



P.O. Box 2747 | 2263 Westborough Blvd. | South San Francisco, CA 94080
Phone: 650-589-1435 Fax: 650-589-5167
Email: WWD@WestboroughWater.org Web: WestboroughWater.org

Dear New Occupants:

Welcome to the Westborough Water District (WWD) of South San Francisco!

Enclosed, you will find the following documents:

1. Billing Procedures and Information (Page 2 of this letter)
2. Application for Water and Sewer Service (Page 1 of application).
3. Emergency Response Form (Page 2 of application) along with Release Form (*complete only if water service is currently turned off*)

Please complete all items thoroughly and return the application and other necessary forms, along with your \$150.00 deposit. The deposit may be made in the form of cash, check, money order, cashier's check or credit card (Visa and MasterCard only).

If you move out, please notify the District of your new mailing address. Your deposit will be applied to your closing bill upon termination of your account. Any remaining funds will be mailed to you soon after.

If you choose to pay by credit card and will be sending your application via mail, fax, or email, please provide us with your credit card's billing zip code.

Applications received after 4:00 p.m. will not be processed until the next business day.

Mail application to:

Westborough Water District
P.O. Box 2747
So. San Francisco, CA 94083-2747

Fax applications to:

Westborough Water District
(650) 589-5167

Email applications to:

billing@westboroughwater.org

Drop off application in person:

Westborough Water District Office, 2263 Westborough Boulevard, So. San Francisco, CA.
Our office is directly across from Westborough Square Shopping Center (280 Freeway Exit is Westborough/Avalon Blvd.)
Office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. Closed Saturdays, Sundays, and Holidays.

EMERGENCIES: If you need immediate service and the office is closed, please contact (650) 589-1435 and request for the on-call worker to turn your service on. An additional \$115.00 fee will be charged to you.

All the information detailed in your application is vital and confidential. Incomplete applications will be returned; thus, causing delay in processing.

Thank you in advance for your cooperation.

Sincerely,
Customer Service Dept.

BILLING PROCEDURES AND INFORMATION

The WWD is a public agency that distributes treated water to and collects sewage from approximately 4,000 customers.

The District bills customers every two months. Usual mailing dates are the 15th of January, March, May, July, September, and November. The bi-monthly bills consist of a water charge and meter service charge.

Effective July 1, 2008, the sewer service charges will no longer be billed bi-monthly. Instead, the sewer charges will be billed thru the county's property tax bill.

The District's Board of Directors meetings are held on the second Thursday of every month at 7:30 p.m. at the District Office, 2263 Westborough Blvd., So. San Francisco, California. These meetings are open to the public.

WATER CHARGE:

The District gets its water from the San Francisco Water Department (SFPUC). The SFPUC uses chloramine (a mixture of chlorine and ammonia) to disinfect the water. Chloraminated water is safe for people and animals; however, precautions must be taken to remove or neutralize chloramine during kidney dialysis process, in the preparation of water for fish tanks and ponds, and for businesses requiring highly processed water. *Please ask District personnel for additional details.*

The District bills customers for the actual units that are registered by the water meter. Water meters are read bimonthly.

The water rate is currently \$7.28 per unit, with one unit (HCF) equaling 748 gallons of water or 100 cubic feet. There is no minimum charge.

SEWER CHARGE:

The sewer service charge pays for water that goes down the drain(s), which needs to be treated in order to be released into the Ocean. District's wastewater is processed by the NSMCSO (City of Daly City).

Customers' sewer charges are based on their January and February water consumption. These two months fall during our rainy season; hence, water used during this period is normally used for indoor use only and not for landscaping, etc. The sewer service charge is adjusted annually on July 1st of each year.

New customers' sewer charges are based on the current assessment until they have established their own consumption during the base period of January and February. The sewer service charge is then adjusted annually on July 1st of each year.

The sewer service rate is currently: \$10.30 per unit. There is a **minimum charge** of 12 units annually or \$123.60. Effective July 1, 2008, the sewer charges will be billed thru the county's property tax bill.

METER SERVICE CHARGE:

The meter service charge for residential customers is currently: \$44.00 (5/8" meters) or \$58.41 (3/4" meters) per bimonthly period. Please request schedule for all other meters.

PAYMENTS:

Bills may be paid by mail, online, or in person at the District Office, 2263 Westborough Blvd., South San Francisco. For your convenience a 24-hour payment drop off box is located near the garage at the District Office. Please do not drop off cash in this box. We also accept Visa and MasterCard (*pay in person or thru our website at westboroughwater.org*). You may also sign up for Direct Payment from your checking or savings account by using our ACH form or signing up thru our website.

If you have any questions, you may call the District Office at (650) 589-1435 during regular business hours (8:00 a.m. to 4:30 p.m. Monday - Friday). For **EMERGENCIES ONLY**, you may also call the same number after-hours.