



THE

Water Faucet

DECEMBER 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

Janet Medina
President

Tom Chambers
Vice President

Don Amuzie
Julie L. Richards
Perry H. Bautista
Directors

WWD Management

Patricia Mairena
General Manager

Stage 2 Water Alert Still in Effect

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 Percent Reduction in Water Usage by all Customers in Response to Severe Drought Conditions. This action was necessitated by the continuing drought conditions in the State of California and the issuance of an Executive Order by Governor Newsom on March 28, 2022 and subsequent State Water Resources Control Board (SWRCB) Emergency Regulation that directs local water agencies to enact shortage response actions consistent with Level 2 of their WSCP. Furthermore, it complies with the State Water Resources Control Board (SWRCB) Level 2 response to Section 10632 of the CA water code.



Go online for complete ordinance & more tips on water conservation:

WestboroughWater.org / conservation

Californians need to brace for the possibility of another year of drought. While we will not know for certain how much water we will get this year, we must plan conservatively and do all we can to manage through another challenging year, which may include mandatory water rationing. Water customers are asked to use water wisely and take actions to reduce their water usage, such as fixing leaky toilets, installing low-flow fixtures, and reducing outdoor irrigation. The efficient management of outdoor water use is a particularly effective means to conserve water.

Reporting Water Waste

To report water waste, go to WWD's Contact page at WestboroughWater.org/contact and select "Report Waste Water" under the **Regarding** pulldown menu or call the office at 650-589-1435.

Regarding:

To stop service, please [click](#)

Report Waste Water



Every drop counts.

Save Water. Save Money!

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 WWD 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.

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



New Year's Resolution

Please check all plumbing fixtures and repair any leaks!

Sewer Service Charge on Property Tax Bill

As a reminder, the amount of water you consume during January and February 2023 will be used to determine your annual sewer charge and will appear on your property tax bill effective July 1, 2023. **NOTE:** there is a 12 unit minimum annual sewer service charge.



We urge you to take 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 or email us to request free packets of toilet dye strips. ■

COVID-19 UPDATE

WWD Makes Workplace & Customer Safety a Priority

The District has six full-time essential service employees: three administrative and three field. To prevent any of them from getting sick with COVID-19 which will severely impact operations, our office lobby has been closed to the public. As the number of reported cases continue to improve, we continue to assess the situation and expect to reopen the office after the holidays. We look forward to seeing you again soon!

In the time being, there are many options to pay your bill as detailed 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.

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 County of San Mateo now encourages residents to plan realistically for disasters in the county and encourages everyone to be prepared to survive on their own for up to one week!

For more helpful information, please visit the San Mateo County Department of Emergency Management website at:

cmo.smcgov.org/emergency-preparedness



OPTIONS FOR PAYING YOUR BILL



BY MAIL

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



PAYMENT DROP BOX

Payment envelopes may be dropped off at the District Office Payment Drop Box by the garage door (do not place cash).
2263 Westborough Boulevard, SSF, 94080
24-hours a day, 7-days a week



BY PHONE

Make a one-time payment using your Visa or Mastercard. Call (650) 589-1435 / Mon-Fri., 8:00 a.m. to 4:15 p.m.



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 free of charge! You must have your account number to access it. Maximum allowed payment amount is \$500.



WWD DIRECT PAYMENT (ACH)

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!

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. ■



Transparency Certificate of Excellence Awarded to Westborough Water District

South San Francisco, CA — Westborough Water District received the District Transparency Certificate of Excellence by the Special District Leadership Foundation (SDLF) in recognition of its outstanding efforts to promote transparency and good governance.

“This award is a testament to Westborough Water District’s commitment to open government,” said, Patricia Mairena, General Manager. “Our staff is to be commended for their contributions that empower the public with information and facilitate engagement and oversight.” To receive the award, Westborough Water District demonstrated the completion of essential governance transparency requirements, including conducting ethics training for all board members, properly conducting open and public meetings, and filing financial transactions and compensation reports to the State Controller in a timely manner.

SDLF is an independent, non-profit organization formed to promote good governance and best practices among California’s special districts through certification, accreditation, and other recognition programs.

Special districts are independent public agencies that deliver core local services to communities, such as utility, wastewater treatment, fire protection, parks and recreation, healthcare, sanitation, mosquito abatement, ports, libraries, public cemeteries and more. Districts are established by voters and their funding is approved by voters to meet specific needs through focused service. They can be specially molded to serve large regions or small neighborhoods depending on the need. ■



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Delivering Quality for You Since 1961



Effective November 2022, and in an effort to increase transparency and raise public awareness of the issues that are being reviewed and acted on by the Board of Directors,

WWD’s Board meeting packets are now on the District’s website. Please visit our website at

[WestboroughWater.org/agenda](https://www.westboroughwater.org/agenda)