



THE

Water Faucet

APRIL 2019 / THE OFFICIAL NEWSLETTER OF



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Website

WestboroughWater.org
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Visit our new 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

Perry H. Bautista
President

David J. Irwin
Vice President

Tom Chambers
Karema Al-Arabi
Janet G. Medina
Directors

WWD Management

Darryl Barrow
General Manager

Patricia Mairena
Assistant General Manager

California Drought Conditions

With the storms this year, drought conditions were eliminated in much of California. Most of California has an abundance of water this year. Last year Governor Brown issued an Executive Order ***Making Water Conservation a Way of Life in California*** permanent. The Executive Order prohibits wasteful water practices. **You are welcome to stop by the District office to see what water conservation items we have available.**



Sewer Service Charge on Property Tax Bill



The amount of water you consumed during January and February 2019 will be used to determine your annual sewer charge and will appear on your property tax bill effective July 1, 2019. 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 15, 2019.**

Is Your Bank Paying Your Bill on Time?

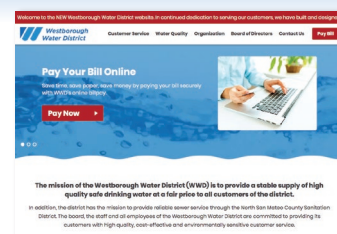
Some customers who paid their bills through online banking services were under the mistaken impression that the Westborough Water District received the funds electronically on the date they have selected. Instead, they discovered that their bills not only weren't paid on time but they had also incurred a late fee! Some online banking services debit accounts on the date selected and then mail a check to the District. Paying your bill online using your bank can delay the WWD receiving your payment up to 10 business days. Some banks often delay mailing until they have a sufficient number of checks.

To avoid a late fee, sign up for the WWD's Auto Pay Program by going to **WestboroughWater.org** and click on the "Pay Bill" button.

NEW!

Westborough Water District Website

Our website has a new facelift! We have been working on updating the website to provide customers with an improved online experience and easier access to important information regarding water service, water conservation, Board activities, financial documents, resolutions, events, and much more! One new feature is the News Flash banner which appears at the top of the site when a service alert is issued by WWD and conveys specific, up-to-date information on service disruptions or emergencies. Visit us today at **WestboroughWater.org**



Stay Connected with Customer Connect

WWD's new 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 for more information.



Emergency Response Training

On March 30, 2019, the WWD conducted emergency response training for its Board of Directors and staff. The training included a review of procedures and hands-on field training in preparation for responding to a major disaster.



Reinvesting in Your Infrastructure

The District is committed to rehabilitation and replacement of your infrastructure to ensure you have a safe and reliable water system. Every year the District budgets money specifically for water and sewer improvements.



Recently the District replaced all of the water service on Gellert Court from the main to the water meter box; replaced three 8" water valves on Greendale Drive, Fairfax Way, and Geddes Court; and replaced the motor control panel for the sanitary sewer lift station on Avalon Drive. Funding came from District's reserves. Our District has not had to rely on issuing bonds or requiring special assessments on our property tax roll for these improvements.

The District's Engineer is finalizing a 10+ year Capital Improvement Program. Over the next several months the Board will prioritize this list. WestboroughWater.org/cip

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.**

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