



THE

Faucet

AUGUST 2026 / THE OFFICIAL NEWSLETTER OF



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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 G. Medina
Vice President

Tom Chambers
Don Amuzie
Julie L. Richards
Directors

WWD Management

Patricia Mairena
General Manager



WWD Capital Improvement Program Update

Improving the System for You!

WATER INFRASTRUCTURE

- **The Skyline Tank No. 3 structural retrofit project** is finished, and this month the Board accepted the project as complete. Improvements included a seismic foundation retrofit, installation of additional roof rafters, and interior tank coating—all needed to improve reliability during an earthquake.
- **The Skyline Tank No. 2 retrofit project** is 60% complete on the design phase, and it is expected to go out to bid early next year. The work to be performed is similar to the work done to Skyline Tank No. 3 including seismic retrofitting.



SEWER INFRASTRUCTURE



- **The design phase of the sewer pipeline replacement project** in the Appian-I-280 Easement is now about 95% complete. Due to the highly anticipated El Niño weather, our engineers are recommending postponing the construction of this project until Spring 2027, as this type of weather is not conducive to for cross country construction.

Please visit our website for additional CIP projects information at WestboroughWater.org/CIP

Customer Connect Is Now Fully Implemented

The District has launched its new Customer Connect mass notification messaging program, **News Flash**, designed to provide timely and reliable updates to customers. News Flash delivers important information about service interruptions, emergencies, and other urgent water or sewer updates directly to you. These system improvements will expand the District's ability to share critical news quickly and efficiently when it matters most. Watch your mail for a postcard with simple instructions on how to stay informed and stay connected. Additional details are available at WestboroughWater.org/connect or by scanning the QR.

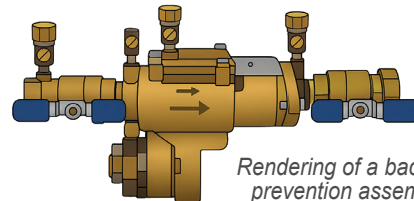


WWD OFFICE HOURS: Monday-Friday, 8:00 am to 4:30 pm. Closed on holidays.



Protecting Our Drinking Water Supply from Cross Contamination

Water safety is one of the Westborough Water District's top priorities. Towards that end, the District has updated its **Cross-Connection Control Plan** to meet new state requirements and implement additional backflow protections for our drinking water. You may not have heard of "backflow" before, but it is something the District takes seriously. Backflow happens when water or other substances reverse direction and flow back into the public drinking water system, potentially introducing contaminants. A cross-connection is any point in the water system where drinking water could come into contact with a non-potable source. The revised plan is designed to identify and address risks posed by cross-connections before they become a problem. Starting this Fall 2026, and in conjunction with Back Flow Specialists, Inc., the District will begin reaching out to commercial, institutional, and multi-family properties as part of a hazard-based review of service connections. These connections will be asked to install (if not already in place) a backflow prevention assembly device that acts as a safeguard against backflow contamination. If you are a single-family residential customer, no action is needed for now. ■



Rendering of a backflow prevention assembly.



Meet the WWD's Cross-Connection Specialist

Tyler Armstrong, one of our current Field Maintenance Workers, after receiving specialized training and certification, has been appointed as the District's Cross-Connection Control Program Specialist. Tyler will be implementing the District's Cross-Connection Control Plan by evaluating backflow and cross connection hazards, doing technical and administrative reporting, and supporting regulatory compliance to help protect the District's drinking water supply. ■



Tyler Armstrong

New Cross-Connection-Control Specialist

Rebates and Water Conservation

Visit WestboroughWater.org/rebates to review the qualifications and to obtain rebate forms.



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.

Rate Increases



As a public agency, the District's water, sewer, and meter rates are determined by the cost of providing service. Back on July 12, 2024, in accordance with Proposition 218, the District Board of Directors held a public hearing, and approved water, sewer, and meter rate increases for the next five years beginning in fiscal year 2024/25 through 2028/29. The rate increases are based on an independent study that showed that current water and sewer rates were 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.

WATER RATES

Effective as of July 1, 2026, the **new water rate is \$11.69** per 748 gallons.

SEWER RATES

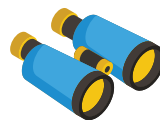
Effective as of July 1, 2026, the **new sewer rate is \$14.80** per unit. This rate is applied to the amount of water consumed during January-February 2026 meter reading to determine the annual sewer charge collected on the upcoming property tax roll, with a minimum charge of \$177.60 per year. Because 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.

The new rates for water will appear on the September 2026 water bills. The updated sewer service charges will be reflected on the next property tax bill you receive from San Mateo County.

METER CHARGES

Effective as of July 1, 2026, the meter charges will be revised in accordance with the schedule approved with the *Rate Study*. The bi-monthly **residential rates are \$76.82 for a 5/8" meter** and **\$93.25 for a 3/4" meter**. For a complete list of the bi-monthly meter charges for other meter sizes, please visit our webpage listed below.

For more information on the *Rate Study* or to view the updated rates, please visit [WestboroughWater.org/rates](https://www.WestboroughWater.org/rates)



If You See It, Please Report It

Please notify the district's office immediately if you notice any leaks or any other issue with either the water or sewer system, such as broken meter lids, running water on the street, etc.

Just recently, an impaired driver knocked off one of the WWD's fire hydrants located in a center island on the street. District staff did not receive any notifications from the emergency responders, and it was not until a Westborough resident reported it through the City of SSF See-Click-Fix Program that WWD staff became aware and replaced it. Luckily, the residents of that area did not experience any emergencies while that hydrant was out of service for an entire seven days!



Sewer Service Charge on Property Tax Bill

The amount of water you consumed during January and February 2026, or your March 15th bill will be used to determine your annual sewer service charge, which appears on your property tax bill effective as of **July 1, 2026**. Thank you for conserving water! ■



Option for Paying Your Bill Without Additional Fees

Just fill out the enclosed form and return it to us!

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. **For ACH Payments:** The District will not debit your account *until the due date* or the last day you can pay your bill without a late charge.

IMPORTANT!

If you already signed up for this service, there is no need to complete another form (unless your banking information has changed).

The District still offers multiple options for paying your water bill: online, phone, mail, and in-person.

Learn more about these options, as well as credit card and debit card processing fees at

WestboroughWater.org/rates

Water Conservation Products Are Still Available!

FREE!

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

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.

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). The following websites provide very helpful information, please visit:

→ The San Mateo County Department of Emergency Management website at smcgov.org/dem/prepare

→ The National Citizen Preparedness website at ready.gov



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



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Delivering Quality for You Since 1961

Leak Detector Packages

Some customers have contacted the WWD about receiving a "Delivery Notice" postcard of a leak detector package being sent to them by the Water Quality Association. The WWD does not endorse this company and recommends caution when being approached by such vendors.

If you think you may have a leak, please contact our office at (650) 589-1435 to schedule a leak test – free of charge!

