

San Jose Water Customers Receive State Funding to Ease COVID-Related Financial Hardship

San Jose Water has received a total of \$15.3 million in two rounds of customer relief funding from the state of California, funded by the American Rescue Plan Act.

SAN JOSE, Calif., June 10 – San Jose Water (“SJW” or “the Company”), a wholly-owned subsidiary of SJW Group (NYSE: SJW), announced today that it has received funds from the California Water and Wastewater Arrearage Payment Program, which is administered by the State Water Resources Control Board. Funded by the American Rescue Plan Act (“ARPA”), the funds are intended to help support customers who experienced financial hardship due to COVID and were unable to pay their water bills between June 15, 2021, and December 31, 2022.

On May 13, San Jose Water received \$9.1 million in arrearage relief for customers within its service area. This was the second of two payments aimed at helping customers over the past 2 years. The first was in the amount of \$6.2 million. Over the next few weeks, the company will automatically credit customer accounts with qualifying balances. Customers who receive arrearage relief will be notified by mail and see the credit reflected on their bills.

“Although we are more than four years out from the start of the pandemic, we know that COVID led to a very difficult time for many of our customers — both financially and personally — which they are still dealing with today. We are pleased to be able to help those in need,” said Tanya Moniz-Witten, President of San Jose Water. “We greatly appreciate the combined efforts of the California Legislature and the State Water Resources Control Board to help alleviate this financial burden for our customers. Our goal remains to support our customers through any and every available channel.”

In addition to the ARPA funding, SJW’s customers have also benefited from the Low-Income Household Water Assistance Program (“LIHWAP”). SJW worked through Sacred Heart Community Services, the local service provider, to promote the program and encouraged income-qualified customers to apply for funding. More than 1,300 customers have received funding through LIHWAP totaling almost \$1.3M to date.

For customers with past due balances, San Jose Water now offers convenient [payment plans](#) through PromisePay. Income-eligible customers can enroll in SJW’s Customer Assistance Program to receive a 15% discount on their water bills. The company also offers a comprehensive [water conservation program](#), including complimentary water check-ups, low-flow devices, and educational materials, aimed at helping customers use water more efficiently which in turn can lower their bills.

About San Jose Water

Founded in 1866, San Jose Water is an investor-owned public utility, and is one of the largest and most technically sophisticated urban water systems in the United States. The company serves over one million people in the greater San Jose metropolitan area. San Jose Water is owned by SJW Group, a publicly traded company listed on the New York Stock Exchange under the symbol SJW. SJW Group also owns: Connecticut Water Company in Connecticut; Maine Water Company in Maine; and Texas Water Company in Texas. To learn more about San Jose Water, visit: sjwater.com.

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Forward-Looking Statements

This release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, as amended. Some of these forward-looking statements can be identified by the use of forward-looking words such as “believes,” “expects,” “estimates,” “anticipates,” “intends,” “seeks,” “plans,” “projects,” “may,” “should,” “will,” or the negative of those words or other comparable terminology. These forward-looking statements are only predictions and are subject to risks, uncertainties, and assumptions that are difficult to predict.

These forward-looking statements involve a number of risks, uncertainties and assumptions including, but not limited to, the following factors: (1) the effect of water, utility, environmental and other governmental policies and regulations, including regulatory actions concerning rates, authorized return on equity, authorized capital structures, capital expenditures, PFAS and other decisions; (2) changes in demand for water and other services; (3) unanticipated weather conditions and changes in seasonality including those affecting water supply and customer usage; (4) the effect of the impact of climate change; (5) unexpected costs, charges or expenses; (6) our ability to successfully evaluate investments in new business and growth initiatives; (7) contamination of our water supplies and damage or failure of our water equipment and infrastructure; (8) the risk of work stoppages, strikes and other labor-related actions; (9) catastrophic events such as fires, earthquakes, explosions, floods, ice storms, tornadoes, hurricanes, terrorist acts, physical attacks, cyber-attacks, epidemic, or similar occurrences; (10) changes in general economic, political, business and financial market conditions; (11) the ability to obtain financing on favorable terms, which can be affected by various factors, including credit ratings, changes in interest rates, compliance with regulatory requirements, compliance with the terms and conditions of our outstanding indebtedness, and general market and economic conditions; and (12) legislative, and general market and economic developments. The risks, uncertainties and other factors may cause the actual results, performance or achievements of SJW Group to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements.

Results for a quarter are not indicative of results for a full year due to seasonality and other factors. Other factors that may cause actual results, performance or achievements to materially differ are described in SJW Group’s most recent Annual Report on Form 10-K, Quarterly Reports on Form 10-Q, and Current Reports on Form 8-K filed with the SEC. Forward-looking statements are not guarantees of performance, and speak only as of the date made. SJW Group undertakes no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future events, or otherwise.