



THE

Water Faucet

AUGUST 2024 / 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

Tom Chambers
President

Don Amuzie
Vice President

Julie L. Richards
Perry H. Bautista
Janet Medina
Directors

WWD Management

Patricia Mairena
General Manager

Rate Study Supports Rate Increases

As a public agency, the District cannot profit from its operations. Water and sewer rates are determined by the cost of providing service. On July 12, the Board of Directors approved water and sewer rate increases for the next five years beginning in fiscal year 2024/25 through 2028/29.



A Proposition 218 notice explaining our rate increases process was mailed to all customers and property owners in May 2024. The rate increases are based on an independent study that showed that current water and sewer rates are not adequate to cover future water and sewer system expenses. Based on the study, rate increases are necessary to: (a) enable the District to recover the rising costs of operations and maintenance; (b) fund deferred capital improvements; and (c) maintain emergency reserves.

The San Francisco Public Utility Commission (SFPUC), our wholesale water provider, informed the District that due to financial challenges and planned capital improvements, it will be increasing water rates to \$5.67 per unit in 2024/25, representing an 8.8% increase. The SFPUC has projected that its wholesale rate will increase approximately 27.0% through 2028/29. Water purchases represent over 66.0% of total water operating expenses.

(continued on inside)

WATER RATES: The District's Board of Directors held a public hearing on the proposed water rates on July 12, 2024. The District received 6 letters of protest on the proposed water rate increase. After the Public Hearing the Board adopted water rate increases for the next five years beginning in fiscal year 2024/25 through 2028/29. Effective July 1, 2024, the **new water rate is \$10.02 per 748 gallons.**

SEWER RATES: The District's Board of Directors also held a public hearing on the proposed water rates on July 12, 2024. The District received 5 letters of protest on the proposed sewer rate increase. After the Public Hearing the Board adopted sewer rate increases for the next five years beginning in fiscal year 2024/25 through 2028/29. Effective July 1, 2024, the **new sewer rate is \$12.23 per unit** applied to the amount of water consumed during January-February 2024 meter reading to determine the annual sewer charge collected on the upcoming property tax roll, with a minimum charge of \$146.76 per year. Because sewage is not metered, sewer flow is estimated using consumption during January and February of each year when the least amount of landscape irrigation occurs.

Rate Study & Increases *(continued)*

The North San Mateo County Sanitary District (City of Daly City), which processes our wastewater, has informed the District that they will not be increasing its treatment rate for 2024/25. However, Daly City has projected that their treatment rate will increase by 10.0% each year beginning in 2025/26 through 2028/29 due to increases in operating costs and necessary capital projects. Treatment costs account for 93.0% of total sewer operating expenditures.

The District, based on the advice of its consultant, thinks it will need further increases during the next five years beyond what was approved on July 12. We do, however, have no control over the wholesale water rates charged by the SFPUC other than rates will be at cost and will be the same for all 26 agencies buying SFPUC water. We also have no control over

wastewater processing rates charged by Daly City, although we will be paying the same rate as any household in Daly City. Because of this we did include a pass-thru provision that allows us to increase rates above the July 12 approved rates should our wholesale rates increase more than what was forecasted. If wholesale rates increase less than forecast, the District also may charge less than the rates approved on July 12.

The new rates for water will appear on the September 2024 water bills. The revised sewer service charges will be reflected on the next property tax bill you receive.

For more information on the rate plan or to see the updated rates, go to WestboroughWater.org ■

UPDATE Credit Card Processing Fees Being Implemented

As we have been communicating to you for the past year, the District has been facing increased credit card processing fees. These fees have drastically climbed over the past years from a budgeted amount of \$10,000 in 2013 to \$65,000 for the upcoming fiscal year 2024-2025. Although credit card processing had been free of charge to customers using this service (the District has been absorbing these charges), the Board of Directors evaluated the rising costs charged by credit card processors and they have determined that these fees should be passed on to those customers who pay their bills with a credit card. At their August 8, 2024 board meeting, the Board of Directors reviewed and approved a fee which will be charged for the service, effective with the payments for the September 15, 2024 bills, of the actual amount charged to process the payment with a cap of 3.5% plus a \$0.30 per payment.

Please remember that the District only bills its customers six times per year, so there are only six bills involved; however, to avoid paying this fee, you may elect to pay your bill by using: cash, check, or direct payment (ACH). See options on next page. ■

Reinvesting in Your Infrastructure



The District is planning on making much needed improvements to the water and sanitary sewer infrastructure. On May 2, 2024, the District approved the following Fiscal Years 2025-2030 capital improvement water projects to increase the safety and reliability of the water system. The total cost is \$13,168,326.

For the upcoming fiscal years 2024/2025 and 2025/2026, the District approved the interior recoating of Skyline Tank No. 3 and its seismic foundation improvements. The District has already completed the exterior recoating of the tank in 2023, but still needs to recoat the interior of the tank as well as perform seismic improvements which are necessary to provide more reliability in case of an earthquake. The District also approved the design phase of the work needed to be done to Skyline Tank No. 2.

For detailed information on these projects, please visit our CIP webpage at WestboroughWater.org/CIP ■

OPTIONS FOR PAYING YOUR BILL

We continue to offer many options to pay your bill (other than in person) as detailed below:



BY MAIL

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



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](https://www.WestboroughWater.org)
You must have your account number to access it.



BY PHONE*

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

** Effective with the September 15, 2024 bill payments, this service will incur an additional fee.*



WWD DIRECT PAYMENT (ACH)

This service will continue to be totally free to customers! You may sign up for our Direct Payment Program from your checking or savings account. For your convenience, we have included the ACH form with this newsletter. *By using ACH, your bank account will be charged **on the due date or the last day you can pay your bill**, thus avoiding any late fees and additional credit card fees!*



PAYMENT DROP BOX

Payment envelopes may be dropped off at the District Office 24-hour Payment Drop Box by the garage door (check or money orders only, do not place cash).

2263 Westborough Boulevard, SSF, 94080

24-hours a day, 7-days a week

Please note that if your payment is placed in the drop box on the due date, it will be considered timely received as long as it is in the box by the time we open the office at 8 a.m., the following business day.



To avoid any future credit card charges, we strongly recommend signing up for the **WWD DIRECT PAYMENT (ACH)**. Just fill out the enclosed form and return it to us!

If you already signed up for this service, there is no need to complete another form (unless your banking information has changed). For those customers who want to move from credit card payments to ACH, when you complete and return the ACH form, the District will cancel your current form of payment; thus, no need to cancel it yourself. Please be advised when changing to ACH this payment method will not take effect until the next billing cycle, so please make sure to pay your current bill on time.



If you sign up for **WWD DIRECT PAYMENT (ACH)**, we 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.

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

DISCLAIMER: ITEMS MAY VARY FROM PICTURES DISPLAYED.

Is Your Bank Paying Your Water Bill on Time?



Unfortunately, some customers who paid their bills via their online banking service were under the mistaken impression that the 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 2024, 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, 2024.

Thank you for conserving water! ■



SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

For your safety, always call before you dig! Dial 811 or submit a ticket at usanorth811.org and your local utilities will be contacted to come out and mark their facilities in the area you plan to dig.

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 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 District 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!

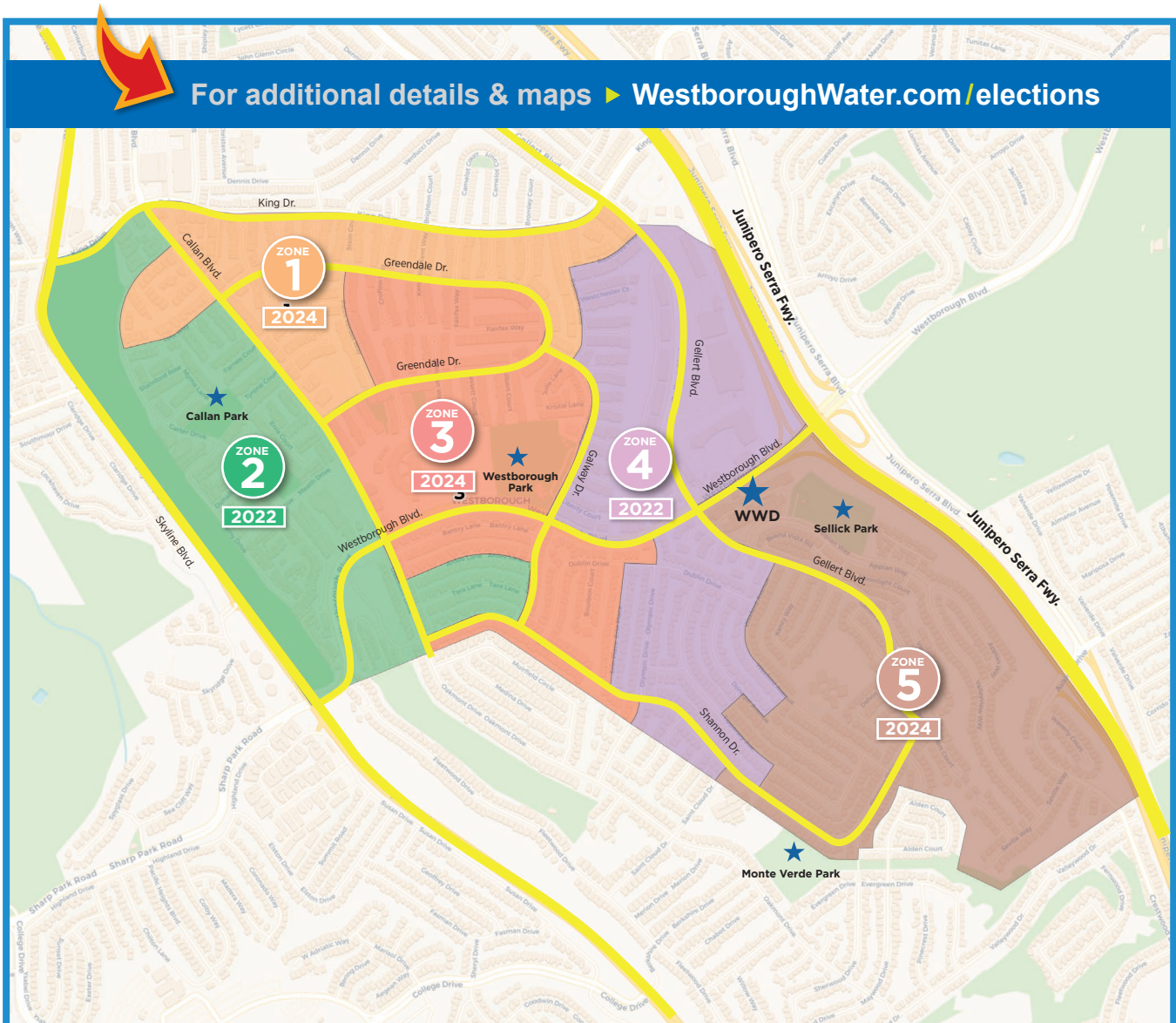
WATER CONSERVATION PRODUCTS AVAILABLE!

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.

More details available at: WestboroughWater.org/conservation

November District Elections

On April 14, 2022, the District established an electoral system with zone-based elections for the election of its Board members commencing in November 2022 with five (5) zones. 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. This coming November 2024, there will be elections for zones 1, 3, and 5. Below is the final map showing the five (5) zones. ■



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 for more information. ■



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

Delivering Quality for You Since 1961

In the Event of an Earthquake, Will You Have Enough Drinking Water?

Be better prepared for an earthquake or emergency by keeping at least a 3-day water supply (one gallon per person per day, for drinking and sanitation; do not forget your pets). For more helpful information, please visit the San Mateo County Department of Emergency Management website at



cmo.smcgov.org/emergency-preparedness

AGREEMENT AUTHORIZING DIRECT PAYMENTS (ACH DEBITS) OF WATER AND METER SERVICE FEES AND CHARGES

1. **Authorization.** I, _____ hereby authorize Westborough Water District (District), through its financial institution, to implement a direct payment procedure for water and meter service fees and charges, through ACH (Automated Clearing House) debit entries initiated by District to be debited against the bank account indicated below. Such ACH debit entries shall be made on a bi-monthly basis and in lieu of the physical mailing of the customers' payment.

2. **Bank Account**

- ☐ Checking Account
☐ Savings Account

Banking Institution Name _____

Branch _____

City _____ State _____ Zip _____

Routing Number _____

Account Number _____

3. **Water Service Account**

Name (on the account) _____

Account Number _____

Service Address _____

4. **Termination of this Authorization**

This authorization is to remain in full force and effect until District has received written notice of termination. The termination shall be effective two weeks after the District receives such written notice.

I agreed to all the above,

Name (please print) _____

Signature _____ Date _____

NOTE: ALL DEBIT AUTHORIZATION **MUST** PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED ABOVE.

PLEASE ATTACH A VOIDED CHECK TO THIS FORM