

Great Oaks Water Company's Message to our Customers and our Community about COVID-19

All of us at Great Oaks Water Company hope that you and your families, friends, and loved ones are and remain healthy and safe during these difficult and sometimes confusing times. All of Great Oaks' employees and family members are healthy and safe, and Great Oaks is providing and will continue to provide our customers and our community with safe and reliable water service. Great Oaks is a family-owned business and we're proud to be able to serve our community.

Payment of Water Bills

We request that you continue to pay your water bills, which are due upon receipt. The COVID-19 emergency should not be used as an excuse for not paying your water bill unless the emergency prevents you from making payment. If you are having difficulty paying your water bill, please contact Great Oaks Customer Service (408-227-9540) to tell us about your difficulty. We will do our best to work with you in these difficult times and are able to offer alternative payment arrangements, including interest-free payment plans. Great Oaks will not be discontinuing (shutting off) service for nonpayment during the COVID-19 emergency, but you are still obligated to pay your water bill and you will still have to pay past due amounts when the emergency is over.

On April 2, 2020, Governor Newsom issued Executive Order N-42-20 ordering all public and private water systems to refrain from shutting off water service for nonpayment during the COVID-19 emergency. Great Oaks had already adopted this policy before the Governor's Executive Order was issued and, of course, Great Oaks will comply with the Executive Order. Please note that the Executive Order also provides this statement:

Nothing in this Order eliminates the obligation of water customers to pay for water service, prevents a water system from charging a customer for such service, or reduces the amount a customer already may owe to a water system.

Great Oaks is like any other small business in that we need our customers to pay for the service we provide so that we can, in turn, continue to pay our employees and pay our bills. Water is not free and the rates we charge for water service, as approved by the California Public Utilities Commission, are designed to recover the costs of providing safe and reliable water service to our customers and our community. Because we are small and efficient, our rates for water service are the lowest in the City of San José. We're all in this together, so thank you for continuing to pay your bills so that we can continue to provide you with safe and reliable (and great tasting) water service.

Please Conserve Water

With so many more people staying at home during the COVID-19 emergency, we saw a relatively large increase in water usage during the month of March. In March of 2020, our customers used 20% more water than in March of 2019. The COVID-19 emergency requires us all to wash our hands and sanitize our surroundings more than we're used to doing, so it's understandable that more water is being used by more people being at home instead of at work. All we ask is that you be mindful that conserving water is still very important and has the added benefit of helping you reduce the amount of your water bill.

More Information is Available on our Website: www.greatoakswater.com

Information about the COVID-19 (Coronavirus) emergency is available on our website, including information about U.S. EPA advisories and Customer Protections during the emergency. While our walk-in Customer Service has been closed for now, our Customer Service is still available by phone and our website also includes a link to pay your bill online using a credit card, debit card, or electronic transfer. Please use our payment service and do not use third-party payment services like DOXO or any other service that charges you a fee to make a payment to use. We do not charge convenience or other fees to pay online.

Please Stay Safe