



THE Water Faucet

JUNE 2023 / THE OFFICIAL NEWSLETTER OF



Street Address

2263 Westborough Blvd.
So. San Francisco, CA 94080

24-Hour Phone

650-589-1435

Fax

650-589-5167

Email

WWD@WestboroughWater.org
(email address is NOT case sensitive)

Website

WestboroughWater.org
(website address is NOT case sensitive)

Visit our website for updated information, water conservation tips, rebate forms, and much more!

WWD Board Meetings

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.

WWD Board of Directors

Janet Medina
President

Tom Chambers
Vice President

Don Amuzie
Julie L. Richards
Perry H. Bautista
Directors

WWD Management

Patricia Mairena
General Manager



Governor Newsom Lifts Drought Emergency, Retains Prohibition on Wasteful Practices

On March 24, 2023, Governor Gavin Newsom rolled back some of the drought emergency provisions that are no longer needed due to the State's improved water supply conditions. However, the Governor did not end the statewide declaration of water shortage emergency and maintained provisions around wasteful uses, such as watering ornamental grass on commercial, industrial, and institutional properties.

The Governor rescinded his 2021 Executive Order requiring urban water suppliers to activate Level 2 of their water shortage contingency plans and requiring a 15% conservation target; however, the State Water Resources Control Board (SWRCB) emergency regulation which requires the District to implement the Level 2 of the District's Water Shortage Contingency Plan remains in effect until June 10, 2023, or until the SWRCB take action to rescind the emergency regulation.

Governor Newsom continues to encourage Californians to make conservation a way of life!

On June 8, 2023, the Westborough Water District Board of Directors approved a resolution, rescinding its water shortage resolution with an effective date after the SWRCB emergency resolution expires on June 10, 2023, or it is rescinded by the SWRCB. ■



Rain or shine, there's never enough water to waste!



Reporting Water Waste

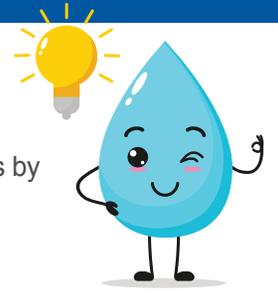
To report water waste, go to WWD's Contact page at WestboroughWater.org/contact and select "Report Waste Water" under the **Regarding** pulldown menu or call the office at 650-589-1435.

Regarding:

To stop service, please [click](#)

Report Waste Water





10 Ways to Conserve Water

- 1) Take advantage of the District's rebate program and install water saving devices.
- 2) Evaluate your water habits and discuss with everyone in your household ways to conserve water.
- 3) Look for leaks and repair them right away.
- 4) Flush the toilet only when necessary. Consider purchasing dual flush toilets.
- 5) Wash dishes and clothes wisely with full loads. Know your machine settings.
- 6) Take a shorter shower, lather up, turn off water, and turn on water to rinse off.
- 7) Reduce outdoor water consumption and only water 2 days a week, 15 minutes maximum.
- 8) Use less water to prepare foods by boiling water to thaw instead of running hot water.
- 9) Evaluate your bi-monthly water consumption. The State of California has established a standard of 55 gallons per person per day until January 2025 which equals to about 4.4 units for a 60-day period.
- 10) Make sure your home has high efficiency faucet aerators in the bathroom and kitchen. (Faucet aerators are the little pieces of hardware that screw into the bottom of faucets. High efficiency aerators can reduce flow by 1.5 gallons per minute, saving you money and lots of water).

Rebates and Water Conservation

The Westborough Water District wants to remind its customers of the importance of continual water conservation. In an effort to assist our customers, the District continues to offer washing machine and toilet rebate programs. These programs are an incentive for customers who are contemplating purchasing one of these. ■



HIGH-EFFICIENCY WASHING MACHINE REBATE PROGRAM

The District continues to offer one single rebate of **\$100 per washing machine** when you purchase a qualifying ENERGY STAR® label efficient clothes washer.



HIGH-EFFICIENCY TOILET (HET) REBATE PROGRAM

In a continuing effort to help our customers reduce water consumption, the WWD also continues to offer a rebate of up to **\$50 per toilet** if you replace a toilet with a water-efficient model.



TO QUALIFY FOR A REBATE: Toilet purchased must be an EPA WaterSense Labeled HET (effective January 1, 2014, all toilets purchased at retail locations in California should meet this criteria). Both rebate forms and qualifications are available at the WWD Office or online at WestboroughWater.org/rebates ■

FREE!

WATER CONSERVATION PRODUCTS AVAILABLE!

Please telephone the District ahead to arrange contact-free pick up of your free water conservation products.

Please request only the items you will use. Maximum one of each.

For Your Home



Cold Water Catcher Bucket

For Your Garden



Multi Spray Pattern Garden Nozzle

For Your Kitchen



1.5 GPM Dual Function Aerator

For Your Bathroom



1.5 GPM Low-flow Shower Head



1.0 GPM Needle Spray Aerator



Toilet Dye Strips Leak Detection

Water & Sewer Rates

The San Francisco Public Utility Commission (SFPUC), our wholesale water provider, has informed the District that due to financial challenges and planned capital improvements, it will be increasing water rates by \$0.46 per unit effective July 1, 2023.

Because of increases in operating costs, along with continued capital improvement projects, the North San Mateo County Sanitary District (City of Daly City) who processes our wastewater has informed the District that it will be increasing sewer service rates by \$0.81 per unit effective July 1, 2023.

Since the District has no control over the SFPUC's wholesale water rate or the rate charged by the NSMCSO to treat our wastewater, these cost increases are simply passed through to the District's customers.

The Board of Directors of the Westborough Water District is set to consider these proposed water and sewer rate increases. The Board will vote on these proposed changes at a public hearing scheduled for 7:30 p.m., Thursday, July 13, 2023. A Prop. 218 notice explaining our rate increases process was mailed to all customers and property owners in May 2023. ■

We Are Now Open to the Public!

Westborough Water District's lobby is now open to the public. Our lobby hours are 8:00 a.m. to 4:30 p.m. – Monday through Friday. We thank you for your patience during this COVID-19 pandemic as we navigate our way through changing public health protocols! We continue to offer many options to pay your bill as detailed below. Please keep in mind we bill only six times (bi-monthly) during the entire year. ■



 *We Appreciate Your Patience and Understanding*



Visit the Statewide Public Education Campaign at QuenchCA.com for State Water Initiatives.

OPTIONS FOR PAYING YOUR BILL



BY MAIL

Westborough Water District
P.O. Box 2747
South San Francisco, CA 94083-2747
Check or money orders only.



PAYMENT DROP BOX

Payment envelopes may be dropped off at the District Office Payment Drop Box by the garage door (*do not place cash*). 2263 Westborough Boulevard, SSF, 94080 24-hours a day, 7-days a week



BY PHONE*

Make a one-time payment using your Visa or Mastercard. Call (650) 589-1435 Monday to Friday, 8:00 a.m. to 4:15 p.m.



WWD ONLINE WEB PAYMENTS*

Make a one-time payment or sign up for reoccurring payments using your Visa, Mastercard, or personal check on our secure website: WestboroughWater.org. You must have your account number to access it.



WWD DIRECT PAYMENT (ACH)

This service will continue to be totally free to customers! To avoid any credit card charges that may be imposed in the future, we strongly recommend signing up for the WWD Direct Payment (ACH) from your checking or savings account. The sign-up form is enclosed with this newsletter. *By using ACH, your bank account will be charged on the due date of the bill, thus avoiding any late fees!*

**Although this service is currently free of charge, the District is evaluating the rising costs charged by our card processors to determine if a fee should be charged to our customers to pass through these costs.*



If you sign up for **WWD DIRECT PAYMENT (ACH)**, you will not only avoid any future credit card fees, but WWD will deliver free water conservation items we have in stock to your home free of charge! After you sign up, send us an email at WWD@WestboroughWater.org or give us a call at (650) 589-1435.

Is Your Bank Paying Your Water Bill on Time?



Unfortunately, some customers who paid their bills using direct payment 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 found out that not only was their bill not 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 are due and incur late fees. 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. ■

Sewer Service Charge on Property Tax Bill

The amount of water you consumed during January and February 2023, or your March 15th bill will be used to determine your annual sewer service charge, which appears on your property tax bill effective July 1, 2023. Thank you for conserving water! ■



Stay Connected with Customer Connect

WWD's **Customer Connect** is designed to provide you with direct, electronic communications in case of a service interruption, emergency, or other urgent information. By signing up for Customer Connect, you will receive District News Flashes by mobile text and/or email. It's easy to sign up and you can unsubscribe at any time! Stay informed, stay connected! Visit [WestboroughWater.org/connect](https://www.westboroughwater.org/connect) for more information. ■



2263 Westborough Boulevard
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Delivering Quality for You Since 1961



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Does WWD have your current phone number on file? WWD would like to make sure it can contact you in case of an emergency. You can update the phone number on your account by calling WWD at (650) 589-1435 or visiting

[WestboroughWater.org/contact](https://www.westboroughwater.org/contact).

Please have your account number ready.