



The Water Faucet

AUGUST 2013

Check out our website. You can obtain water conservation information and rebate forms!
www.westboroughwater.com

Free dye strips to test for toilet leaks are available at the District Office.



Westborough Water District

P.O. Box 2747

So. SF, CA 94083-2747

24-Hour Telephone No.

(650) 589-1435

Fax (650) 589-5167

e-mail address:

www@westboroughwater.com

Water and Sewer Rates

The Westborough Water District provides local water distribution and sewer collection services to its customers. The District relies on the San Francisco Water Department to deliver its water and the North San Mateo County Sanitation District (NSMCSD) to treat its sewage. A substantial portion of the rates charged by the District are passed through to these two agencies. This year, the District was able to balance its budget without any increase in water rates. However, after having not raised sewer rates since 2009, the District was faced with a \$0.44 per unit increase in sewer charges from NSMCSD. The District proposed to pass that increase along to its customers and a notice was sent to the customers informing them of the potential sewer rate increase. The District's Board of Directors held a public hearing on the proposed rates on July 11, 2013. Five customers attended the public hearing and eleven customers submitted written protests. In the end, to be financially responsible and prudent with reserves, the Board of Directors approved the \$0.44 increase. The new sewer unit rate will increase to \$6.17. That rate is applied to the amount of water consumed during January-February 2013 meter reading to determine the annual sewer charge collected on the property roll. ☺

Programs and Services Westborough Water District Provides our Customers

In a continuing effort to help our customers reduce their water consumption, the Westborough Water District offers the following water conservation programs and services:



Washing Machine Rebate

The Westborough Water District offers a \$75 rebate to customers who purchase high efficiency washing machines that use less water and consume less energy than conventional models.

Toilet Rebate

The District offers up to \$100 rebate to customers who replace a toilet that uses 3.5 gallons per flush or more with an EPA WaterSense labeled HET (High-Efficiency Toilet). HETs are modern water-efficient toilets that are designed to use 1.3 GPF or less. This program is administered by Bay Area Water Supply and Conservation Agency (BAWSCA). Please refer to our website for additional information.

Leak Test

The Westborough Water District offers free leak detection testing. The test does not require District staff to enter your home. District field staff will gladly conduct a leak test free of charge for any of its customers. This leak test requires that the customer not use any water for approximately 4 hours. The District Field Staff will read your meter (located near the curb), calculate any usage that is registered through the meter, and contact the customer with the results. If you suspect you may have a leak, please contact us. ☺

YOUR DISTRICT:

The Westborough Water District board meetings are held on the second Thursday of every month at the District office. The meeting begins at 7:30 p.m. and the public is encouraged to attend.

The current Board members are:

President:
Janet Medina

Vice President:
Tom Chambers
Directors:
Perry Bautista, David Irwin, and William Lopez

Bill Pay and Water Usage History Look-Up

In addition to paying your bill online from the District's website, you can also look up your water usage history. Go to the District's website: www.westboroughwater.com. On the home page, click on the box "Pay Online - Make a Payment". You will need to click on "First Time Here?" then "register now". Make sure you have your customer ID number to register. ⌘



Avoid Late Fees When using your Online Banking

Many customers who pay their bill via their online banking are under the mistaken impression that the Westborough Water District receives the funds electronically on the date they pay their online banking service. Unfortunately, this is not the case. The online banking service debits your account on the date you select and then mails a check to the District. However, many banks bundle and hold your check for up to 7 business days before mailing it to us. This can cause your payment to be received after the billing deadline. To ensure timely payment of your bill, we recommend that you schedule any such payment at least 10 business days prior to the due date in order to avoid late fees.



In order to prevent possible late payments, we recommend that you sign up with the District for free automatic payment deduction of your bill from either your checking, savings, or Visa/MasterCard account. Please visit our website www.westboroughwater.com and click on the tab "Service and Billing" and then select options for paying your bill. ⌘

NOTARY PUBLIC

The District has a Notary Public on duty that can notarize documents you may have for a fee of \$10 per signature. Feel free to take advantage of this service. Please call in advance to set up and appointment.

