 or \$186.69 lower. On an annual basis, this equates to \$2,240.28. It is obvious why SJWC's profit margins have ballooned. Allowing the SJWC's rates to grow from \$4.54/CCF to \$9.65/CCF is unacceptable. I am sure the city is dealing with this exact issue.

YEAR	WATER USAGE			WATER COST			Monthly Cost Using	Monthly Actual Cost	% Increase in Water Bill Due
	Monthly CCF	% OF 2013	% Reduction	Cost/CCF	% OF 2013	% Increase			

									2013 CCF Rate		to Increase in Cost per CCF
2013	64.00	100%	0%		\$4.54	100%	0%		\$290.30	\$290.30	100%
2014	52.50	82%	18%		\$5.12	113%	(13%)		\$238.13	\$268.63	113%
2015	39.17	61%	39%		\$7.63	168%	(68%)		\$177.66	\$298.95	168%
2016	36.50	57%	43%		\$9.65	213%	(113%)		\$165.56	\$352.25	213%

I am asking the city councilmembers to get involved and vote YES on taking actions related to SJWC (Agenda Item 7.2).

Respectfully,
Fred Runco