



THE

# Faucet

JULY 2022 / 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

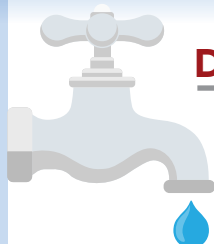
Perry H. Bautista  
**President**

Janet Medina  
**Vice President**

Tom Chambers  
Don Amuzie  
Julie L. Richards  
**Directors**

#### WWD Management

Patricia Mairena  
**General Manager**



## DROUGHT UPDATE

# State of California Second Water Conservation Emergency Regulation of 2022

On March 28, 2022, Governor Newsom directed the State Water Board (Board) to consider adopting an emergency regulation for urban water conservation. On May 24, 2022, the Board adopted an emergency regulation. **On June 10, 2022**, the emergency regulation went into effect. It will remain in effect for one year from the effective date, unless the Board modifies it, readopts it, or ends it before then.



### EMERGENCY REGULATION REQUIREMENTS

- Commercial, industrial, and institutional decorative grass should not be watered\*
- Give all trees just what they need: avoid overwatering
- Follow the local requirements of your water supplier
- Urban water suppliers should implement all Level 2 demand reduction actions by June 10, 2022.\* **Note:** On August 12, 2021, the Westborough Water District Board of Directors passed Resolution 633, Implementing Stage 2 of the 2020 Water Shortage Contingency Plan and Urging a Voluntary 15% Reduction in Water Usage (*please see Non-Essential Water Use restrictions listed below*).

(\* Note: Unless otherwise allowed in the regulation)



### THE FOLLOWING NON-ESSENTIAL WATER USES ARE PROHIBITED DURING DROUGHT OR WATER SHORTAGE:

- Use of potable water to clean, fill, or maintain levels in fountains, including recirculating fountains.
- Use of water for recreational toys and equipment.
- The application of potable water to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, tennis courts, or structures.
- The application of potable water to outdoor landscapes during or within 48 hours after measurable rainfall.
- Watering duration is limited to 15 minutes per day and two days per week.
- Watering or irrigating of lawn or landscape is prohibited between the hours of 8:00 a.m. and 7:00 p.m.

(Continued inside)

**WWD OFFICE HOURS: Monday-Friday, 8:00 am to 4:30 pm. Closed on holidays.**

## California Drought Update *(continued)*

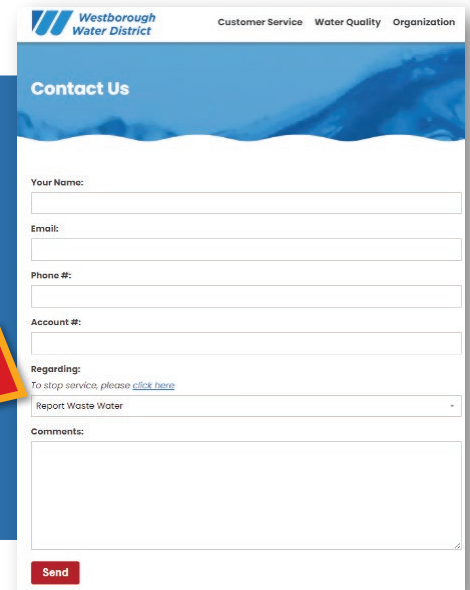
- Use of water through a hose or pressure washer to clean the exterior of any building, home, or driveway, except prior to painting or if required for health or safety purposes.
- The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.
- Leaks, breaks, and malfunctions must be repaired in a timely matter.
- The use of water through a commercial meter when the customer has been given a 7-day notice to repair broken or defective plumbing or sprinkler system.
- Hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily.
- The serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased.
- The use of water for city street sweepers/washers, except when approved by the District.

See website for complete ordinance and more tips on water conservation:

**WestboroughWater.org / conservation**

### To Report Water Waste...

Go to **WestboroughWater.org/contact** and select "Report Waste Water" under the Regarding pulldown menu or call the office at 650-589-1435.



The screenshot shows the 'Contact Us' form on the Westborough Water District website. It includes fields for 'Your Name:', 'Email:', 'Phone #:', and 'Account #:'. There is a 'Regarding:' dropdown menu with the option 'Report Waste Water' selected. Below this is a 'Comments:' text area and a 'Send' button. A red arrow points from the 'To Report Water Waste...' text to the 'Regarding:' dropdown menu.



## WWD Rebate Programs

### 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 District also continues to offer a rebate of \$50 per toilet if you replace a toilet with a water-efficient model.

The Westborough Water District's Washing Machine and Toilet Rebate Programs are managed in-house. You can get additional information on how to qualify for the programs and download rebate application forms from the District website at:

**WestboroughWater.org / rebates**

## Ways to Conserve Water



- Take advantage of the District's rebate program and install water saving devices.
- Look for leaks and repair them right away.
- Flush the toilet only when necessary. Consider purchasing dual flush toilets.
- Evaluate your water habits and discuss with everyone in your household ways to conserve water.
- Wash dishes and clothes wisely with full loads. Know your machine settings.
- Take shorter shower, lather up, turn off water, and turn on water to rinse off.
- Reduce outdoor water consumption and only water 2 days a week, 15 minutes maximum.
- Use less water preparing foods by boiling water to thaw instead of running hot water.
- Evaluate your bi-monthly water consumption. The average use per person during a drought should use 3.5 units bi-monthly or (2,618 gallons / 60 days = 43.63 gpd.)
- Make sure your home has high efficiency faucet aerators in 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).

You may visit the Statewide Public Education Campaign  
**QuenchCA.com** for State Water Initiatives.



### WATER QUALITY

## Concerned About Lead in Your Drinking Water?

Lead was used in many common products like paint and solder used to join plumbing pipes together. Lead pipes have been outlawed for many years but may still exist in older homes. The District is under reduced monitoring by the State Water Resources Control Board which requires us to collect 30 water samples every three years because we have never had any samples that exceeded the maximum contaminant level for lead. Homes with older plumbing should consider testing their water for lead. If you would like to have your water tested, the District will be collecting routine water samples in the Fall of 2022 and can include your samples. **There is a \$25 fee** (paid in advance) to have your water tested for lead. Please email the District at [WWD@westboroughwater.org](mailto:WWD@westboroughwater.org) to sign up for lead testing or call (650) 589-1435.

### SOME WATER CONSERVATION PRODUCTS STILL AVAILABLE AT WWD

**SUPPLIES ARE LIMITED.**

**Please telephone the District for  
contact-free pickup.**



*(Available products may change)*



**TO REPORT ANY WATER OR SEWER PIPE BREAK EMERGENCIES,  
PLEASE CONTACT OUR OFFICE 24-HOURS A DAY, 7-DAYS A WEEK AT 650-589-1435**

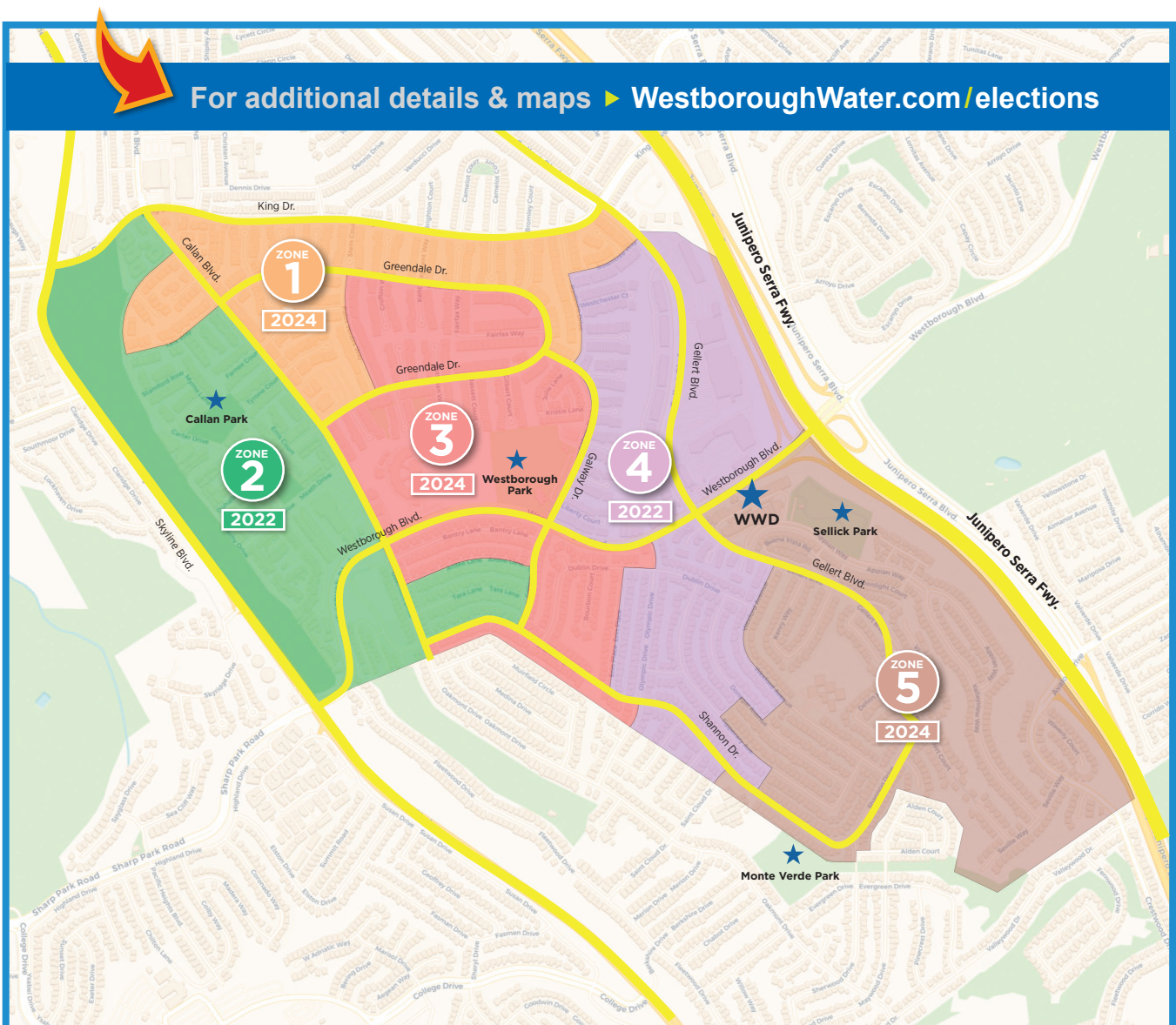




# Re-zoning (Re-districting) the District

At the Regular Board Meeting of April 14, 2022, after receiving public input from the fourth public hearing, the Board of Directors voted on a final map and decided which two (2) of the five (5) new zones will elect Board members in 2022, and which three (3) of the five (5) new zones will elect Board members in 2024. Please visit our website to view Ordinance No. 73, Approving the Change from At-Large to Zone-Based Elections for Election of Members of the Board of Directors Commencing in November of 2022.

The sequence of elections for each of the five zones will be as follows: (A) District Board member elections for zones 2 and 4 will be in 2022, and every four years thereafter; and (B) District Board member elections for zones 1, 3, and 5 will be in 2024, and every four years thereafter. The elections for the two unexpired terms will be for at-large positions, with terms ending in 2024. All candidates and Board members of the District must reside in and be a registered voter in the electoral zone in which she or he seeks to serve or serves. The Final Map is shown below.



**COVID-19 UPDATE**

## WWD Makes Workplace Safety a Priority

The District has 6 full-time essential service employees: 3 administrative and 3 field. With the high COVID infection rate and to prevent any of them from getting sick with COVID-19 which will severely impact operations, our office remains CLOSED to the public until further notice. There are many options to pay your bill as mentioned below. Please keep in mind we bill only six times (bi-monthly) the entire year. We will continue to provide the same level of service, should you need assistance, please contact the District office at (650) 589-1435. Our business hours remain the same (8:00 a.m. to 4:30 p.m. Monday thru Friday).

► ***We appreciate your patience and understanding.*** ◀

### OPTIONS FOR PAYING YOUR BILL

**BY MAIL**

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

**PAYMENT DROP BOX**

Payment envelopes may be dropped off at the District Office Payment Drop Box at: 2263 Westborough Boulevard, SSF, 94080 24-hours a day, 7-days a week

**BY PHONE**

Call (650) 589-1435 / Mon-Fri., 8:00 a.m. to 4:15 p.m.

**WWD ONLINE WEB PAYMENTS**

[WestboroughWater.org/billpay](http://WestboroughWater.org/billpay)

**WWD DIRECT PAYMENT (ACH)**

Sign up using the ACH Form found online at: [WestboroughWater.org/rates](http://WestboroughWater.org/rates)

## Increase in Rates

The Westborough Water District provides local water distribution and sewer collection services to its customers. The District relies on the San Francisco Public Utilities Commission (SFPUC) to deliver its water and the North San Mateo County Sanitation District (NSMCSD) to treat its sewage. A substantial portion of the rates charged by the District are passed through from these two agencies. The District must cover its costs to continue providing high quality water and excellent sewer service to our customers and improve system reliability. As a public agency, by law, the District may not collect more revenue than is necessary to cover its annual costs to provide its services. Our costs have increased substantially, as described below.

### WATER RATES

Effective July 1, 2022, the SFPUC increased the District's rates by \$0.65 and the District needed to increase the rate an additional \$0.65 in order to balance its annual budget. The District received 8 letters of protest on the proposed water rate

increase. The District's Board of Directors held a public hearing on the proposed rates on July 14, 2022. After the Public Hearing, the Board was faced with a tough decision, to be financially responsible and prudent with reserves, the Board of Directors approved to increase the water rates by \$1.30. The new water rate is \$8.58 per 748 gallons.

### SEWER RATES

The District was faced with a \$0.75 per unit increase in sewer charges from NSMCSD effective July 1, 2022. The District's Board of Directors held a public hearing on the proposed rates on July 14, 2022. The District received 7 letters of protest on the proposed sewer rate increase. After the Public Hearing, the Board approved to pass on the \$0.75 per unit increase with no additional charge by the District. The new sewer rate is \$11.05 per unit which is applied to the amount of water consumed during January-February 2022 meter reading to determine the annual sewer charge collected on the upcoming property tax roll.





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## *Inside*

- ▶ State Water Conservation Emergency Regulation
- ▶ WWD Rebate Programs
- ▶ Ways to Conserve Water
- ▶ Concerned about Lead in Your Drinking Water?
- ▶ Re-zoning the District
- ▶ WWD Workplace Safety
- ▶ Increase in Rates



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*Delivering Quality for You Since 1961*

## 2021 ANNUAL WATER QUALITY REPORT



**DOWNLOAD & READ ONLINE**

[WestboroughWater.org/CCR2021](https://WestboroughWater.org/CCR2021)

**REQUEST PRINTED COPY**

Email: [WWD@westboroughwater.org](mailto:WWD@westboroughwater.org)

Phone: 650-589-1435