



THE

# Water Faucet

AUGUST 2025 / 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

Don Amuzie  
**President**

Perry H. Bautista  
**Vice President**

Julie L. Richards  
Janet G. Medina  
Tom Chambers  
**Directors**

#### WWD Management

Patricia Mairena  
**General Manager**



## Reinvesting in Your Infrastructure

### Fiscal Year 2025-2026 Capital Improvement Projects

#### WATER INFRASTRUCTURE

At the May 8, 2025 meeting, the Board of Directors awarded a contract for the structural retrofit of Skyline Tank No. 3 to the lowest responsive bidder, Euro Style Management, Inc. The project consists of much-needed seismic improvements, which are necessary to provide more reliability in the event of an earthquake. The work includes seismic foundation retrofit, placing additional roof rafters, and coating the inside of the tank. The project is scheduled to kick off this month. In addition, the design phase of the work needed to be done to Skyline Tank No. 2 was also allotted for this fiscal year.

The District will also continue with its AMR (Automatic Meter Reading) meter replacement program. The Board of Directors approved \$200,000 in purchases of additional AMR meters. These automated meters replace manual meter reading and provide additional information which allows us to better monitor usage and investigate abnormalities.



#### SEWER INFRASTRUCTURE

At the June 12, 2025 meeting, the Board of Directors approved a 5-year Sewer Capital Improvement Plan. The District plans on spending \$1 million dollars per year for the next five years for much-needed improvements to its sewer infrastructure. These projects consist of telecommunications (SCADA) work to the Rowntree and Westborough Lift Stations and a couple of pipeline replacement projects on Olympic Drive (from Dublin Dr. to Westborough Blvd.) and Appian-280 Easement Sanitary Sewer Improvements.



For additional CIP projects information, please visit [WestboroughWater.org/CIP](https://www.WestboroughWater.org/CIP)



## Rate Increases

As a public agency, the District's water and sewer rates are determined by the cost of providing service. Last year, in accordance with Proposition 218, the District Board of Directors held a public hearing on July 12, 2024, and approved water and sewer rate increases for the next five years beginning in fiscal year 2024/25 through 2028/29. The rate increases are based *(continued on inside)*

## 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. Because the District has never had samples that exceeded the maximum contaminant level for lead, the District is under reduced monitoring by the State Water Resources Control Board, which requires us to collect 30 water samples every three years. The District will be collecting routine water samples in the Fall of 2025. ■



*(Rate Changes... continued from front cover)*

## 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](https://WestboroughWater.org/connect) for more information. ■

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 July 1, 2025, the new water rate is \$10.83 per unit (748 gallons).



### SEWER RATES

Effective July 1, 2025, the new sewer rate is \$13.45 per unit. This rate is applied to the amount of water consumed during January-February 2025 meter reading to determine the annual sewer charge collected on the upcoming property tax roll, with a minimum charge of \$161.40 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 2025 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, visit [WestboroughWater.org/rates](https://WestboroughWater.org/rates) ■

## 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](https://smcgov.org/dem/prepare)

➔ The National Citizen Preparedness website at [ready.gov](https://ready.gov)





## District Staff Updates

After almost 24 years of service to the District, **Johnny Kennedy** retired from his position as the District's Field Supervisor on April 30, 2025. **Carlos Arias** (pictured at right), former Senior Maintenance Worker, was promoted to the position of Field Supervisor. Carlos has been an employee of the District for almost 23 years, and he is well qualified to take over this new leadership role.

Please join us in wishing Johnny a Happy Retirement and welcoming Carlos into his new position with the District!



*Congratulations to Carlos Arias,  
WWD's new Field Supervisor.*

## Rebates and Water Conservation

Please visit [WestboroughWater.org/rebates](https://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.

**FREE!**

## Water Conservation Products Are Still 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](https://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



# OPTIONS FOR PAYING YOUR BILL

The District 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](https://WestboroughWater.org/rates)**



## 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** of the bill, thus avoiding any late fees and additional credit card fees!*

*Note: for ACH we 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).

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



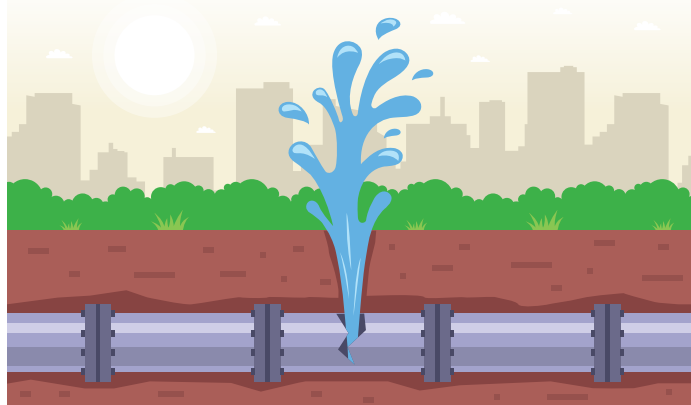
SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

**For your safety, always call before you dig!**

Dial 811 or submit a ticket at **[usanorth811.org](https://usanorth811.org)** and your local utilities will be contacted to come out and mark their facilities in the area you plan to dig.

## See Something? Call Us!

To report any water or sewer pipe break emergencies, please contact the District office 24-hours a day, 7-days a week at: **650-589-1435**



## Update Your Customer Info

Does WWD have your current phone number on file? WWD would like to make sure it can contact you in case of an emergency. You can update the phone number on your account by calling WWD at (650) 589-1435 or visiting

**[WestboroughWater.org/contact](https://WestboroughWater.org/contact).**

Please have your account number ready.

**NOTARY  
PUBLIC**



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.

**TO ENSURE AVAILABILITY, NOTARIZATION IS BY APPOINTMENT ONLY.**



## 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*

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