



The Water Faucet

APRIL 2016

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:

wwd@westboroughwater.com

Update on Drought Regulation

The State Water Resource Control Board has extended the emergency regulation until October 31, 2016. This means everyone must have to continue to conserve water by 8% through October. Our challenges will be for customers to continue to conserve from now through the summer months.



The District may have to impose penalties if we fail to meet the State's mandatory 8% water reduction. We thank you for doing a great job in conserving water.

Please continue to conserve water! ⌚

Sewer Service Charge

Sewer service charges pay for the cost of sewer collection, treatment, safe disposal of the sewage, and electrical cost to pump the sewage to the treatment plant. The sewer service charge is calculated based on the amount of water consumed during January/February x per unit rate x 6 billing periods. ⌚

Sewer Service Charge on Property Tax Bill

The amount of water you consumed during January and February 2016 will be used to determine your annual sewer charge, which will appear on your property tax bill effective July 1, 2016. **If you experienced high usage during this period due to an emergency or uncontrollable event, please submit a written request to the District for possible adjustment no later than May 16, 2016.** ⌚

SEWER SERVICE CHARGE SURVEY: (As of March 2016)

AGENCY	Annual Cost for 15 Units	Annual Sewer Charge Min.
City of Daly City	\$ 563.40	\$ 69.42
City of South San Francisco	\$ 575.00	\$ 575.00
Westborough Water District	\$ 676.80	\$ 90.24
City of San Bruno	\$ 830.70	\$ 55.38
City of Millbrae	\$ 1,003.20	\$ 566.40
Half Moon Bay	\$ 1,007.40	\$ 537.28
City of Burlingame	\$ 1,102.50	\$ 147.00
City of Pacifica	\$ 1,125.78	\$ 600.42
AVERAGE	\$ 860.60	\$ 330.14

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:
David Irwin

Vice President:
William Lopez

Directors:
Janet Medina,
Tom Chambers, and
Perry Bautista.



Concerned About Lead In Your Drinking Water?

Lead was used in many common products like paint and solder used to join plumbing pipes together. Lead pipes have been outlawed for many years, but may still exist in older homes. The District is under reduced monitoring by the State Water Resources Control Board which requires us to collect 30 water samples every three years because we have never had any samples that exceeded the maximum contaminant level for lead. Homes with older plumbing should consider testing their water for lead. If you would like to have your water tested, the District will be collecting routine water samples in May 2016 and can include your samples. There is a \$25 fee (paid in advance) to have your water tested for lead. Please email the District at wwd@westboroughwater.com to sign up for lead testing or call (650) 589-1435. ☎



Working and Digging Near Pipelines

For your safety, always call before you dig. Did you know you can call USA North by dialing 811 or submit a ticket on the internet at <http://usanorth811.org/homeowners/>? USA North 811 will contact utility companies to come out and mark their facilities in the area you plan to dig. ☎



**Know what's below.
Call before you dig.**

Emergency Response Training

Recently the Westborough Water District conducted Emergency Response Training which included the Board of Directors and staff. The training included reviewing procedures, and hands on field training in preparation of responding to a major catastrophe. ☎



Rebate Programs



The Westborough Water District's Washing Machine and Toilet Rebate Programs are managed by the Bay Area Water Supply and Conservation Agency (BAWSCA) for all new purchases. You can get additional information and download a rebate application form from the District website at: www.westboroughwater.com



Shop for the EPA WaterSense Logo:



Pay Online
We now accept online payments
Make a Payment

Make a one-time payment or sign up for recurring payments using your Visa, MasterCard, or personal check on our secured website (FREE OF CHARGE):

www.westboroughwater.com

You must have your account no. to access it, so if you do not have it, please call the WWD Office to request it.



Stop by the WWD Office and Pick up Your Free Water Savings Products!

SUPPLIES ARE LIMITED! STOP BY SOON!

Items we have in stock include (colors may be different than those shown here):

- Low-Flow Kitchen and Bathroom Faucet Aerators
- Low-Flow Showerheads
- Toilet Dye Strips
- Shower Timers
- Garden Spray Nozzles
- Cold Water Catcher Bucket (NEW ITEM)
- Conservation literature



ALERT!

Customers Urged to Check Water District Employee IDs

We urge everyone to ask for photo identification of anyone at their door claiming to be a water district worker. Westborough Water District employees never request to come inside your home unless you made an appointment with the District for a service call. Additionally, workers wear uniforms and drive vehicles with our logo plainly visible. District workers do not sell any products door-to-door. If you are unsure about the person's identity, don't hesitate to call the District office at (650) 589-1435 before you open the door.

Is Your Bank Paying Your Water Bill on Time?

Unfortunately, some customers who paid their bills via their online banking service were under the mistaken impression that the Westborough Water District received the funds electronically on the date they selected.



Instead, they have found out that not only wasn't their bill paid on time, but a late fee was incurred. The online banking service debits your account on the date you select and then mails a check to the District; however many bank online payment processors bundle and hold checks for up to 7 business days before mailing them. This can cause your payment to be received after the bills due date. To ensure timely payment of your bill and avoid late fees, we suggest you schedule payment at least 10 business days prior to the due date.

Another way to prevent possible late payments is to sign up with the District for free automatic electronic payment of your bill from your checking, savings, or Visa/MasterCard account. For details, please visit our website 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. **Calling in advance is strongly recommended.**

