



# The Water Faucet

DECEMBER 2017

**Check out our website. You can obtain water conservation information and rebate forms!**

[www.westboroughwater.com](http://www.westboroughwater.com)

**Free dye strips to test for toilet leaks are available at the District Office.**



## Commitment to Emergency Preparedness

Recently the Westborough Water District Staff and Board Members tested deploying our emergency flexible hose piping. The flexible hose pipe is NSF (formerly the National Sanitation Foundation who develops standards for food and water) approved for drinking water. The pipe is used above ground and may be connected to the District's water system crossing the San Andreas Fault line. The District has 700 feet of flexible hose pipe to connect our water system in an event of a breakage during an earthquake. Below are pictures of the hose pipe and deployment reel:



The Westborough Water District conducts annual emergency training with the Board of Directors and Staff to better respond to emergencies. ⌚

## Capital Improvements

The District is committed to providing customers with safe, reliable, high quality water by making improvements to the system. Last year the District approved the following: conduct analysis and coating inspection of the three Skyline tanks, District wide sewer main inspection and cleaning, and sewer pump station improvements. The most recently approved improvements include Skyline Storage building improvements, Athy Drive water system improvements, Rowntree Sewer Lift valve replacement, and updating the District's SCADA (Supervisory Control and Data acquisition). The SCADA system performs the following:

- Controls the entire water distribution system through cellular and radio communication and stores information in the cloud
- Monitors, gathers, and processes real-time data
- Directly interacts with devices such as sensors, valves, pumps, motors, and more
- Records events into a log file and calls/alerts Staff for alarm conditions. ⌚

**Westborough Water District**

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## 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:  
Janet Medina

Vice President:  
Tom Chambers

Directors:  
Perry Bautista, David  
Irwin, and Karema  
Al-Arabi

## 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 the customers we continue to offer washing machine and toilet rebate programs. These programs are an incentive for customers who are contemplating purchasing one of these.

### 1. HIGH-EFFICIENCY WASHING MACHINE REBATE PROGRAM

The District continues to offer a rebate to customers who purchase high efficiency washing machines that use less water and consume less energy than conventional models.

Effective January 1, 2017, the District offers one single rebate of \$100 per washing machine when you purchase a qualifying ENERGY STAR® label efficient clothes washer.

### 2. HIGH-EFFICIENCY TOILET (HET) REBATE PROGRAM

In a continuing effort to help our customers reduce water consumption, the WWD offers a rebate of up to \$100 per toilet if you replace a toilet with a water-efficient model.

#### To Qualify for a Rebate:

- To qualify for the \$100 rebate, the toilet that you purchase must be a MaP Premium HET.
- To qualify for the \$50 rebate, the toilet that you purchase must be an EPA WaterSense labeled HET (effective January 1, 2014, all toilets purchased at retail locations in California should meet this criteria).
- You must have water service from the Westborough Water District.
- HET installation and rebate application postmark must be completed within 90 days of purchase date.
- Additional program eligibility rules and details are listed on the HET Rebate Application.

Rebate forms are also available at the WWD Office or visit <http://bayareaconservation.org>

### 3. FREE WATER CONSERVATION PRODUCTS AVAILABLE!

Stop by the Westborough Water District's office to pick up your free water conservation products. **SUPPLIES ARE LIMITED! STOP BY SOON!**



### 4. TEN IMPORTANT WATER CONSERVATION TIPS

- 1) Water your garden and lawn early in the morning only when it needs it. Step on your grass...if it springs back when you lift your foot, it doesn't need water. Set your sprinklers for less frequent watering or use a hose!
- 2) Fix leaky faucets, leaky toilets, and plumbing joints as soon as they are detected.
- 3) Don't run the hose while washing your car...use a bucket of water and a quick hose rinse at the end with a trigger nozzle that automatically turns off.
- 4) Install water saving shower heads.
- 5) Select correct water levels for laundry loads and wash only full loads in the washing machine and dishwasher.



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](http://www.westboroughwater.com)



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

- 6) Take quick showers rather than full-tub baths.
- 7) Don't let the water run when brushing your teeth, washing your face, or shaving.
- 8) Use a broom instead of a hose to clean patios, decks, driveways, and sidewalks.
- 9) Replace your old water guzzling toilet (3.5 to 7 gallons per flush) with a new WaterSense labeled HET toilet (1.28 gallons or less per flush). For additional information, please visit: <http://bayareaconservation.org>
- 10) Position sprinklers so they are not wasting water by spraying the house, sidewalk or street.

#### 5. HOW TO READ YOUR METER AND DETERMINE IF THERE IS A LEAK

- Locate your water meter outside your home a few feet from the sidewalk either under a metal or concrete lid marked water.
- Make sure all water fixtures/appliances are turned off.
- Remove the water meter lid by using a tool, such as a screwdriver to pry it up. Pay close attention to the wires under the lid and any insects that may be in the meter box.
- Look at the meter register. Depending on the type of meter, there will be a flow indicator, either a black triangle or a red dial. The indicator registers small flows of water. Watch the indicator for a few minutes to see if it moves.
  - If the indicator doesn't move, water is not being used in or around your residence.
  - If the indicator moves (even a little) water is being used somewhere inside or outside your home, indicating a leak.

#### 6. HOW TO FIND AND REPAIR LEAKS

The most common plumbing leaks are caused by toilet leaks. Many times these leaks go unnoticed because they are silent and occur periodically throughout the day. You can use the toilet dye strips the District offers to test for leaks. You can also find ways to repair your toilet on the internet or from your local hardware store.

Reading your water meter can help you discover small and large leaks. You can write down the meter reading numbers, wait 3 to 4 hours and then take another reading. If the meter registers any water usage, you may have a leak.

Some leaks can be outside your home in the service line. The service line is the waterline between the water meter box and your home. If your meter register indicates a leak and you have checked all inside plumbing fixtures, you may have a service line leak. You can close your house valve and redo the above steps to determine whether or not you have a service line leak. Repairs to your service line should be completed by a licensed professional. ☹

## Water Efficient Landscaping

Recently the Westborough Water District rescinded the declaration of a water shortage emergency and terminated the implementation of stage 2 of the water shortage contingency plan. The District has determined that the water shortfall condition no longer exists. The San Francisco Public Utilities Commission has indicated they have enough water to supply customers for the next three years. We are still requesting customers continue to save water.

**Water conservation is a way of life and here to stay!** ☹

# IMPORTANT MESSAGE FOR THE NEW YEAR...PLEASE READ!

Are you aware that your sewer service charge for the entire fiscal year is **STILL** based on how much water you use during the January and February meter reading period? **YES!**...you can still have control of how much your sewer charges will be for the next fiscal year! **Minimum annual sewer charge of 12 units applies (or 2 units per base period x 6 billing periods).**

Lowering your sewer charges is easy to do, but must be done NOW! All YOU have to do is reduce YOUR water usage as much as YOU can from January 2 through March 2, 2018. The sewer charges on your annual property tax bill for fiscal year 2018/2019 will reflect YOUR savings based on the amount of water YOU have conserved during the Jan-Feb. 2018 period (**12 unit minimum annual sewer charge applies**).



**NOW** is the time to check all household plumbing fixtures and repair those that are leaking. Leaky faucets and silent toilet leaks can cause your water bill and sewer service charge to **MORE THAN DOUBLE**. You can easily check your residence for plumbing leaks by using a **free** packet of toilet dye strips from our office. Please call, e-mail, or visit our website for more information.



Call us at: (650) 589-1435  
e-mail us at: [wvd@westboroughwater.com](mailto:wvd@westboroughwater.com)  
or visit us at: <http://www.westboroughwater.com>



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.**

**NOTARY PUBLIC**

Happy Holidays!

FIRST CLASS MAIL  
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water district