



The Water Faucet

July 2018

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

Congratulations!

The District would like to thank you for all your water conservation efforts. Please continue to conserve water! ⌚



Water Rates

There will be no increase in water rates again this year! The District has not increased the water rates since July 1, 2016. ⌚

Sewer Rates and Meter Service Charge

There will be a public hearing on July 12, 2018, at 7:30 p.m. at the District Office to consider sewer rate and meter service charge increases. ⌚

Reminder!



The Sewer Service Charge is shown on your property tax bill. The amount of water you consumed during January and February 2018 will be used to determine your annual sewer charge which will appear on your property tax bill effective July 1, 2018. ⌚

Capital Improvement Projects

The District is making needed improvements to the water and sanitary sewer infrastructure. The District has approved the following Fiscal Year 2018-2019 capital improvement projects to increase the safety and reliability of the water and sanitary sewer system: The total cost: \$1,639,000. The projects include:



Skyline Tank No. 3

Skyline Tank No. 3 exterior walls are showing signs of corrosion from the wind and ocean. This project consists of recoating the interior and exterior of the tank, appurtenance improvements to increase tank reliability, and a new drain outlet.

Athy Drive Water System

This project is to eliminate a cross country 8" asbestos cement pipe (ACP) which exists between Athy Drive, Carter Drive and Meath Drive at and near the Skyline Village Subdivision.

Westborough Sanitary Sewer Lift Station

This project consists of replacing nine gate and check valves. The valves are old and difficult to operate.

Rowntree Sanitary Sewer Lift Station

This project consists of replacing eight gate and check valves. The valves are also old and difficult to operate. ⌚

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:
Tom Chambers

Vice President:
Perry Bautista

Directors:
David Irwin, Karema Al-Arabi, and Janet Medina



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

Exciting News!

The District is working on designing a new user-friendly website which will allow customers to access most information with one or two clicks. We will continue to update you on this project. ☺



District Parking Spaces

The District has leased off-site parking spaces for employees in order to free up spaces for customers in our main lot. Although we encourage customers to sign up for electronic bill payment, there are now more parking spaces available. ☺

Sign-Up for Electronic Bill Payment and Avoid Late Fees!

The District encourages all customers to sign up for electronic bill payment services to facilitate timely payment of their water and eliminate late charges and penalties. If you haven't already signed up for electronic bill payment, please sign up now. By signing up, you never have to remember whether or not you paid your water bill and never incur late fees again. You will still continue to receive your bi-monthly water bill statement which includes your water usage and amount to be deducted from your checking, savings, Visa, or MasterCard account.

Please note that when paying your bills online using your own bank, can delay the District receiving your payment to 10 business days because banks often delay mailing until they have a number of checks. This can cause you to incur late fees.

The District charges the following:

LATE CHARGES AND PENALTIES

Unpaid Balances after 20 days of the billing date, a 3.5% of the past-due amount or a minimum charge of \$3.50, whichever is greater.

Unpaid Balances after 30 days of the billing date, **an additional** 5% of the past-due amount or a minimum charge of \$5.00, whichever is greater.

Shut Off Notice Fee (previously Door Collection Fee): A \$30.00 charge will be added to the amount due once a notice for shutoff has been issued for non-payment.

Reconnection Charges: Charges to have water turned back on are \$50.00 during regular business hours and \$115.00 after office hours (this includes weekends and holidays). **It is unlawful** for anyone other than Westborough Water District personnel to turn the water on. Violation will result in meter removal and a \$50.00 fee.

Return Check Fees

A \$30.00 fee shall be charged to any customer for any check (or ACH entry) returned by the bank unpaid.

Charge Back Fees

A \$40.00 fee shall be charged to any customer for any credit card reversals (charge back) by the credit card company. ☺

**AGREEMENT AUTHORIZING DIRECT PAYMENTS (ACH DEBITS) OF WATER AND
METER SERVICE FEES AND CHARGES**

1. **Authorization.** I, _____ hereby authorize Westborough Water District (District), through its financial institution, to implement a direct payment procedure for water and meter service fees and charges, through ACH (Automated Clearing House) debit entries initiated by District to be debited against the bank account indicated below. Such ACH debit entries shall be made on a bi-monthly basis and in lieu of the physical mailing of the customers' payment.

2. **Bank Account.**

- Checking Account
- Savings Account

Banking Institution Name _____

Branch _____ City _____

State _____ Zip _____

Routing Number _____

Account Number _____

3. **Water Service Account.**

Name (on the account) _____ Account No. _____

Service Address _____

4. **Termination of this Authorization.**

This authorization is to remain in full force and effect until District has received written notice of termination. The termination shall be effective two weeks after the District receives such written notice.

I agreed to the all the above,

Name _____
(Please Print)

Signature _____ Date _____

NOTE: ALL DEBIT AUTHORIZATION MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED ABOVE.

PLEASE ATTACH A VOIDED CHECK TO THIS FORM



You must have your account number to Access it, so if you do not have it, please call the WWD Office to request it.

THESE ARE VARIOUS OPTIONS FOR PAYING YOUR BILL

(Other than in person):

- **After-hours** *Drop off payments any time of the day* in our convenient 24-hour payment drop off box located near the garage at the District Office (*do not drop off cash in this box*). Please note that if your payment is placed in the drop box on the due date, it will be considered timely received as long as it is in the box by the time we open the office at 8 a.m., the following business day.
- **By mail:** Westborough Water District, P.O. Box 2747, South San Francisco, CA 94083-2747 (*checks or money orders only*).
- **WWD Online Web Payments:** Make a one-time payment or sign up for reoccurring payments using your Visa, MasterCard, or personal check on our secured website: www.westboroughwater.com free of charge! You must have your account number to access it.
- **WWD Direct Payment (ACH):** You may also sign up for our Direct Payment Program from your checking or savings account. **For your convenience, we have included the ACH form with this newsletter.** *By using ACH, your bank account will be charged on the due date of the bill; thus, avoiding any late fees!*
- **By using your own bank's bill payment service.** Please note that although the funds are deducted from your bank account immediately, your bank processor will mail us a check, so please make sure to allow **up to 10** business days for posting. ☹



2263 Westborough Boulevard
P.O. Box 2747
South San Francisco, CA 94083-2747

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FIRST CLASS MAIL
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Permit No. 419

NOTARY PUBLIC

The District has a Notary Public on duty that can notarize documents you may have for a fee of \$15 per signature. Feel free to take advantage of this service. **Calling in advance is strongly recommended.**

