SJW Group

# SUSTAINABILITY REPORT

2023

# SJW Group

Large National Pure-Play Water/Wastewater Provider With Deep Local Expertise
Committed to Sustainably Serving Our Communities

## 2023 AT A GLANCE

### OUR COMPANY

Operations in
California, Connecticut,
Maine, and Texas

Serving
~1.6M
people

~406,000
service connections

808
water professionals
across 4 states

### OUR COMMITMENT TO ESG


20%
GHG reduction achieved
2019 to 2022

$63M
spent with
diverse suppliers

56%
of Board of Directors
are women

$400K
charitable
donations

### OUR CAPITAL AND CUSTOMERS

$272M
infrastructure
investment

47
miles of pipeline
replaced/installed

$5.5M
invested in solar
generation

~12%
YOY customer
growth in Texas

### OUR FINANCIAL HIGHLIGHTS

80
years of
dividend payments

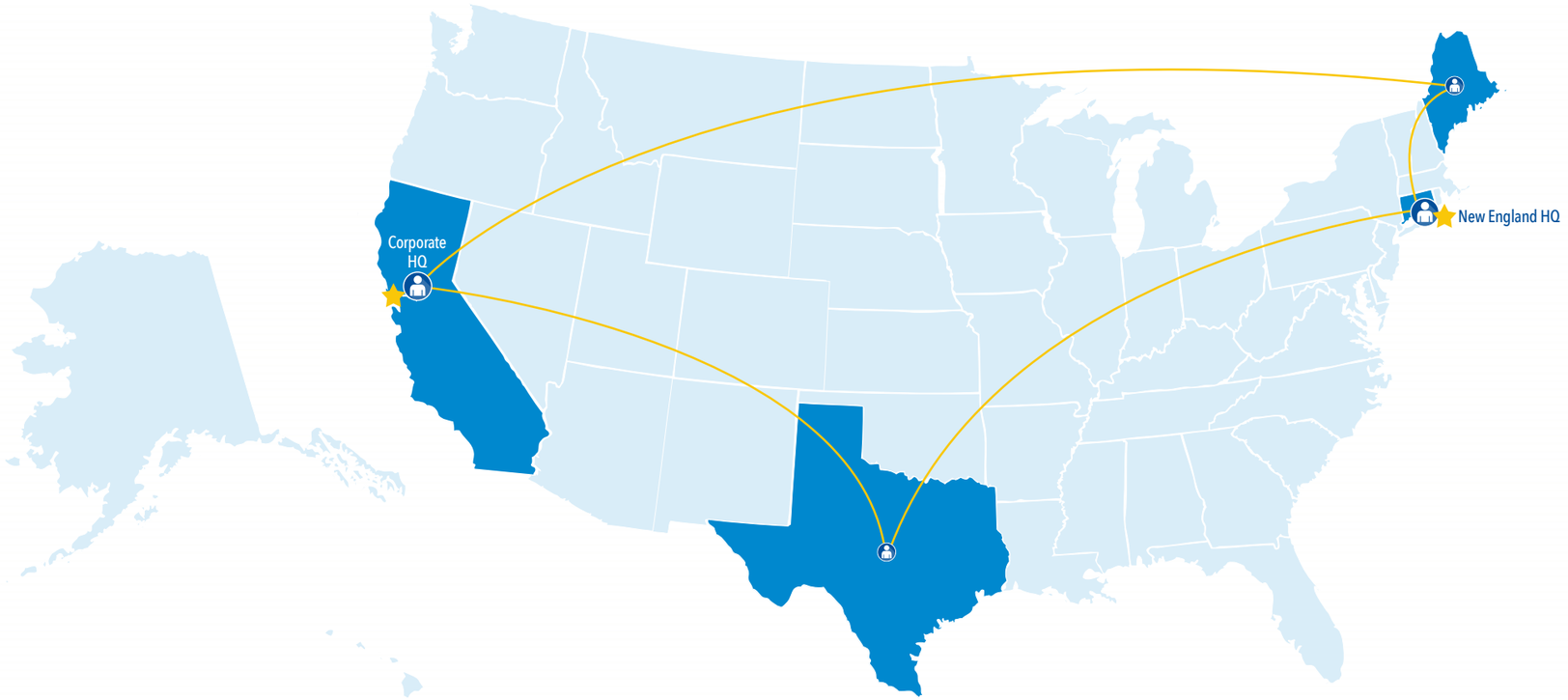
56
years of dividend
increases

21%
increase in
net utility plant

10.3%
earnings per share
increase

# SJW Group

**800+** Trusted professionals across a multistate platform




## ASSETS

| | |
|---|---|
| 5,400+ | Miles of pipe |
| 39 | Water treatment plants |
| 400+ | Wells |
| 5 | Wastewater facilities |
| 300+ | Water storage facilities |
| 160+ | Pumping stations |
| ~1.6M | People served across CA, CT, ME, and TX |

# Mission, Vision, and Values

## OUR MISSION

Passionate, dedicated, and socially responsible professionals delivering life-sustaining, high-quality water, and exceptional service while protecting the environment, enhancing our communities, and providing a fair return to shareholders.

## OUR VISION

To serve customers, communities, employees, shareholders, and the environment at world-class levels.

## OUR VALUES

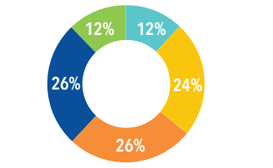
- Teamwork and Respect
- Straight Talk and Transparency
- Integrity and Trust
- Service and Compassion

# OUR PEOPLE

SJW Group is a mission-driven company that strives to be an employer of choice in the communities we serve. We do this by offering a positive and engaging workplace and compensating employees at fair wages as benchmarked to the market and other companies as reasonable and appropriate. Training and professional development programs are available for all employees. All of SJW Group's subsidiary companies comply with applicable state and federal employment regulations including minimum wage, overtime, maximum hours and other applicable laws, rules and regulations.

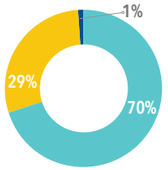
## Workforce Demographics

### Age



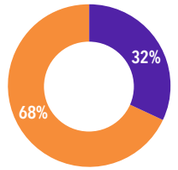

| | | | |
|---|---|---|---|
| 20-29 | 12% | 50-59 | 24% |
| 30-39 | 26% | 60+ | 12% |
| 40-49 | 26% | | |

### Gender



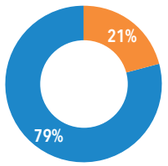

| | |
|---|---|
| Female | 29% |
| Male | 70% |
| Undisclosed | 1% |

### Gender Distribution in Management Roles



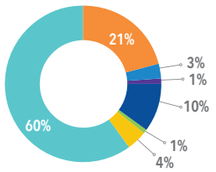

32% Female
68% Male

### Ethnicity




| | |
|---|---|
| Hispanic or Latino | 21% |
| Not Hispanic or Latino | 79% |

### Race




| | |
|---|---|
| White | 60% |
| Two or More Races | 4% |
| Native Hawaiian & Other Pacific Islander | 1% |
| Asian | 10% |
| American Indian or Alaska Native | 1% |
| Black or African American | 3% |
| Other/Not Reported | 21% |

San Jose Water employees at a local community event

# EMPLOYEE SATISFACTION

An anonymous employee satisfaction and engagement survey is distributed semi-annually through an independent survey administrator to complement additional other avenues for both direct and anonymous feedback from employees to the Company's leadership team.

| 2020: 81.5% | 2021: 80% | 2022: 83.3% | 2023: 82% |
|---|---|---|---|

# LABOR RELATIONS

Approximately 29% of the SJW Group workforce is unionized, through two unions representing San Jose Water employees. Both the Utility Workers Union of America, AFL-CIO, local 259 and the Operating Engineers Local Union No. 3 of the International Union of Operating Engineers entered into three-year agreements with San Jose Water through a vote of their memberships in 2022. The new contracts are in effect from January 1, 2023 – December 31, 2025. Freedom of Association Policy.

Texas team on the jobsite

Additional policies including

- **Code of Conduct (and Whistleblower Policy)**
- **Corporate Governance Policies**
- **Environmental Policy**
- **Health & Safety Policy**
- **Human Right to Water Policy**
- **Human Rights Policy**
- **Vendor Code of Conduct**

are publicly available on our **website**.

# EMPLOYEE HEALTH AND SAFETY

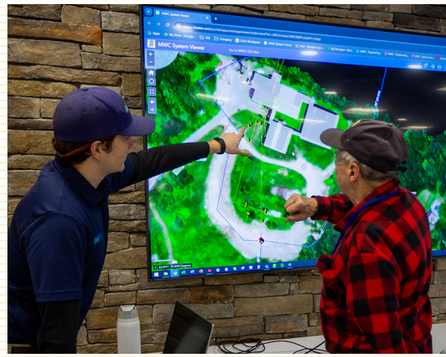
Protecting the health and well-being of our employees is the focus of local teams across all four states. We work to ensure our people return safely to their family and friends at the end of every workday. Every internal meeting starts with a safety presentation to reinforce the priority of this value.

Leadership at SJW Group and its operating companies are laser focused on employee safety. One preventable employee injury is one too many, which is why employee safety is linked to leader compensation.

## Safety Statistics

| | 2023 TOTAL |
|---|---|
| Number of Recordable Incidents | 28 |
| Total Hours Worked | 1,508,913 |
| Total Recordable Incident Rate | 3.7 |

2023 data includes incidents for full-time, part-time, and temporary employees. There were no fatal accidents of any employee or contract vendor.



Demonstration of our geographic information system (GIS) capabilities at a public open house in Biddeford, Maine

An electric truck plugged into a charging station at our Clinton, Connecticut facility.

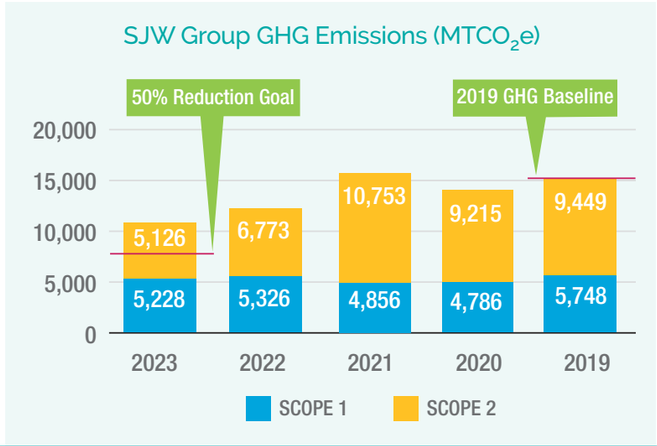
# REDUCING OUR GREENHOUSE GAS EMISSIONS

SJW Group is making substantial progress on our goal of reducing Scope 1 and Scope 2 Greenhouse Gas Emissions by 50% of 2019 levels by 2030. 2023 emissions data were audited by TÜV SÜD, an organization accredited by the ANSI National Accreditation Board under ISO 14066.

We have achieved progress toward our goal with a reduction of nearly 5,000 metric tons of carbon dioxide equivalent (MTCO2e), or approximately 32% between 2019 and 2023.
Our efforts include:

- Purchasing green utility power products
- Switching from diesel to biodiesel for stationary generator fuel, and the reduction of mobile fuel use by approximately 41,000 gallons
- Replacing more than 35 internal combustion engine vehicles with electric vehicles

Additionally, our on-site charging infrastructure is a resource for employees who choose to switch to electric vehicles. Over 30 employees have registered to utilize company chargers at their own expense for their personal vehicles, facilitating further GHG reduction in our communities.




# INVESTING IN SOLAR

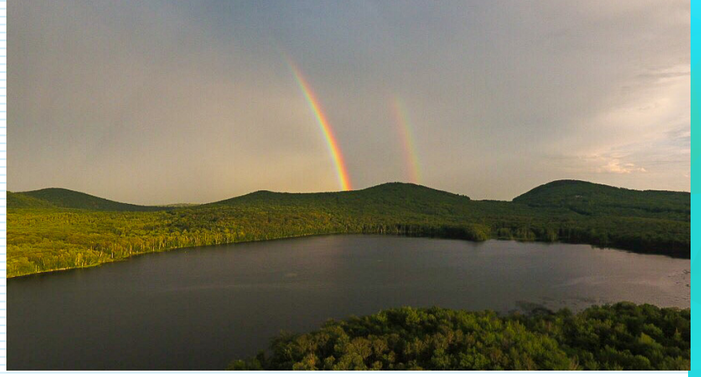
Evaluating opportunities for solar generation is now the norm as we plan new infrastructure projects. Seven solar energy projects were completed in 2023 that have the capacity to generate more than 2,000 megawatt hours of electricity each year. Our recently completed $1.0 million solar array at Connecticut Water's headquarters in Clinton, Connecticut, is already generating enough power on site to supply 100% of the electric needs of our headquarters building, Shoreline work center, and four electric vehicle chargers. We expect the payback on that investment to be approximately six years based on projected power costs. The lower cost of electricity generated is reducing operating expenses, which will benefit customers and shareholders. We have 9 additional solar projects planned for 2024. By the end of 2024, we expect our solar arrays in California and Connecticut to generate more than 6,000 megawatt hours of electricity each year, which will further reduce GHG emissions in and around the communities we serve.

In Maine, our first solar array in the state is anticipated to be online at our Saco River Drinking Water Resource Center as early as 2025 and is expected to meet 100% of the facility's needs. In Texas, we recently broke ground on a new warehouse facility. The facility will feature rooftop solar – our first solar installation in Texas.

Investment in solar generation in San Jose, California

# USING WATER WISELY

Water touches everything we care about. Our commitment to providing high-quality, reliable water service to our customers starts at the source and extends to the tap. From source water protection efforts such as open space preservation and land use review, to a commitment to effective water treatment and 81,862 of water quality compliance samples every year, our trained water professionals are dedicated to the protection and quality of this resource.



Maine Water's Mirror Lake and Grassy Pond reservoirs are surrounded by over 1,500 of acres of open space.

## WATER SOURCES

### SAN JOSE WATER COMPANY

**Groundwater:** Approximately 40% of San Jose Water's water supply is pumped from ~100 wells that draw water from the Santa Clara Groundwater Basin.

**Imported Surface Water:** Approximately 50% of San Jose Water's water supply is imported surface water from the Sacramento-San Joaquin Delta and purchased from Valley Water, our wholesale supplier. A majority of this water originates as Sierra snowmelt and travels through the state and federal water projects before treatment at Valley Water's three water treatment plants.

**Local Mountain Surface Water:** Local surface water is collected from our watershed in the Santa Cruz Mountains and treated at our two water treatment plants. This water accounts for approximately 10% of our supply.

**Recycled Water:** This drought-proof resource provides up to 2% of San Jose Water's total water supply. Supplied to approximately 280 customers through a separate "purple pipe" distribution system, the recycled water is a great solution for most landscaping needs, cooling towers, and dual-plumbed facilities.

### CONNECTICUT WATER COMPANY

**Groundwater**: Approximately 50% of Connecticut Water's water supply comes from 200+ groundwater wells throughout our service area.

**Surface Water:** Approximately 50% of our supply comes from 18 active surface water reservoirs.

### MAINE WATER COMPANY

**Groundwater:** Approximately 7% of Maine Water's water supply comes from 14 groundwater wells throughout our service area.

**Surface Water:** Approximately 93% of our supply comes from surface water. Two percent of the surface water is purchased, and the remainder comes from seven active surface water sources.

### TEXAS WATER COMPANY

**Groundwater:** Approximately 45% of Texas Water Company's water supply comes from 40 active wells throughout our service area.

**Surface Water:** Approximately 55% of our supply comes from two active surface water reservoirs.

# WATER CONSERVATION RATES

SJW Group is mindful that just 1.2% of earth's water is available as fresh drinking water and has implemented rates, programs and planning to conserve this resource.

Utility water rate structures can act as tools to foster conservation through thoughtful design considerations. All SJWG Companies utilize fixed and variable charge structures wherein the variable component acts as natural deterrents to incremental usage. Beyond this tool, all four jurisdictions also employ inclining block, or conservation rates. These structures put higher per gallon rates on usage beyond essential usage and additional increases for usage, such as usage driven by irrigation or lawn watering. The rate structures assign a premium for water use that is discretionary, sending price signals to customers to conserve especially during times of increased water demands.

## WATER CONSUMED

**SJW GROUP TOTAL WATER CONSUMED/PRODUCED**
(in millions of gallons)

| | | 2023 |
|---|---|---|
| **Total Potable Water Consumed** | MG | 42,055 |
| **Total Potable Water Produced** | MG | 47,041 |
| Surface water | MG | 9,654 |
| Groundwater | MG | 17,972 |
| Purchased Water (Import) | MG | 19,415 |
| Recycled Water * | MG | 818 |
| Reused Water ** | MG | 31 |

**SJW only **TWC only*

# WATER DROP WATCHERS EDUCATIONAL PROGRAM

Connecticut Water and Maine Water are proud to offer the Water Drop Watchers program to local third-grade classrooms and other school aged community members. Developed in line with third grade science curriculum, this one-hour lesson is taught by employee volunteers and includes hands-on activities to learn where water is found on earth, how much of the earth's surface is covered in water, the water cycle, freshwater availability, average water use and ways to conserve water. On average, the program reaches over 1,000 students each year.


Connecticut Water employees teaching third-graders about drinking water

# WATER LOSS EFFICIENCY

SJW Group measures water loss at the subsidiary level and engages in proactive water main replacement, leak detection, acoustic monitoring and other efforts to prevent and locate water main leaks as quickly as possible.

2023 NON-REVENUE WATER PERCENTAGE

| | |
|---|---|
| San Jose Water | 8.5% |
| Connecticut Water | 13.20% |
| Maine Water | 17.90% |
| Texas Water | 12.06% |

# OTHER WATER CONSERVATION EFFORTS

SJW Group subsidiaries conduct a variety of activities to make water conservation easier for customers, whether that's through the provision of dye tabs for locating toilet leaks, complimentary conservation kits, discounted rain barrel sales, or programs and informational materials about indoor and outdoor water conservation tips, native landscaping and xeriscaping.

SJW Group also has used the World Resources Institute (WRI) Aqueduct tool to evaluate our service communities and water sources for areas of Baseline Water Stress. This analysis utilizes regional mapping to determine water stress and is not indicative of individual water sources or conservation efforts including the use of recycled water. 6% of SJW Group's water is sourced from areas in High Baseline Water Stress zones as mapped by WRI.


A water main replacement project in the Camden-Rockland area in Maine.

### Annual Water Quality Reports

Annual Water Quality Reports are published each year to share details of testing results with customers.

SJW

CWC

MWC

TWC

# WATER QUALITY

SJW Group is committed to high-quality water that our customers can trust. We work to meet, or be better than, all federal and state water quality standards and adapt as scientific advances identify new health impacts and/or emerging contaminants.

| 2023 Water Quality Notice of Violation of Drinking Water Standards | |
|---|---|
| San Jose Water | 1 |
| Texas Water: | 0 |
| Connecticut Water | 1 |
| Maine Water | 0 |

SJW Group conducted 81,862 compliance samples for water quality parameters in 2023.

Specific to per-and polyfluoroalkyl substances (PFAS), a set of emerging contaminants, many SJW Group water systems engaged in voluntary PFAS testing ahead of any state or federal requirements. Under the new EPA Maximum Contaminant Level (MCL) standards announced in 2024, SJW Group estimates investing $230 million in capital funds to meet the new PFAS standard at all systems in the compliance timeline specified by the EPA.

# SERVICE LINE INVENTORY

As of the publishing of this report, SJW Group subsidiaries have also satisfied their obligation to the EPA Lead and Copper Rule Revisions Service Line Inventory. To view the reports:

San Jose Water

Connecticut Water

Maine Water

Texas Water

# PROTECTING WATER QUALITY AT THE SOURCE

SJW Group owns and maintains over 12,000 acres of watershed land as open space. In addition to the water quality protections the land provides our water sources, some land includes publicly-accessible hiking trails and other passive recreation, some are professionally managed by foresters, and some include wildlife restoration programs.

In California, the discovery of the elusive Santa Cruz Kangaroo Rat in the Upper Los Gatos Creek Watershed has inspired new habitat restoration efforts in which San Jose Water is partnering with UC Santa Cruz researchers and Midpeninsula Regional Open Space biologists. Prior to this discovery, the species was last documented in Santa Clara County in 1947.

In Connecticut, Connecticut Water has continued its partnership with CT Department of Energy and the Environment biologists on habitat restoration efforts for Bluebirds, Wood Ducks and other native bird species as well as a partnership to aid the migration of American Eels.

Maine Water's partnership with the Coastal Mountains Land Trust has resulted in the permanent protection of over 2,600 acres of land surrounding Mirror Lake and Grassy Pond in Camden, Rockport and Hope, with miles of trails available to the public for hiking, snowshoeing, cross country skiing and birding.

A Bald Eagle rests in the area of Mirror Lake and Grassy Pond, part of Maine Water's open space partnership with the Coastal Mountains Land Trust.

# INVESTING IN BATTERY ENERGY STORAGE SYSTEMS

San Jose Water is preparing for the installation of our first battery energy storage system (BESS). It will replace an existing 650 kilowatt (kW) diesel-fueled generator at our Williams Station in 2025. Williams Station provides drinking water to approximately 45,000 water service connections. In addition to the environmental and resiliency benefits, we anticipate $7,000 in annual savings for avoided generator maintenance at the Williams Station alone. A BESS is also included in the design of Texas Water's new warehouse, which is under construction.

By utilizing a BESS, backup power can be provided during grid outages without the harmful emissions and resource-intensive maintenance associated with large diesel generators. A BESS also allows us to take advantage of favorable off-peak rates to recharge, and provides the ability to supply power back to the grid during peak demand periods — helping to further offset power costs.


BESS on-site at San Jose Water Company's Williams Station

# INVESTING IN SUSTAINABLE WATER SUPPLIES

## Advanced Leak Detection

San Jose Water has the largest network of installed acoustic leak detectors of any water utility in the U.S., and in 2023, we expanded the use of acoustic leak detection at both San Jose Water and Connecticut Water. These devices attach to fire hydrants and harness the power of artificial intelligence to filter out the sound of normal water usage from that of leaks. The information from these devices is then used by our leak detection teams to identify and fix leaks.

Our efforts are delivering results. Overall, in 2023 we estimate that more than 944 million gallons of water were saved by finding and fixing leaks. Further, our non-revenue water, which is a measure of water produced that is not recorded by a customer water meter, was 10.4%, significantly better than the industry standard of 15%.

## Recycled Water

San Jose Water is expanding the availability of recycled water for irrigation. Recycled water passes through pipes dedicated to recycled water owned and maintained by San Jose Water. In 2024, we expect to install 2.2 miles of water main for recycled water, which has the potential to serve 11 customers, including a golf course, schools, and parks. A gallon of recycled water used for irrigation represents a 1:1 savings in treated potable drinking water.

The benefits of the recycled water project include:

- Provides a robust, drought-proof supply of recycled water not subject to cutbacks or rationing — especially important when considering irrigation sources for golf courses, parks, and schools.
- Results in reduced GHG emissions and less required energy for water transmission because recycled water is also a local water supply.
- Reduces the discharge of wastewater effluent to the San Francisco Bay.
- Conserves available potable water supplies for the highest and best use, and represents an investment in a local, sustainable, and reliable water supply that can be maximized during drought periods.

This project has a budget of approximately $11 million and is expected to be completed in 2025.

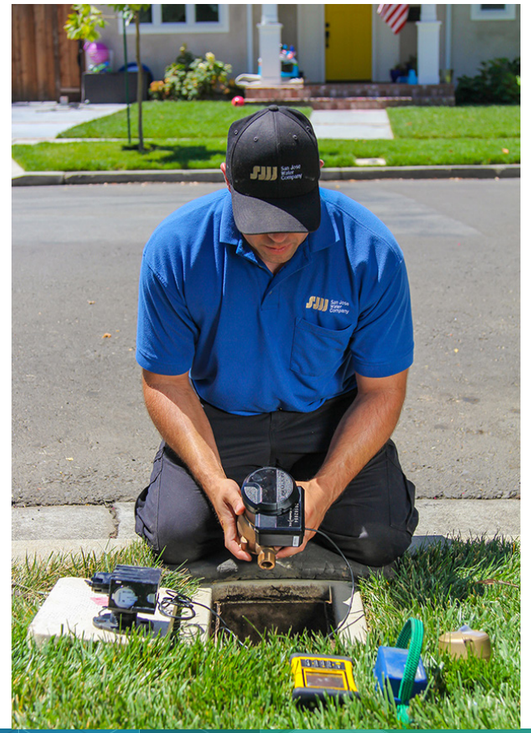
Investment in acoustic leak detection to find underground leaks

# INVESTING IN AMI

We began installation of advanced metering infrastructure (AMI) in California, commonly referred to as smart metering, in 2024. AMI provides customers near-real-time water usage information that allows for quicker detection of water leaks, which will help conserve precious natural water resources. Customers can use the information to better manage their water usage, giving them more control over their water bill. The $100 million project was approved by the CPUC in 2022 and is expected to be fully implemented in 2027. The cost of the project is separate from the capital expenditures budget in San Jose Water's general rate case. We expect to invest approximately $27 million in the AMI project in 2024.

Texas Water has already implemented AMI in some of its service area. Connecticut and Maine are evaluating its use in their respective operations.

Customer feedback has been positive about the implementation of AMI technology, highlighting the value of the high-usage alerts which prevents customers from a potential high bill, in addition to the reduction of wasted water.



Investing in AMI in San Jose, California

# WASTEWATER TREATMENT OPERATIONS

SJW Group operates wastewater treatment plants in Texas and Connecticut. In Texas, three of the four systems are localized wastewater treatment plants serving only very nearby, designated areas. The Vintage Oaks Wastewater Treatment Plant in New Braunfels serves a planned community of more than 400 homes. In Connecticut, the Heritage Village Wastewater Treatment Plant serves a large condominium community in Southbury along with several small commercial entities and the State of Connecticut's Southbury Training School.

CWC's Heritage Village Wastewater Treatment Plant hosted an open house for customers and the community.

# INVESTING IN SUPPLY CHAIN VALUE

In 2023, our procurement team leveraged the scale and buying power of our national business platform to realize operations and maintenance expense savings of more than $415,000.

Our **Vendor Code of Conduct** outlines the business practices we expect of all of our vendors who help us achieve our mission.

# COMMITMENT TO CUSTOMERS

All water is local. The leadership teams at each of our state utility operations are closest to the people and communities they serve, while benefiting from the technical and financial resources of SJW Group to improve outcomes for customers.

Some examples include the group-wide roll outs of services such as:

- A new online payment platform for customers, resulting in improved features, a greater number of payment method options, and lower transaction fees.
- A shared customer notification system allowing for real time call/text/email notification to customers in the event of a planned or unplanned outage, the availability of water quality reports, or emergency instructions in the event of a water quality incident.

As SJW Group provides a life-sustaining resource that our customers consume, and therefore, maintaining their trust and answering their questions is important to us. Some of the ways we engage with our customers through our local subsidiaries include:

- Hosting customer webinars on water quality, infrastructure investment and other topics
- Maintaining Customer Advisory Councils and Water System Advisory Councils
- Hosting in-person Open House events at our treatment and other facilities

We also take seriously the security of our customers' data. We have maintained compliance with developing privacy acts enacted at the state level in our operating areas.

Applicable to this area in 2023 were the **Connecticut Data Privacy Act** and the **California Consumer Privacy Act**. There were no data requests related to the Connecticut Data Privacy Act.

**California Consumer Privacy Act data requests are as follows:**

| 2021: 57 | 2022: 22 | 2023: 26 |
|---|---|---|

# CUSTOMER SATISFACTION

Each year, a third-party research firm conducts customer surveys to measure customer satisfaction across multiple areas of all SJW Group subsidiaries.

| 2020: 86.4% | 2021: 86.5% | 2022: 84.9% | 2023: 81.3% |
|---|---|---|---|

# CUSTOMER ASSISTANCE

Maintaining water affordability while continuing to make the necessary investments in aging water systems, or to adapt to new water quality standards for emerging contaminants is important to SJW Group. While we work to reduce costs and increase operating efficiencies to benefit customer rates for all customers, we also understand our responsibilities to customers who need it most. In 2023, $6.8 million in customer assistance was provided to customers by SJW Group subsidiaries through the federal Low Income Housing Water Assistance Program, other grant or funding programs and in discounts administered through San Jose Water's Customer Assistance Program (CAP) and Connecticut Water's Water Rate Assistance Program (WRAP).

**San Jose Water's Customer Assistance Program** provides a 15% water bill reduction for income-eligible customers.

**Connecticut Water's Water Rate Assistance Program** is a tiered discount program providing either a 10%, 40% or 80% water bill discount based on income level. WRAP is a first of its kind program for a water utility in the state of Connecticut, and in partnership with recommendations from Connecticut's Office of Consumer Counsel, was expanded in the Company's last rate case to include tiered discounts with the aim of ensuring customer bills do not exceed 2% of household income.

# COMMITMENT TO COMMUNITY

SJW Group continues our commitment to investing in our communities. In 2023, SJW Group donated more than $400,000 to local charitable and non-profit organizations including:

- Food banks
- Community gardens
- Shelters for the homeless
- Touchless water bottle fill stations for local schools
- Equipment and training for local fire departments
- Scholarships for graduating high school seniors

In addition to company-funded endeavors, across the company, our local utility employees have engaged in their own donation campaigns including toy and food drives, donations to veterans, coat drives and in California, through the **SJW Employees Community Fund, Inc.**, an employee-led charitable fund.

SJW Group also recognizes a **Human Right to Water Policy**, consistent with United Nation's Resolution 64/292 that recognizes the human right to water and sanitation and acknowledges that clean drinking water and sanitation are essential to the realization of all human rights.

# ENGAGING IN THE POLITICAL PROCESS

SJW Group seeks to build and steward constructive relationships with elected officials and staff at all levels of government. Our intention behind these efforts is to have meaningful input in the development of policies and regulations affecting our local water utilities, natural resources, and our customers. Government affairs programs are conducted at the state level, in compliance with the states' campaign contribution and election laws.

Rules regarding political contributions and lobbying expenditures vary by state; each state has its own various disclosure requirements. At SJW Group, we strive to comply with the both the spirit and the letter of the laws as required. Our Code of Conduct outlines our expectations for conducting business with integrity and to the highest ethical standards.

## Political Donations

**California:** The **political contributions** of San Jose Water are public information.

**Maine:** While legally permitted to make political contributions, Maine Water has chosen not to and did not make any contributions in 2023.

**Connecticut and Texas:** Neither state permits political contributions under state law.

## Lobbying

- **Connecticut Water**, **San Jose Water** and **Texas Water Company** retain state lobbyists. Maine Water is permitted to retain lobbyists by law but has chosen not to do so in 2023.
- All subsidiary utilities are paying members of state and national water industry trade associations that may engage in lobbying on state and national drinking water issues and regulation. In addition, subsidiary utilities belong to state and local business associations that may engage in lobbying to affect business regulations.

| STAKEHOLDER | HOW WE ENGAGE | TOPICS |
|---|---|---|
| Customers | • Bill Inserts<br>• Webinars<br>• Customer Satisfaction Surveys<br>• Social Media<br>• Community Events<br>• Press Releases | • Water Affordability<br>• Water Supply<br>• Water Quality<br>• Conservation<br>• Emergency Preparedness<br>• Value of Water |
| Employees | • Newsletters<br>• Emails<br>• Biannual Employee Satisfaction Surveys<br>• Town Hall Webinars<br>• Department and Inter-Departmental Meetings | • Safety<br>• COVID-19 Updates<br>• Employee Engagement and Satisfaction<br>• Company News |
| Investors | • Earnings Calls<br>• Annual Shareholder Meetings<br>• Securities and Exchange Commission Filings<br>• Sustainability Report<br>• Annual Report<br>• Analyst Meetings<br>• Press Releases | • Company News<br>• ESG Topics<br>• Financial Results |
| Suppliers | • Conferences<br>• Surveys | • Human Rights<br>• Safety |
| Regulators | • Meetings<br>• Emails<br>• Webinars<br>• Testimony at Public Hearings | • Water Quality<br>• Efficiency Standards<br>• Source Protection<br>• Safety<br>• Dam Safety |
| Government and Elected Officials | • Meetings<br>• Press Conferences<br>• Presentations | • Water Affordability<br>• Water Supply<br>• Water Quality<br>• Conservation<br>• Emergency Preparedness |
| Industry Colleagues | • Conferences<br>• Industry Events | • Operations<br>• Water Quality<br>• Conservation |
| Communities | • Employee Service as Board Members for Local Community Agencies<br>• Funding for Local Nonprofit Agencies<br>• Community Events<br>• Educational Outreach Programs | • Environmental Stewardship<br>• Water Supply<br>• Water Affordability<br>• Community Support |
| Unions (SJW only) | • Same as How We Engage With Employees, Plus Management-Labor Training Committee and Joint Labor Management Committee | • Same Topics for All Employees, Plus Employee Training and Certification, Union Bid Job Openings, Working Conditions, and the Union Contract |
| Environment | • Collaboration With State and Local Environmental Organizations<br>• Active Membership<br>• Funding for Environmental Programs | • Environmental Stewardship<br>• Water Conservation<br>• Environmental Cleanups<br>• Land Conservation |

# ADDENDUM

# SASB Sustainability Disclosure Topics & Metrics

| Table 1. Sustainability Disclosure Topics & Metrics | | |
|---|---|---|
| **Code** | **Metric** | **Response** |
| **Energy Management** | | |
| IF-WU-130a.1 | Total energy consumed | 22,2042.83 Gigajoules (GJ) |
| | Percentage grid electricity | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| | Percentage renewable | 59.39% |
| **Distribution Network Efficiency** | | |
| IF-WU-140a.1 | Water main replacement rate | .82% |
| IF-WU-140a.2 | Volume of non-revenue real water losses | 4,986 MG |
| **Effluent Quality Management** | | |
| IF-WU-140b.1 | Number of incidents of non-compliance associated with water effluent quality permits, standards and regulations | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| IF-WU-140b.2 | Discussion of strategies to manage effluents of emerging concern | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| **Water Affordability & Access** | | |
| IF-WU-240a.1 | Average retail water rate for residential customers | See addendum. |
| | Average retail water rate for commercial customers | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| | Average retail water rate for industrial customers | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| IF-WU-240a.3 | Number of residential water disconnections for nonpayment | See addendum. |
| | Percentage reconnected within 30 days | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| IF-WU-240a.4 | Discussion of impact of external factors on customer affordability of water, including the economic conditions of the service territory. | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| **Drinking Water Quality** | | |
| IF-WU-250a.1 | Number of incidents of non-compliance associated with drinking water quality standards and regulations | 2 incidents. |
| IF-WU-250a.2 | Discussion of strategies to manage drinking water contaminants of emerging concern | See page 10. |
| **End-Use Efficiency** | | |
| IF-WU-420a.1 | Percentage of water utility revenue from rate structures designed to promote conservation and revenue resilience | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| IF-WU-420a.2 | Customer water savings from efficiency measures, by market | SJW Group does not disclose this data. We will consider disclosing it in the future. |

| Table 1. Sustainability Disclosure Topics & Metrics | | |
|---|---|---|
| **Water Supply Resilience** | | |
| IF-WU-440a.1 | Total water sourced from regions with High or Extremely High Baseline Water Stress; percentage purchased from a third party | 6% of SJW Group's water is sourced from areas in High Baseline Water Stress; 0% of this water is purchased from a third party. |
| IF-WU-440a.2 | Volume of recycled water delivered to customers | 818.29 MG of Recycled Water is delivered to customers. |
| IF-WU-440a.3 | Discussion of strategies to manage risks associated with the quality and availability of water resources | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| **Network Resiliency & Impacts of Climate Change** | | |
| IF-WU-450a.1 | Wastewater treatment capacity located in 100-year flood zones | Two wastewater plants located in 100-year flood zones. |
| IF-WU-450a.2 | Number of sanitary sewer overflows | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| | Volume of sanitary sewer overflows | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| | Percentage of volume recovered | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| IF-WU-450a.3 | Number of unplanned service disruptions | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| | Customers affected by service disruptions by duration category | SJW Group does not disclose this data. We will consider disclosing it in the future. |
| IF-WU-450a.4 | Description of efforts to identify and manage risks and opportunities related to the impact of climate change on distribution and wastewater infrastructure | SJW Group does not disclose this data. We will consider disclosing it in the future. |

| Table 2. Activity Metrics | | |
|---|---|---|
| **Code** | **Metric** | **Response** |
| IF-WU-000.A | Number of residential customers served | See addendum. |
| | Number of commercial customers served | See addendum. |
| | Number of industrial customers served | See addendum. |
| IF-WU-000.B | Total water sourced, percentage by source type | See page 8. |
| IF-WU-000.C | Total water delivered to residential customers | 25,316,779,387 gallons |
| | Total water delivered to commercial customers | 13,561,664,758 gallons |
| | Total water delivered to industrial customers | 685,648,818 gallons |
| | Total water delivered to all other customers | 3,359,053,081 gallons |
| IF-WU-000.D | Average volume of wastewater treated by day by (1) sanitary sewer, (2) stormwater, and (3) combined sewer | .557 million gallons/day of sanitary sewer treatment. The company does not have operations in stormwater or combined sewer. |
| IF-WU-000.E | Length of water mains | 5,548.5 miles |
| | Length of sewer pipe | 36 miles |

# SJW Group 2023 Data Supplement

| Data | Measurement | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|---|
| **Customers** | | | | | | |
| Total Customers/Connections | Number | 392,200 | 400,800 | 398,000 | 393,000 | 389,000 |
| **1. EMISSIONS** | | | | | | |
| **1a. GHG EMISSIONS BY SCOPE** | | | | | | |
| **Total GHG emissions (Scopes 1 and 2)** | **Metric tonnes of CO2e** | **10,355** | **12,099** | **15,609** | **14,000** | **15,197** |
| SJW Group Direct GHG emissions (Scope 1) | Metric tonnes of CO2e | 5,126 | 5,326 | 4,856 | 4,786 | 5,748 |
| Connecticut Water | Metric tonnes of CO2e | 2,377 | 2,223 | 2,246 | 2,400 | 2,574 |
| Maine Water | Metric tonnes of CO2e | 1,000 | 962 | 796 | 755 | 838 |
| San Jose Water | Metric tonnes of CO2e | 1,240 | 1,235 | 1,055 | 966 | 1,252 |
| Texas Water Company | Metric tonnes of CO2e | 509 | 906 | 760 | 664 | 1,083 |
| SJW Group Indirect GHG emissions (Scope 2) | Metric tonnes of CO2e | 5,228 | 6,773 | 10,753 | 9,215 | 9,449 |
| Connecticut Water | Metric tonnes of CO2e | 2,998 | 3,451 | 3,980 | 3,804 | 4,342 |
| Maine Water | Metric tonnes of CO2e | 257 | 436 | 113 | 120 | 115 |
| San Jose Water | Metric tonnes of CO2e | 1,371 | 2,317 | 2,443 | 2,403 | 1,718 |
| Texas Water Company | Metric tonnes of CO2e | 602 | 569 | 4,216 | 2,887 | 3,275 |
| **Other indirect GHG emissions (Scope 3)** | **Metric tonnes of CO2e** | **9,062** | **5,817** | **4,604** | **4,456** | **4,008** |
| **Total GHG emissions (Scopes 1, 2, & 3)** | **Metric tonnes of CO2e** | **19,417** | **17,916** | **20,213** | **18,456** | **19,205** |
| **GHG emission intensity** | | | | | | |
| Total GHG emissions by customer | Metric tonnes of CO2e | 0.026 | 0.030 | 0.039 | 0.036 | 0.039 |
| **Target** | | | | | | |
| Science-based emissions reduction target for 2030 | Metric tonnes of CO2e | 7,598 | 7,598 | 7,598 | 7,598 | – |
| GHG science-based target progress | % reduction compared to baseline | 31.9% | 20.4% | -2.7% | 7.9% | – |
| **1b. CRITERIA POLLUTANTS** | | | | | | |
| **Total VOCs** | **lbs** | **870** | **1,349** | **418** | **–** | **–** |
| Connecticut Water | lbs | 192 | 391 | 101 | – | – |
| Maine Water | lbs | 151 | 155 | 95 | – | – |
| San Jose Water | lbs | 354 | 492 | 56 | – | – |
| Texas Water Company | lbs | 174 | 311 | 166 | – | – |
| **Total SOx** | **lbs** | **387** | **507** | **550** | **–** | **–** |
| Connecticut Water | lbs | 272 | 242 | 387 | – | – |
| Maine Water | lbs | 25 | 34 | 25 | – | – |
| San Jose Water | lbs | 31 | 148 | 101 | – | – |
| Texas Water Company | lbs | 60 | 83 | 38 | – | – |
| **Total NOx** | **lbs** | **12,310** | **13,925** | **12,871** | **–** | **–** |
| Connecticut Water | lbs | 2,227 | 3,980 | 2,869 | – | – |
| Maine Water | lbs | 1,734 | 1,876 | 1,494 | – | – |
| San Jose Water | lbs | 4,634 | 1,106 | 1,114 | – | – |
| Texas Water Company | lbs | 3,715 | 6,964 | 7,393 | – | – |
| **2. ENERGY** | | | | | | |
| **Total direct and indirect energy consumed within organization** | **Megawatt hours** | **84,968** | **97,327** | **98,697** | **94,177** | **84,406** |
| **2a. FUEL CONSUMPTION** | | | | | | |
| **Total direct energy consumed** | **Megawatt hours** | **23,289** | **25,651** | **23,467** | **24,119** | **26,774** |
| Diesel | Megawatt hours | 1,584 | 2,877 | 3,218 | 2,726 | 4,614 |
| Gasoline | Megawatt hours | 12,445 | 13,172 | 10,768 | 11,583 | 11,663 |
| Biofuels (renewable diesel, biodiesel, ethanol) | Megawatt hours | 3,160 | 3,144 | 2,885 | 3,023 | 2,181 |
| Natural gas | Megawatt hours | 2,198 | 2,399 | 1,976 | 2,090 | 3,637 |
| Other fuels (propane and fuel oil) | Megawatt hours | 3,903 | 4,059 | 4,620 | 4,695 | 4,678 |
| **2b. ELECTRICITY CONSUMPTION** | | | | | | |
| **Total indirect energy consumed** | **Megawatt hours** | **61,679** | **71,676** | **75,230** | **70,058** | **57,632** |
| **Total indirect renewable electricity consumed** | **Megawatt hours** | **34,167** | **23,926** | **32,155** | **29,108** | **21,960** |
| Connecticut Water | Megawatt hours | 5,179 | 6,105 | 6,876 | 7,060 | 4,323 |
| Maine Water | Megawatt hours | 3,235 | 3,064 | 3,719 | 3,832 | 3,928 |

# SJW Group 2023 Data Supplement (continued)

| Data | Measurement | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|---|
| San Jose Water | Megawatt hours | 15,510 | 14,758 | 21,561 | 18,215 | 13,709 |
| Texas Water Company | Megawatt hours | 10,243 | - | - | - | 0 |
| **Total indirect non-renewable electricity consumed** | **Megawatt hours** | **27,512** | **47,750** | **43,074** | **40,950** | **35,672** |
| Connecticut Water | Megawatt hours | 12,289 | 13,715 | 11,015 | 11,520 | 11,398 |
| Maine Water | Megawatt hours | 1,049 | 1,752 | 468 | 496 | 394 |
| San Jose Water | Megawatt hours | 12,458 | 20,361 | 21,304 | 22,098 | 16,131 |
| Texas Water Company | Megawatt hours | 1,715 | - | 10,287 | 6,837 | 7,749 |
| **3. WASTE** | | | | | | |
| **3a. HAZARDOUS WASTE** | | | | | | |
| **Total hazardous waste generated** | **Metric tonnes** | **35** | **35** | **128** | **188** | **24** |
| **3b. NON-HAZARDOUS WASTE** | | | | | | |
| **Total non-hazardous waste disposed** | **Metric tonnes** | **5,708** | **9,618** | **1,027** | **425** | **251** |
| **Landfill** | **Metric tonnes** | **5,504** | **9,199** | **836** | **413** | **242** |
| | % | 96% | 96% | 81% | 97% | 96% |
| Connecticut Water | Metric tonnes | 6 | 1,588 | 253 | 218 | 218 |
| Maine Water | Metric tonnes | 45 | 42 | 38 | - | - |
| San Jose Water | Metric tonnes | 5,297 | 7,480 | 266 | 182 | 22 |
| Texas Water Company | Metric tonnes | 156 | 89 | 279 | 12 | 1 |
| **Combusted** | **Metric tonnes** | **-** | **-** | **18** | **6** | **8** |
| | % | 0% | 0% | 2% | 2% | 3% |
| Connecticut Water | Metric tonnes | - | - | - | - | - |
| Maine Water | Metric tonnes | - | - | 18 | 6 | 8 |
| San Jose Water | Metric tonnes | - | - | - | 0.07 | 0.02 |
| Texas Water Company | Metric tonnes | - | - | - | - | - |
| **Recycled** | **Metric tonnes** | **204** | **419** | **174** | **6** | **2** |

| Data | Measurement | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|---|
| | % | 4% | 4% | 17% | 1% | 1% |
| Connecticut Water | Metric tonnes | 1 | 236 | 113 | - | - |
| Maine Water | Metric tonnes | 50 | 17 | 11 | - | - |
| San Jose Water | Metric tonnes | 150 | 159 | 49 | 6 | 2 |
| Texas Water Company | Metric tonnes | 4 | 7 | - | - | - |
| **3c. WASTEWATER DISCHARGE** | | | | | | |
| **Total wastewater volume** | **Gallons** | **140,897,097** | **75,799,997** | **316,125,154** | **38,479,149** | **93,909,488** |
| Connecticut Water | Gallons | 60,933,424 | 52,585,250 | 271,190,115 | - | - |
| Maine Water | Gallons | 21,433,427 | - | 21,635,227 | - | - |
| San Jose Water | Gallons | 58,530,246 | 23,214,747 | 23,299,709 | 38,479,065 | 93,909,409 |
| Texas Water Company | Gallons | - | - | 104 | 84 | 79 |
| **SJWC NPDES details (San Jose + Cupertino)** | | | | | | |
| Total wastewater volume | Gallons | 39,800,000 | 18,480,000 | 21,730,000 | 26,910,000 | 46,500,000 |
| Beneficial Reuse | Gallons | 13,500,000 | 4,160,000 | 3,710,000 | 8,550,000 | 10,810,000 |
| % Beneficial Reuse | % | 34% | 22% | 17% | 32% | 23% |
| **4. WATER** | | | | | | |
| **4a. WATER CONSUMPTION AND PRODUCTION** | | | | | | |
| **Total water consumed (potable + recycled)** | **MG** | **93,700** | **88,048** | **101,534** | **106,472** | **97,314** |
| Connecticut Water | MG | 15,709 | 16,426 | 16,238 | 17,227 | 14,340 |
| Maine Water | MG | 6,904 | 7,866 | 6,080 | 6,140 | 6,067 |
| San Jose Water | MG | 63,947 | 56,478 | 71,737 | 76,109 | 71,598 |
| Texas Water Company | MG | 7,140 | 7,278 | 7,479 | 6,996 | 5,309 |
| **Total potable water consumed** | **MG** | **42,055** | **38,861** | **46,912** | **49,015** | **44,857** |
| Connecticut Water | MG | 7,200 | 7,553 | 7,353 | 7,846 | 6,425 |
| Maine Water | MG | 2,132 | 2,463 | 2,753 | 2,744 | 2,707 |
| San Jose Water | MG | 30,567 | 26,994 | 34,767 | 36,525 | 34,478 |
| Texas Water Company | MG | 2,155 | 1,851 | 2,039 | 1,900 | 1,247 |

# SJW Group 2023 Data Supplement (continued)

| Data | Measurement | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|---|
| **Total potable water produced** | **MG** | **51,645** | **49,187** | **54,622** | **57,457** | **52,458** |
| **Surface water** | **MG** | **13,168** | **11,113** | **10,291** | **10,970** | **14,430** |
| Connecticut Water | MG | 4,158 | 4,058 | 4,249 | 4,229 | 4,131 |
| Maine Water | MG | 2,356 | 2,669 | 3,052 | 3,138 | 3,020 |
| San Jose Water | MG | 4,099 | 1,655 | 448 | 1,275 | 5,333 |
| Texas Water Company | MG | 2,555 | 2,731 | 2,542 | 2,328 | 1,946 |
| **Groundwater** | **MG** | **18,259** | **20,522** | **23,240** | **23,570** | **15,328** |
| Connecticut Water | MG | 3,890 | 4,299 | 4,148 | 4,637 | 3,302 |
| Maine Water | MG | 2,356 | 2,669 | 214 | 189 | 275 |
| San Jose Water | MG | 10,799 | 12,206 | 17,429 | 17,360 | 10,693 |
| Texas Water Company | MG | 1,215 | 1,348 | 1,449 | 1,384 | 1,058 |
| **Purchased water (Import)** | **MG** | **20,218** | **17,552** | **21,091** | **22,917** | **22,699** |
| Connecticut Water | MG | 461 | 516 | 488 | 515 | 482 |
| Maine Water | MG | 60 | 65 | 61 | 69 | 65 |
| San Jose Water | MG | 18,482 | 15,623 | 19,093 | 20,949 | 21,094 |
| Texas Water Company | MG | 1,215 | 1,348 | 1,449 | 1,384 | 1,058 |
| **4b. WATER RECYCLING AND REUSE** | | | | | | |
| **Recycled water** | | | | | | |
| San Jose Water | MG | 818 | 861 | 848 | 798 | 732 |
| **% recycled of total water delivered** | | | | | | |
| San Jose Water | % | 2.5% | 2.9% | 2.4% | 2.1% | 2.1% |
| **Reused water (wastewater discharge)** | | | | | | |
| Texas Water Company | MG | 31 | 42 | 98 | 84 | 84 |
| **% reused (wastewater discharge)** | | | | | | |
| Texas Water Company | % | 100% | 100% | 95% | 95% | 95% |
| **4c. FRESHWATER USE AND INTENSITY** | | | | | | |
| **Freshwater use** | **MG** | **38,878** | **42,693** | **51,588** | **54,672** | **50,421** |
| Connecticut Water | MG | 1,508 | 2,731 | 8,749 | 9,336 | 8,781 |
| Maine Water | MG | 2,482 | 2,923 | 3,327 | 3,396 | 3,360 |
| San Jose Water | MG | 33,380 | 34,308 | 36,970 | 39,585 | 36,334 |
| Texas Water Company | MG | 1,508 | 2,731 | 2,542 | 2,355 | 1,946 |
| **Net sales (Operating Revenue)** | **mUSD** | **615** | **574** | **553** | **542** | **533** |
| Connecticut Water | mUSD | 69 | 114 | 105 | 101 | 94 |
| Maine Water | mUSD | 28 | 27 | 23 | 21 | 20 |
| San Jose Water | mUSD | 488 | 402 | 401 | 397 | 399 |
| Texas Water Company | mUSD | 30 | 30 | 23 | 22 | 21 |
| **Freshwater use per net sales** | **MG/mUSD** | **312** | **362** | **432** | **460** | **450** |
| Connecticut Water | MG/mUSD | 104 | 78 | 83 | 92 | 93 |
| Maine Water | MG/mUSD | 89 | 109 | 146 | 163 | 171 |
| San Jose Water | MG/mUSD | 68 | 85 | 92 | 100 | 91 |
| Texas Water Company | MG/mUSD | 51 | 91 | 111 | 106 | 94 |
| **Freshwater use per net sales** | **m3/mUSD** | **1,448,898** | **1,480,690** | **1,633,910** | **1,742,873** | **1,703,169** |
| Connecticut Water | m3/mUSD | 457,667 | 293,588 | 314,278 | 349,665 | 353,576 |
| Maine Water | m3/mUSD | 391,814 | 411,875 | 552,371 | 615,673 | 648,597 |
| San Jose Water | m3/mUSD | 375,428 | 375,428 | 348,709 | 377,019 | 344,856 |
| Texas Water Company | m3/mUSD | 223,988 | 399,799 | 418,552 | 400,516 | 356,140 |

# Criteria Pollutants

## 2023

| Compiled Criteria Pollutant Emissions Calculations | | | | |
|---|---|---|---|---|
| **Source** | **Subsidiary** | **VOC (lbs)** | **SOx (lbs)** | **NOx (lbs)** |
| Mobile – Offroad | Connecticut Water | 92.38 | 9.69 | 161.52 |
| | Maine Water | 44.85 | 8.56 | 136.23 |
| | San Jose Water | 138.32 | 8.79 | 156.24 |
| | Texas Water Company | 46.71 | 38.70 | 588.54 |
| Mobile – Onroad | Connecticut Water | 44.32 | 21.41 | 441.09 |
| | Maine Water | 21.81 | 7.05 | 478.41 |
| | San Jose Water | 191.31 | 21.00 | 4459.30 |
| | Texas Water Company | 126.01 | 9.83 | 3082.93 |
| Stationary | Connecticut Water | 55.02 | 241.07 | 1624.11 |
| | Maine Water | 84.43 | 8.89 | 1119.49 |
| | San Jose Water | 24.01 | 0.96 | 18.64 |
| | Texas Water Company | 0.95 | 11.06 | 43.66 |

## 2022

| Compiled Criteria Pollutant Emissions Calculations | | | | |
|---|---|---|---|---|
| **Source** | **Subsidiary** | **VOC (lbs)** | **SOx (lbs)** | **NOx (lbs)** |
| Mobile – Offroad | Connecticut Water | 234.92 | 20.23 | 344.70 |
| | Maine Water | 47.82 | 9.00 | 143.44 |
| | San Jose Water | 466.67 | 24.08 | 443.38 |
| | Texas Water Company | 55.81 | 46.25 | 703.27 |
| Mobile – Onroad | Connecticut Water | 101.58 | 40.21 | 2199.58 |
| | Maine Water | 29.32 | 11.74 | 686.09 |
| | San Jose Water | 18.39 | 19.72 | 235.49 |
| | Texas Water Company | 255.01 | 20.51 | 6205.58 |
| Stationary | Connecticut Water | 54.30 | 181.88 | 1435.37 |
| | Maine Water | 77.69 | 13.43 | 1046.02 |
| | San Jose Water | 7.16 | 104.00 | 427.14 |
| | Texas Water Company | 0.68 | 15.84 | 55.23 |

## 2021

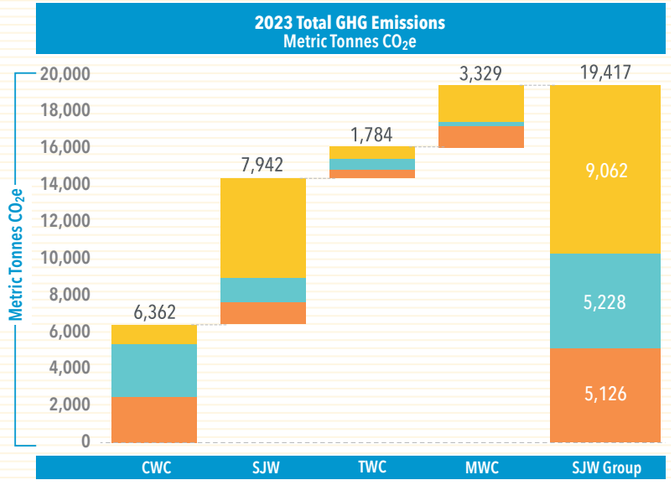
| Compiled Criteria Pollutant Emissions Calculations | | | | |
|---|---|---|---|---|
| **Source** | **Subsidiary** | **VOC (lbs)** | **SOx (lbs)** | **NOx (lbs)** |
| Mobile – Offroad | Connecticut Water | 0.11 | 0.09 | 1.43 |
| | Maine Water | 13.23 | 8.07 | 123.28 |
| | San Jose Water | 21.99 | 12.60 | 192.87 |
| Mobile – Onroad | Connecticut Water | 48.65 | 25.07 | 965.89 |
| | Maine Water | 12.32 | 5.46 | 432.59 |
| | San Jose Water | 26.42 | 17.31 | 585.01 |
| | Texas Water Company | 165.63 | 19.31 | 7,331.02 |
| Stationary | Connecticut Water | 51.78 | 361.40 | 1,902.16 |
| | Maine Water | 69.44 | 11.54 | 938.06 |
| | San Jose Water | 7.66 | 70.78 | 336.48 |
| | Texas Water Company | 0.52 | 18.35 | 62.04 |

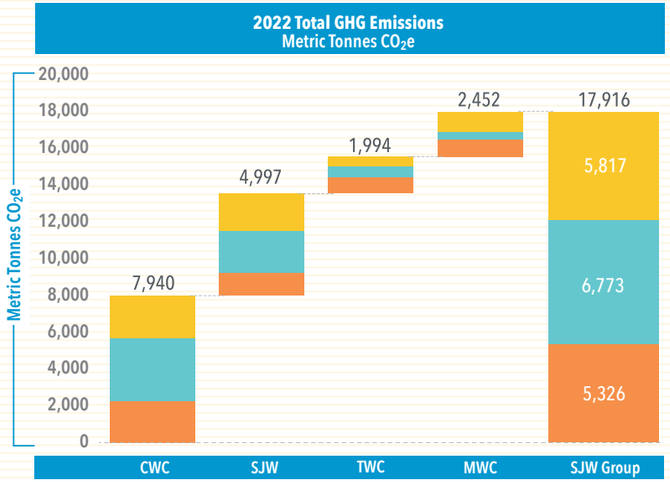
# GHG Emissions
## SJW Group

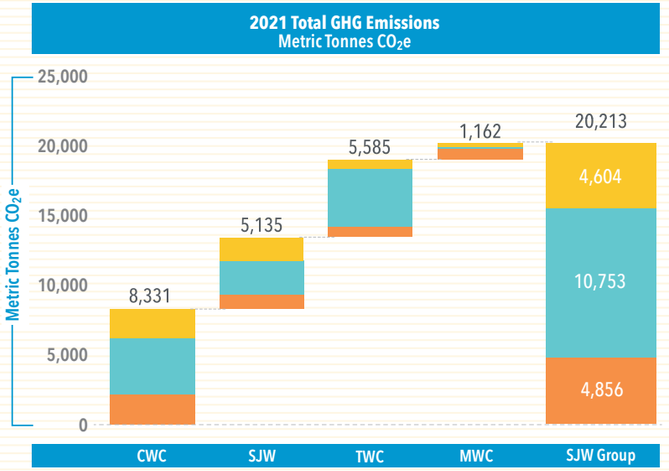
| SJW Group GHG Emissions ($MTCO_2e$) | | | | | |
|---|---|---|---|---|---|
| **Metric** | **2023** | **2022** | **2021** | **2020** | **2019** |
| Scope 1 | 5,126 | 5,326 | 4,856 | 4,786 | 5,748 |
| Scope 2 | 5,228 | 6,773 | 10,753 | 9,215 | 9,449 |
| Scope 3 | 9,062 | 5,817 | 4,604 | 4,456 | 4,008 |
| **Total GHG** | **19,417** | **17,916** | **20,213** | **18,447** | **19,205** |

| SJW Group GHG Emissions ($MTCO_2e$) | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **SJW** | | | | | **TWC** | | | | | **MWC** | | | | | **CWC** | | | | |
| **Metric** | **2023** | **2022** | **2021** | **2020** | **2019** | **2023** | **2022** | **2021** | **2020** | **2019** | **2023** | **2022** | **2021** | **2020** | **2019** | **2023** | **2022** | **2021** | **2020** | **2019** |
| Scope 1 | 1,240 | 1,235 | 1,055 | 966 | 1,252 | 509 | 906 | 760 | 664 | 1,083 | 1,000 | 962 | 796 | 755 | 838 | 2,377 | 2,223 | 2,246 | 2,400 | 2,574 |
| Scope 2 | 1,371 | 2,317 | 2,443 | 2,403 | 1,718 | 602 | 569 | 4,216 | 2,887 | 3,275 | 257 | 436 | 113 | 120 | 115 | 2,998 | 3,451 | 3,980 | 3,804 | 4,342 |
| Scope 3 | 5,331 | 1,978 | 1,637 | 1,628 | 1,500 | 672 | 519 | 609 | 463 | 314 | 2,072 | 1,054 | 253 | 238 | 242 | 987 | 2,266 | 2,105 | 2,128 | 1,952 |
| **Total GHG** | **7,942** | **5,530** | **5,135** | **4,997** | **4,470** | **1,784** | **1,994** | **5,585** | **4,015** | **4,671** | **3,329** | **2,452** | **1,162** | **1,104** | **1,195** | **6,362** | **7,940** | **8,331** | **8,331** | **8,869** |

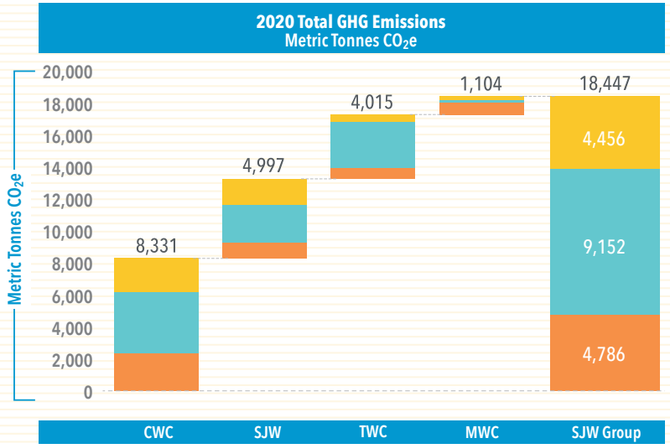
*Note: Cells in red represent an emissions increase vs. 2019 figures, while 2021 and 2020 cells shaded green represent an emissions decrease vs. 2019 figures.*

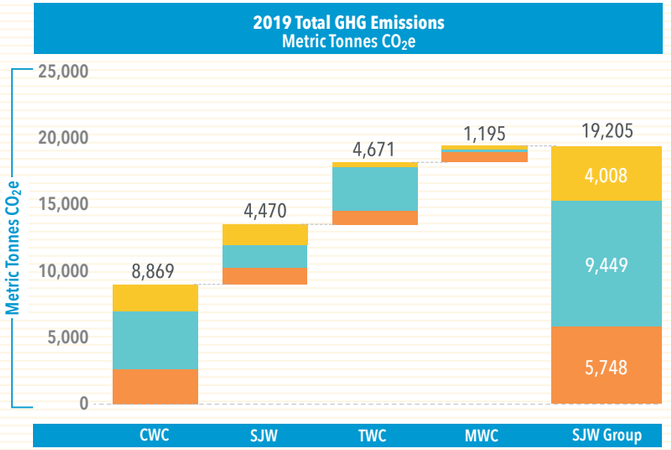



# GHG Emissions
# SJW Group




SCOPE 1 SCOPE 2 SCOPE 3

# Electrical Energy Usage
## SJW Group

| SJW Group Energy Consumption (kWh) | | | | |
|---|---|---|---|---|
| 2023 | 2022 | 2021 | 2020 | 2019 |
| 61,678,564 | 71,675,746 | 75,229,866 | 72,727,385 | 57,631,868 |

| Metric | SJW | | | | | TWC | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Electricity Consumption (kWh)** | **2023** | **2022** | **2021** | **2020** | **2019** | **2023** | **2022** | **2021** | **2020** | **2019** |
| Total energy used (renewable and nonrenewable sources) | 27,968,000 | 35,119,070 | 42,864,861 | 40,313,164 | 29,840,014 | 11,958,669 | 11,921,384 | 10,287,200 | 6,836,621 | 7,749,393 |
| **Electricity Sources** | **2023** | **2022** | **2021** | **2020** | **2019** | **2023** | **2022** | **2021** | **2020** | **2019** |
| Renewable sources (wind and solar) | 15,509,700 | 14,757,662 | 21,560,858 | 18,215,325 | 13,708,566 | 10,243,319 | | - | - | - |
| % of total from renewable sources | 55.5% | 42.0% | 50.3% | 45.2% | 45.9% | 85.7% | | - | - | - |
| Nonrenewable sources (hydro, nuclear, coal, gas) | 12,458,300 | 20,361,408 | 21,304,003 | 22,097,839 | 16,131,448 | 1,715,350 | | 10,287,200 | 6,836,621 | 7,749,393 |
| % of total from nonrenewable sources | 44.5% | 58.0% | 49.7% | 54.8% | 54.1% | 14.3% | | 100.0% | 100.0% | 100.0% |

| Metric | MWC | | | | | CWC | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Electricity Consumption (kWh)** | **2023** | **2022** | **2021** | **2020** | **2019** | **2022** | **2022** | **2021** | **2020** | **2019** |
| Total energy used (renewable and nonrenewable sources) | 4,283,914 | 4,815,404 | 4,186,669 | 4,328,002 | 4,321,577 | 17,467,981 | 19,819,888 | 17,891,135 | 18,580,262 | 15,720,884 |
| **Electricity Sources** | **2023** | **2022** | **2021** | **2020** | **2019** | **2023** | **2022** | **2021** | **2020** | **2019** |
| Renewable sources (wind and solar) | 3,234,952 | 3,063,649 | 3,718,889 | 3,832,423 | 3,927,950 | 5,178,564 | 6,104,636 | 6,875,672 | 7,060,499 | 4,323,243 |
| % of total from renewable sources | 75.5% | 63.6% | 88.8% | 88.5% | 90.9% | 29.6% | 30.8% | 38.4% | 38.0% | 27.5% |
| Nonrenewable sources (hydro, nuclear, coal, gas) | 1,048,962 | 1,751,755 | 467,780 | 495,579 | 393,627 | 12,289,417 | 13,715,252 | 11,015,463 | 11,519,763 | 11,397,641 |
| % of total from nonrenewable sources | 24.5% | 36.4% | 11.2% | 11.5% | 9.1% | 70.4% | 69.2% | 61.6% | 62.0% | 72.5% |

# Fuel Consumption

| | | Stationary Fuel Consumption (gallons) | | | | | Stationary Fuel Consumption (MWh) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Subsidiary | Fuel Type | 2023 | 2022 | 2021 | 2020 | 2019 | 2023 | 2022 | 2021 | 2020 | 2019 |
| CWC | Distillate Fuel Oil No. 2 | 33,297 | 24,958 | 47,743 | 65,100 | 51,376 | 1,346 | 1,009 | 1,930 | 2,632 | 2,077 |
| | Motor Gasoline | - | - | 2,622 | 3,082 | 2,727 | - | - | 96 | 113 | 100 |
| | Propane | 10,488 | 11,606 | 12,539 | 14,866 | 12,846 | 279 | 309 | 334 | 396 | 342 |
| | Ethanol | - | - | - | - | 255 | - | - | - | - | 7 |
| MWC | Distillate Fuel Oil No. 2 | 640 | 1,331 | 1,119 | 678 | 1,812 | 26 | 54 | 45 | 27 | 73 |
| | Motor Gasoline | 149 | 93 | - | 154 | - | 5 | 3 | - | 6 | - |
| | Propane | 81,658 | 75,229 | 67,004 | 42,846 | 56,125 | 2,176 | 2,004 | 1,785 | 1,142 | 1,495 |
| SJW | Distillate Fuel Oil No. 2 | - | 14,582 | 9,888 | 11,530 | 16,276 | - | 589 | 400 | 466 | 658 |
| | Renewable Diesel | 11,434 | | | | | | | | | |
| | Propane | - | - | 800 | - | - | - | - | 21 | - | - |
| TWC | Distillate Fuel Oil No. 2 | 1,553 | 2,230 | 2,585 | 785 | 801 | 63 | 90 | 104 | 32 | 32 |
| | Propane | 482 | 125 | - | 25 | 8 | 13 | 3 | - | 1 | 0 |
| | Motor Gasoline | 75 | 50 | - | - | - | 3 | 2 | - | - | - |

| | | Stationary Fuel Consumption (mmBTU) | | | | | Stationary Fuel Consumption (MWh) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Subsidiary | Fuel Type | 2023 | 2022 | 2021 | 2020 | 2019 | 2023 | 2022 | 2021 | 2020 | 2019 |
| CWC | Natural Gas | 7,065 | 7,034 | 5,500 | 6,174 | 11,111 | 2,071 | 2,062 | 1,612 | 1,810 | 3,256 |
| MWC | Natural Gas | 434 | 360 | 387 | 274 | 282 | 127 | 106 | 113 | 80 | 83 |
| SJW | Natural Gas | - | 792 | 856 | 684 | 1,018 | - | 232 | 251 | 201 | 298 |

# Fuel Consumption (continued)

| | | Onroad Mobile Combustion Vehicle Data (gallons) | | | | | Onroad Mobile Combustion Vehicle Data (MWh) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Subsidiary | Fuel Type | 2023 | 2022 | 2021 | 2020 | 2019 | 2023 | 2022 | 2021 | 2020 | 2019 |
| CWC | Diesel Fuel | 4,433 | 17,024 | 16,182 | 18,205 | 15,704 | 179 | 688 | 654 | 736 | 635 |
| | Ethanol | - | - | 40 | - | 4,111 | - | - | 1 | - | 120 |
| | Motor Gasoline | 171,718 | 142,276 | 136,703 | 149,042 | 136,198 | 6,291 | 5,212 | 5,008 | 5,460 | 4,990 |
| MWC | Diesel Fuel | 4,298 | 5,504 | 6,227 | 6,701 | 11,343 | 174 | 223 | 252 | 271 | 459 |
| | Ethanol | - | - | - | 20 | 130 | - | - | - | 1 | 4 |
| | Biodiesel | - | - | - | 190 | 168 | - | - | - | 7 | 6 |
| | Motor Gasoline | 46,749 | 46,338 | 33,553 | 43,053 | 37,200 | 1,713 | 1,698 | 1,229 | 1,577 | 1,363 |
| SJW | Motor Gasoline | 95,081 | 105,145 | 102,125 | 91,609 | 90,587 | 3,483 | 3,852 | 3,741 | 3,356 | 3,319 |
| | Diesel Fuel | - | - | - | - | 22,093 | - | - | - | - | 893 |
| | Renewable Diesel | 76,470 | 76,422 | 68,389 | 73,556 | 49,907 | 3,091 | 3,089 | 2,765 | 2,974 | 2,017 |
| TWC | Diesel Fuel | 18,018 | 33,108 | 55,278 | 39,558 | 61,235 | 728 | 1,338 | 2,235 | 1,599 | 2,475 |
| | Motor Gasoline | 21,836 | 46,907 | 18,644 | 28,243 | 50,990 | 800 | 1,718 | 683 | 1,035 | 1,868 |

| | | Offroad Mobile Combustion Vehicle Data (gallons) | | | | | Offroad Mobile Combustion Vehicle Data (MWh) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Subsidiary | Fuel Type | 2023 | 2022 | 2021 | 2020 | 2019 | 2023 | 2022 | 2021 | 2020 | 2019 |
| CWC | Diesel Fuel | 1,501 | 2,714 | 23 | 29 | 48 | 61 | 110 | 1 | 1 | 2 |
| | Motor Gasoline | 2,139 | 5,581 | - | - | - | 86 | 226 | - | - | - |
| MWC | Diesel Fuel | 1,695 | 1,777 | 1,889 | 2,946 | 3,448 | 69 | 72 | 76 | 119 | 139 |
| | Motor Gasoline | 915 | 980 | 93 | 771 | 309 | 34 | 36 | 3 | 28 | 11 |
| SJW | Diesel Fuel | - | - | - | - | 277 | - | - | - | - | 11 |
| | Renewable Diesel | 1,693 | 1,357 | 2,938 | 1,041 | 625 | 68 | 55 | 119 | 42 | 25 |
| | Motor Gasoline | 817 | 11,601 | 180 | 229 | 349 | 30 | 425 | 7 | 8 | 13 |
| TWC | Diesel Fuel | 9,231 | 11,031 | - | - | - | 373 | 446 | - | - | - |

** Offroad equipment includes offroad trucks, construction/mining and commercial equipment*

# Hazardous Waste

| Hazardous Waste (tons) | | | | | |
|---|---|---|---|---|---|
| Subsidiary | 2023 | 2022 | 2021 | 2020 | 2019 |
| CWC | <1 | <1 | <1 | <1 | <1 |
| MWC | <1 | <1 | <1 | <1 | <1 |
| SJW | 24 | 39 | 141 | 207 | 27 |
| TWC | - | - | - | - | - |

*Notes:*
*2019 had fewer pre-construction site assessments and remediations, leading to a smaller disposal amount.*
*All entries are for manifested wastes. If hazardous wastes were not generated, 0 was entered.*

# Nonhazardous Waste

| Nonhazardous Waste (tons) | | | | | | |
|---|---|---|---|---|---|---|
| Subsidiary | Disposal | 2023 | 2022 | 2021 | 2020 | 2019 |
| CWC | Landfill | 6 | 1,751 | 279 | 241 | 241 |
| CWC | Combusted | - | - | - | - | - |
| CWC | Recycled | 1 | 260 | 125 | - | - |
| MWC | Landfill | 50 | 46 | 41 | - | - |
| MWC | Combusted | - | - | 19 | 7 | 9 |
| MWC | Recycled | 55 | 19 | 13 | - | - |
| SJW | Landfill | 5,839 | 8,245 | 293 | 201 | 25 |
| SJW | Combusted | - | - | - | 0 | 0 |
| SJW | Recycled | 165 | 175 | 54 | 6 | 2 |
| TWC | Landfill | 172 | 98 | 308 | 13 | 1 |
| TWC | Combusted | - | - | - | - | - |
| TWC | Recycled | 4 | 8 | - | - | - |

*Note:*
*Recycling includes paper, cardboard, plastic, aluminum.*

# Wastewater Discharge

| SJW (gallons) | | | | | |
|---|---|---|---|---|---|
| Permit | 2023 | 2022 | 2021 | 2020 | 2019 |
| SJ-901C | 391,830 | 411,506 | 284,344 | 201,270 | 685,809 |
| WV-901C | 154,866 | 79,800 | 70,832 | 98,030 | 124,245 |
| CU-901C | 34,250 | 56,420 | 0 | 95,710 | 94,004 |
| WV-904C | 18,149,300 | 4,187,021 | 1,214,533 | 11,174,055 | 46,505,351 |
| NPDES SJWC + Cupertino | 39,800,000 | 18,480,000 | 21,730,000 | 26,910,000 | 46,500,000 |
| Total | 58,530,246 | 23,214,747 | 23,299,709 | 38,479,065 | 93,909,409 |

| SJW (gallons) | | | | | |
|---|---|---|---|---|---|
| NPDES (SJW and Cupertino) | 2023 | 2022 | 2021 | 2020 | 2019 |
| Total Discharge | 39,800,000 | 18,480,000 | 21,730,000 | 26,910,000 | 46,500,000 |
| Beneficial Reuse | 13,500,000 | 4,160,000 | 3,710,000 | 8,550,000 | 10,810,000 |
| % Beneficial Reuse | 34% | 22% | 17% | 32% | 23% |

| MWC (gallons) | | | |
|---|---|---|---|
| Permit | 2023 | 2022 | 2021 |
| MEU508087 | 547,407 | 0 | 597,940 |
| MEU508267 | 3,626,473 | 0 | 20,893,800 |
| MEU508214 | 117,719 | 0 | 143,487 |
| ME0000035 | 17,141,828 | 0 | 0 |
| Total | 21,433,427 | 0 | 21,635,227 |

| CWC (gallons) | | | |
|---|---|---|---|
| Permit | 2023 | 2022 | 2021 |
| CTCGW0008 | 85,750 | 78,500 | 193,078 |
| CTCSG0025 | 18,101,036 | 12,500,000 | 1,745,611 |
| CTCSG0012 | 4,771,716 | 4,527,983 | 3,874,081 |
| CTCSG0011 | 410,675 | 328,000 | 28,376,855 |
| CTMIU0245 | - | - | 1,919,618 |
| CTCSG0004 | 1,032,605 | 2,650,050 | 242,697 |
| CTCSG0022 | 3,151,350 | 3,134,780 | 2,512,097 |
| CTCSG0001 | 1,877,861 | 2,857,350 | 605,810 |
| CTMIU0246 | 12,205,366 | 12,700,000 | 2,558,993 |
| CTCSG0015 | 5,910,624 | 4,600,271 | 792,900 |
| CTCSG0002 | 2,908,890 | 2,351,040 | 49,920,000 |
| CTMIU0240 | - | - | 313,500 |
| CTMIU0248 | 587,090 | 520,480 | 959,750 |
| CTMIU0244 | 1,473,013 | 450,370 | 82,250 |
| CTMIU0249 | 1,803,539 | 2,044,500 | 74,025 |

| CWC (gallons) | | | |
|---|---|---|---|
| Permit | 2023 | 2022 | 2021 |
| CTCSG0005 | - | - | 389,735 |
| CTMIU0234 | 165,037 | 181,040 | 595,228 |
| CTCGW0012 | 127,058 | 64,138 | 507,863 |
| CTCGW0003 | 179,688 | 144,394 | 173,724,108 |
| CTCGW0017 | 840,644 | 584,820 | 107,660 |
| CTCGW0025 | 2,773,242 | 230,200 | 445,950 |
| CTCGW0009 | 388,860 | 406,500 | 1,129,375 |
| CTCGW0006 | 336,893 | 375,690 | 118,931 |
| CTMIU0235 | 560,236 | 437,100 | 0 |
| CTCGW0010 | 908,135 | 1,196,300 | 0 |
| CTCGW0016 | 171,038 | 113,064 | 0 |
| N/A | - | 43,950 | 0 |
| N/A | 163,078 | 64,730 | 0 |
| Total | 60,933,424 | 52,585,250 | 271,190,115 |

| TWC (gallons) | | | | | |
|---|---|---|---|---|---|
| Permit | 2023 | 2022 | 2021 | 2020 | 2019 |
| None | 0 | 0 | 104 | 84 | 79 |
| TOTAL | 0 | 0 | 104 | 84 | 79 |

*Notes:*
*Report all wastewater discharges in gallons covered by NPDES permit or local ordinances. Does not apply to wastewater treatment plant discharges. This is intended to capture wastewater discharges from operations.*

*Report Not Applicable if your subsidiary does not discharge wastewater under an NPDES permit or local ordinance, such as source control.*

# Water Consumption

| CWC WATER CONSUMED/PRODUCED (MG) | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|
| **Total potable water consumed** | 7,200 | 7,553 | 7,353 | 7,846 | 6,425 |
| **Total potable water produced** | 8,509 | 8,873 | 8,885 | 9,381 | 7,915 |
| Surface Water | 4,158 | 4,058 | 4,249 | 4,229 | 4,131 |
| Groundwater | 3,890 | 4,299 | 4,148 | 4,637 | 3,302 |
| Purchased Water (Import) | 461 | 516 | 488 | 515 | 482 |

*Notes:*
*Data from Patla/Underhill*

| SJW WATER CONSUMED/PRODUCED (MG) | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|
| **Total potable water consumed** | 30,567 | 26,994 | 34,767 | 36,525 | 34,478 |
| **Total potable water produced** | 33,380 | 29,484 | 36,970 | 39,584 | 37,120 |
| Surface Water | 4,099 | 1,655 | 448 | 1,275 | 5,333 |
| Groundwater | 10,799 | 12,206 | 17,429 | 17,360 | 10,693 |
| Purchased Water (Import) | 18,482 | 15,623 | 19,093 | 20,949 | 21,094 |

*Notes:*
*All 'total water' values include both SJWC regulated and Cupertino lease but no recycled water.*

| TWC WATER CONSUMED/PRODUCED (MG) | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|
| **Total potable water consumed** | 2,155 | 1,851 | 2,039 | 1,900 | 1,247 |
| **Total potable water produced** | 2,555 | 2,731 | 2,542 | 2,328 | 1,946 |
| Surface Water | 1,215 | 1,348 | 1,449 | 1,384 | 1,058 |
| Groundwater | 928 | 880 | 973 | 819 | 797 |
| Purchased Water (Import) | 412 | 503 | 365 | 126 | 91 |

*Notes:*
*Total wastewater discharge includes leaks, flushing and wastewater plant sludge*

| MWC WATER CONSUMED/PRODUCED (MG) | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|---|---|---|---|---|
| **Total potable water consumed** | 2,132 | 2,463 | 2,753 | 2,744 | 2,707 |
| **Total potable water produced** | 2,597 | 2,923 | 3,327 | 3,396 | 3,360 |
| Surface Water | 181 | 189 | 3,052 | 3,138 | 3,020 |
| Groundwater | 2,356 | 2,669 | 214 | 189 | 275 |
| Purchased Water (Import) | 60 | 65 | 61 | 69 | 65 |

| ISS question | Surface | Ground | Purchased |
|---|---|---|---|
| 201 | 1,713,041,800 | 106,620,900 | 61,024,685 |
| 200 | 984,331,275 | 31,489,588 | |
| 202 | 94,688,000 | 34,069,200 | |
| 202 | 202,872,145 | 23,766,113 | |
| 202 | 57,432,000 | 4,209,018 | |
| | 3,052,365,220 | 13,805,107 | |
| | | 213,959,926 | |

# Water Recycling

| TWC Water Recycled/Reused (MG) | | | | | |
|---|---|---|---|---|---|
| | 2023 | 2022 | 2021 | 2020 | 2019 |
| **Total water recycled & reused** | 31 | 42 | 98 | 84 | 76 |
| Recycled water | 0 | 0 | 0 | 0 | 0 |
| % recycled | 0 | 0 | 0 | 0 | 0 |
| Reuse water | 31 | 42 | 98 | 84 | 84 |
| % reused | 100% | 100% | 95% | 95% | 95% |

*Notes:*
*Reused water is land-applied treated effluent from our wastewater treatment facilities.*

| SJW Water Recycled/Reused (MG) | | | | | |
|---|---|---|---|---|---|
| | 2023 | 2022 | 2021 | 2020 | 2019 |
| **Total water recycled & reused** | 818 | 861 | 848 | 798 | 732 |
| Recycled water | 818 | 861 | 848 | 798 | 732 |
| % recycled | 2.5% | 2.9% | 2.4% | 2.1% | 2.1% |
| Reuse water | 0 | 0 | 0 | 0 | 0 |
| % reused | 0 | 0 | 0 | 0 | 0 |

*Notes:*
*All "total water" values include both SJW regulated and Cupertino-leased but no recycled water.*
*Recycled water figures received from June Vo in "Billed Revenues Data."*

# Freshwater Use and Intensity

| SJW | | | | | | |
|---|---|---|---|---|---|---|
| | Units | 2023 | 2022 | 2021 | 2020 | 2019 |
| Freshwater use | MG | 33,380 | 34,308 | 36,970 | 39,585 | 36,334 |
| Net sales (operating revenue) | mUSD | $488.00 | $402.27 | $401.33 | $397.45 | $398.83 |
| Freshwater use per net sales | MG/mUSD | 68 | 85.23 | 92 | 100 | 91 |
| Freshwater use per net sales in cubic meters per USD | $m_3$/mUSD | 375,428 | 375,428 | 348,709 | 377,019 | 344,856 |

| CWC | | | | | | |
|---|---|---|---|---|---|---|
| | Units | 2023 | 2022 | 2021 | 2020 | 2019 |
| Freshwater use | MG | 7,200 | 8873 | 8,749 | 9,336 | 8,781 |
| Net sales (operating revenue) | mUSD | $69.30 | 114.41 | $105.38 | $101.07 | $94.01 |
| Freshwater use per net sales | MG/mUSD | 104 | 78 | 83 | 92 | 93 |
| Freshwater use per net sales in cubic meters per USD | m3/mUSD | 457,667 | 293,588 | 314,278 | 349,665 | 353,576 |

| TWC | | | | | | |
|---|---|---|---|---|---|---|
| | Units | 2023 | 2022 | 2021 | 2020 | 2019 |
| Freshwater use | MG | 1,508 | 2730.76 | 2,542 | 2,355 | 1,946 |
| Net sales (operating revenue) | mUSD | $29.66 | $30.09 | $22.99 | $22.26 | $20.68 |
| Freshwater use per net sales | MG/mUSD | 51 | 90.76 | 111 | 106 | 94 |
| Freshwater use per net sales in cubic meters per USD | $m_3$/mUSD | 223,988 | 399,799 | 418,552 | 400,516 | 356,140 |

| MWC | | | | | | |
|---|---|---|---|---|---|---|
| | Units | 2023 | 2022 | 2021 | 2020 | 2019 |
| Freshwater use | MG | 2,482 | 2,923 | 3,327 | 3,396 | 3,360 |
| Net sales (operating revenue) | mUSD | $27.90 | 26.86 | $22.80 | $20.88 | $19.61 |
| Freshwater use per net sales | MG/mUSD | 89 | 109 | 146 | 163 | 171 |
| Freshwater use per net sales in cubic meters per USD | m3/mUSD | 391,814 | 411,875 | 552,371 | 615,673 | 648,597 |

# 2023 Customer Data

| WATER CUSTOMERS | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Operating Company | Residential | Commercial | Industrial | Total Water Customers (Includes any customer class not listed here.) | Non Payment Disconnections | Average Residential Daily Usage (GA) | Average Monthly Residential Bill | Essential Residential Daily Usage (GA) | Essential Average Monthly Residential Bill |
| Texas Water | 26,718 | 819 | 5 | 27,474 | 923 | 220.81 | $75.65 | 169.98 | $67.16 |
| Maine Water | 29,232 | 3,075 | 61 | 33,757 | 552 | 104 | $36.46 | 100 | $44.99 |
| San Jose Water | 200,877 | 20,619 | 49 | 223,679 | 0 | 232 | $106.51 | 150 | $85.72 |
| Connecticut Water | 96,795 | 7,091 | 480 | 107,677 | 839 | 154 | $67.44 | 120 | $55.87 |

| SEWER CUSTOMERS | | | | |
|---|---|---|---|---|
| Operating Company | Residential | Commercial | Industrial | Total Sewer Customers (Includes any customer class not listed here.) |
| Texas Water | 890 | 52 | 0 | 928 |
| Connecticut Water | 2,968 | 57 | 0 | 3,026 |

SJW Group

ConnecticutWater

MaineWater

SJW SAN JOSE WATER

TEXAS WATER COMPANY